

CREATE TROUBLESHOOTING CLASSROOM NORMS

Course Name: Tech Tuesday
Unit/Theme: Digital Use Norms

Time Frame (in minutes): 20
Grade Level: 3

| CONTENT AND SKILLS |
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| <p>Learning Objectives:</p> <ul style="list-style-type: none">• Students will understand the concept of troubleshooting and its importance in everyday life.• Students will collaboratively brainstorm and create multiple troubleshooting strategies for common technology problems.• Students will encode and decode a secret message.• Students will demonstrate independence in problem-solving by utilizing the troubleshooting reference poster created as a class. |
| <p>Essential Questions:</p> <ul style="list-style-type: none">• Why is troubleshooting an essential skill when using technology?• How can we effectively work together to brainstorm solutions for common tech problems?• What steps can we take to troubleshoot before seeking help from a teacher? |
| <p>Students I can statements . . .</p> <ul style="list-style-type: none">• I can explain the importance of troubleshooting in technology.• I can collaborate with my peers to generate multiple troubleshooting strategies for common technology problems.• I can encode and decode a secret message.• I can independently utilize the troubleshooting reference poster to solve technology issues before asking for help. |
| <p>How will you meet the needs of SWD and ELL/MLL students?</p> <ul style="list-style-type: none">• Use visual supports (images, symbols) with the decodable message activity.• Model the activity step-by-step with clear, slow speech.• Utilize simplified language and provide definitions/examples of key terms.• Relate troubleshooting to familiar, everyday problems.• Use visual aids on final copy of troubleshooting anchor chart• Model how to articulate reasoning for choices. |
| <p>Content Standards</p> <p>List all standard indicators (do not need standard statement)</p> |
| <ul style="list-style-type: none">• .N/A |

NYS Computer Science and Digital Fluency Standards

List all standards that authentically align

- 2-3.CT.6: Create two or more algorithms for the same task.
- 2-3.NSD.3: Describe and attempt troubleshooting steps to solve a simple technology problem.
- 2-3.CY.4: Encode and decode a short message or phrase.

NYS SEL BENCHMARKS

<https://www.p12.nysed.gov/sss/documents/SELBenchmarks2022.pdf>

- 2C.2b. Engage in strategies to work effectively and cooperatively across lines of difference.

INSTRUCTIONAL PLAN

List the steps of the lesson, including instructions for the students including how they will construct and practice content knowledge.

Add Standard Indicators next to activity that aligns and highlight them.

Students will be engaging in short “Technology Tuesday” lessons throughout the year where they learn about and practice computer and digital skills. Students will have already used PearDeck.

Day 1

Opening:

- Introduce the lesson by presenting students with a decodable message activity to uncover a secret message. (2-3.CY.4)

Introduction to New Material:

- Discuss the concept of troubleshooting and its relevance in everyday life. (2-3.NSD.3)

Guided Practice:

- Model how to troubleshoot a simple technology problem step by step. (2-3.NSD.3)
- Explain to students that you will be working as a class to come up with troubleshooting steps they can take to go on a reference poster for the classroom.
- Provide examples of common tech issues and guide students through brainstorming troubleshooting steps. (2-3.CT.6)
- As a group, students will brainstorm two or more troubleshooting strategies for each presented common technology problem. (2-3.CT.6)
- Use a note catcher to record student ideas and solutions.
- Monitor student understanding through questioning from simple to complex.

Closing:

- Have students share one troubleshooting step they learned today. (2-3.NSD.3)
- Summarize the importance of troubleshooting and how it can reduce distractions during the day. (2-3.NSD.3)
- Google form exit ticket that has students work through a troubleshooting algorithm

*After the lesson is complete, create a poster with the common tech problems and the troubleshooting steps you came up with as a class to try before asking for teacher help. Hang the poster in your classroom for students to reference throughout the year as a self-check before they ask for teacher support.

Day 2**Introduction:**

- Review Day 1: Briefly recap the troubleshooting steps discussed in the previous lesson. (2-3.NSD.3)
- Explain Activity: Introduce the Pear Deck activity where students will use the red dot tool to identify areas on the Chromebook screen for troubleshooting.

Activity Instructions:

- Launch the Pear Deck presentation on the projector/smartboard.
- Share the Pear Deck link with students so they can join from their Chromebooks.
- Each slide will feature a screenshot of a Chromebook browser with a specific tech problem.
- For each problem, provide a brief description and the corresponding troubleshooting step that students need to identify (e.g., "The page won't load" leading to "Refresh the browser"). (2-3.NSD.3)

Interactive Participation:

- Instruct students to move their red dot to the correct area of the screen for each troubleshooting step. (2-3.NSD.3)

Facilitate Discussion:

- After each slide, pause to ask students why they chose that area.
- Provide additional insights or alternative troubleshooting methods as needed.

Assessment:

- Monitor student engagement and participation using the red dot tool.
- Review the responses on Pear Deck to assess understanding of troubleshooting steps.

Closure:

- Ask students to share one troubleshooting step they learned and how it can help them in the future. (2-3.NSD.3)

FUTURE READY COMPETENCIES

Check off each competency that students will interact with during this lesson.

- ☒ Collaboration
- ☐ Communication
- ☒ Critical Thinking/Problem Solving
- ☐ Creativity & Innovation

MATERIALS / RESOURCES

Add additional resources needed for this lesson such as instructional technology templates, images, videos, etc. ***Including Instructional Technology Tools***

- [Troubleshooting Decodable Message](#)
- [Pear Deck Troubleshooting Practice](#)
- [Google Form Exit Ticket](#) (Copy questions from document and put into survey)
- Note Catcher (slide, chart paper, etc.)