

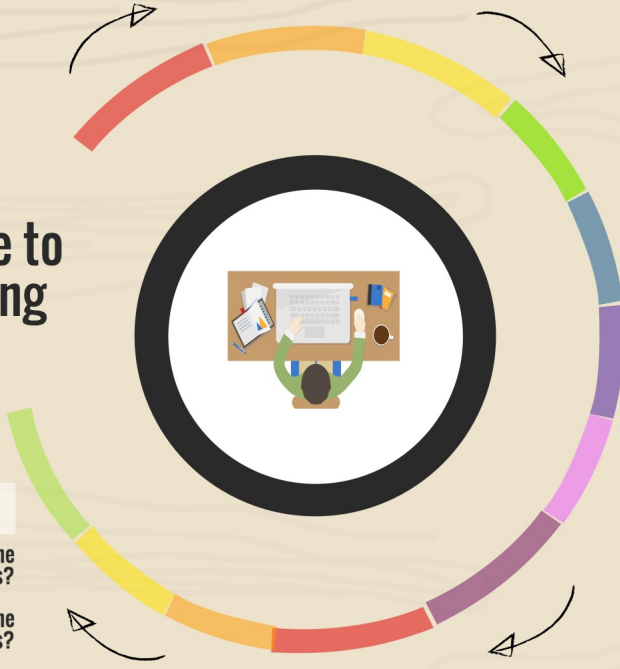
What is my end goal?
 Can I clearly articulate what I am unable to do?
 Do I know as many details about the problem as possible?
 What terminology is needed to properly search for a solution?

Define the Problem

Find Resources for a Solution

Where I can go to find resources to help me?
 Have I investigated resources such as blog posts, YouTube videos, or the help section of the digital tool being used?
 Have I asked a classmate or friend for advice?
 Have I used social media to solicit help from experts?
 Can I save helpful contacts to my personalized learning network?
 Can I add helpful resources to my personalized learning environment?

Student Guide to Troubleshooting Technology



Implement a Solution

Do I need anyone's permission to implement?
 Should I enlist the help of others in the implementation?

Evaluate and Reflect

Did the solution(s) work?
 Can I return to the same resources again for helpful information?
 Am I more comfortable solving problems like this in the future?

Share

Can I share out what I learned for the benefit of others?
 Could I present what I learned to the class?
 Could I contribute what I learned to a class wiki?

