

## Summary of #edchatie – 14<sup>th</sup> March, 2011



[tomwhitby](#) Tom Whitby

All of the **#EdchatIE** educators are welcome to join 7,500 collaborative educators on the Educator's PLN [www.edupln.com](http://www.edupln.com)

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[Daynuv](#) Daynuv

RT [@simonmlewis](#) enjoyed my first **#edchatie**. Interesting discussions though I don't know if we got past the "rant" stage <- we must do.

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[Daynuv](#) Daynuv

Catching up on the **#edchatie** transcript... so much interesting discussion. Well done [@fboss](#)

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[jditie](#) JDIT

[@fboss](#) silly question! Its early, ill just look at **#edchatie** list :o

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[jditie](#) JDIT

[@fboss](#) hey Fred is there any way to read all the **#edchatie** tweets? I missed last night and interested in the topic as I voted for it. Thanks

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[simonmlewis](#) Simon Lewis

[@](#)

[@pamelaobrien](#) yep, interested in the idea of teaming up with 3rd level institutions **#edchatie**

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[simonmlewis](#) Simon Lewis

Also enjoyed tuning into my first [#edchatie](#). Interesting discussions though I don't know if we got past the "rant" stage :-)

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[donenda](#) Enda D

bummer that I missed [#edchatie](#), very long day. Will catch up with the transcript soon, thanks to [@fboss](#)

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[sarahmaher2000](#) sarah maher

Sorry I missed [#edchatIE](#) tonight. I'll have a good read tonorrow

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[cormachannon](#) Cormac Hannon

@

[@PAJO23](#) Read your excellent blog post. [#edchatIE](#)

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[Pajo23](#) Pajo

Hi folks, sorry to have missed [#edchatie](#) , looking forward to reading the transcript as it too is a role I've fallen into and it takes over!

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[fboss](#) fboss

@

[@annemmcm](#) Brilliant! Just tag the link on Twitter with [#edchatie](#) and we'll all see it.

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[annemmcm](#) Anne McMorrough

@

[@fboss](#) Tell you what.. the children 'run' school blog too (via me, for safe publishing). I'll ask them to write a post about it! [#edchatie](#)

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[fboss](#) fboss

@

@[annemmcm](#) - about rotating teams of students and the type of tech they would work with  
[#edchatie](#)

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[annemmcm](#) Anne McMorrough

@

@[fboss](#) Which part?! [#edchatie](#)

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[mariefarren](#) Marie Doherty

Marie Doherty [#edchatie](#) tks really enjoyed chat and found it very helpful. don't feel so isolated anymore

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[annemmcm](#) Anne McMorrough

@

@[NL\\_84](#) Exactly! I set it up each Monday morn in a really simple way and it runs itself for the week.. usually! [#edchatie](#)

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[annemmcm](#) Anne McMorrough

@[fboss](#) RT @[magsamond](#) [#edchatie](#) it's been good visiting with y'all, GRMA fred for keeping us all us ducklings in tow!! Talk next week.

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[fboss](#) fboss

@

@[annemmcm](#) - can you elaborate on this in 140 characters? [#edchatie](#) - would like to know more

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[ict4mfl](#) Edmund Ellison

**#edchatie** Great chat tonight. Signing out. Nite all.

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[NL\\_84](#) Nigel Lane

@

@[annemmcm](#) excellent thanks, sounds like a lot of what I do! **#edchatie**

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[annemmcm](#) Anne McMorrough

@[NL\\_84](#) I rotate groups, it doesn't take up much time, but is very successful in a simple way.

**#edchatie**

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[NL\\_84](#) Nigel Lane

**#edchatie** must def explore possibility of involving students at some level in ICT support, a lot of the issues I'm asked to solve are basic.

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[BBrian1](#) Brian Henry

@

@[cormachannon](#) 145, wow! I manage just over 50 in one school. They have me in 6 days/month **#edchatie**

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[annemmcm](#) Anne McMorrough

@

@[NL\\_84](#) They 'manage' laptop trolley 'delivery' to blocks, check charges/shut downs, pair with young kids, demo new progs etc. **#edchatie**

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[magsamond](#) Mags Amond

**#edchatie** it's been good visiting with y'all, GRMA Fred for keeping us all us ducklings in tow!! Talk next week.

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[BBrian1](#) Brian Henry

**#edchatie** Regarding voluntary contribution, parents might be more inclined to 'sponsor' IT rather than donate to the school's generic pool.

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[cormachannon](#) Cormac Hannon

@

@[BBrian1](#) Try 145 computers in our school and 650 users. **#edchatIE**

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[peter\\_lydon](#) Peter Lydon

**#edchatie** Night all...thanks @[fboss](#) ...good discussion

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[fboss](#) fboss

Thank you all for contributing to **#edchatie** tonight. Full transcript available soon on: [fboss.delivr.com/15231](http://fboss.delivr.com/15231)

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[peter\\_lydon](#) Peter Lydon

@

@[BBrian1](#) **#edchatie** and time in the summer

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[pamelaaobrien](#) Pam

@

@[glynnmark](#) **#edchatIE** could work

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[BBrian1](#) Brian Henry

**#edchatie** Talk of 'troubleshooting' ignores the scale of 50 computers in a school. Requires planning, specialist knowledge => requires money

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[peter\\_lydon](#) Peter Lydon

**#edchatie** How many teachers are NCTE ICT Tutors?

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[clareire](#) clareire

@

@[magsamond](#) **#edchatie** it's good where I hang out but it's my "thing"

[www.inspirinteaching.com/wordpress](#)

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[fboss](#) fboss

RT @[glynnmark](#): @[pamelaaobrien](#) **#edchatie** a week in IOT learning the ropes, followed by a week in a school supporting ICT - I love it

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[glynnmark](#) Mark Glynn

@

@[pamelaaobrien](#) **#edchatie** a week in IOT learning the ropes, followed by a week in a school supporting ICT - I love it

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RT @[peter\\_lydon](#): **#edchatie** would need to factor student involvement in to AUP - this could be part of the school e-Learning plan

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[pamelaaobrien](#) Pam

@[glynnmark](#) @[nl\\_84](#) @[clareire](#) **#edchatIE** those TY students could themselves maybe do placement in local uni or IT **#edchatie**

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[peter\\_lydon](#) Peter Lydon

**#edchatie** would need to factor student involvement in to AUP

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[pamelaaobrien](#) Pam

@

@[glynnmark](#) @[nl\\_84](#) @[clareire](#) **#edchatIE** those TY students could themselves maybe do placement in local uni or IT

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[glynnmark](#) Mark Glynn

@

@[ConnollyTrevor](#) @[peter\\_lydon](#) **#edchatie** DIT have a unit specifically to support community based learning - that would be a good place 2 start

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[NL\\_84](#) Nigel Lane

@

@[annemmcm](#) do they help in all classes? what issues do they tackle? **#edchatIE**

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[peter\\_lydon](#) Peter Lydon

@

@[eTeachingIE](#) **#edchatie** and could lead to difficultie with AUP...school need to protect themselves

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[fboss](#) fboss

Into the final 5 mins of tonight's **#edchatie** and it's been another great night of input

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[magsamond](#) Mags Amond

@

@[cormachannon](#) [#edchatie](#) I have seen big leaps fwd with good practice of IWB use because of Project Math!! Woohoo the future.

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[marloft](#) Mary Loftus

Thx all - gotta go. Great discussion - these are problems for every school in the country. Hope we prompt some real progress. [#edchatie](#)

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[peter\\_lydon](#) Peter Lydon

RT @[peter\\_lydon](#): @[eTeachingIE](#) NCTE perhaps out sourcing...tried doing with with Geog Teachers but really needs solid structure [#edchatie](#)

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[annemmcm](#) Anne McMorrough

@

@[NL\\_84](#) @[clareire](#) I teach 5th and there's a 'tech team'.. they do small but safe things, and take the role very seriously :-)

[#edchatie](#)

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[pamelaaobrien](#) Pam

@[NL\\_84](#) @[clareire](#) don't rule out 6th class. Could be every bit as good as junior secondary

[#edchatie](#)

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[marloft](#) Mary Loftus

RT @[magsamond](#): @[tomwhitby](#) [#edchatie](#). Thanks Tom. FYI here in the chat, Tom is cofounder [#edchat](#).

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[cormachannon](#) Cormac Hannon

@

@[magsamond](#) In my experience, none. It's all tech support. Will be interesting to see how the new laptops & projectors will be used. [#edchatIE](#)

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[fboss](#) fboss

RT @[NL\\_84](#): [#edchatie](#) Ideas I'm taking away: Core group of teachers to deal with ICT issues. Students can als... (cont) <http://deck.ly/~3CMZE>

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[peter\\_lydon](#) Peter Lydon

[#edchatie](#) train some teacher to train others...geometric progression type thing...

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[marloft](#) Mary Loftus

@

RT @[magsamond](#): [#edchatie](#) How much PEDAGOGICAL support do colleagues look for, in your collective experience? >Could be separate discussion?

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[magsamond](#) Mags Amond

@

@[tomwhitby](#) [#edchatie](#). Thanks Tom. FYI here in the chat, Tom is cofounder [#edchat](#).

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[ConnollyTrevor](#) Trevor Connolly

Agreed RT @[peter\\_lydon](#): [#edchatie](#) Need structured training for teachers - not tidbits here and there

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[NL\\_84](#) Nigel Lane

[#edchatie](#) Ideas I'm taking away: Core group of teachers to deal with ICT issues. Students can also help out!

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RT @[mariefarren](#): @[fboss](#) remote access cld work but knowledge ltd so hope it wouldn't depend on me -Joy of remote is they dial in [#edchatie](#)

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[peter\\_lydon](#) Peter Lydon

[#edchatie](#) Need structured training for teachers - not tidbits here and there

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[glynnmark](#) Mark Glynn

@

@[NL\\_84](#) @[clareire](#) [#edchatie](#) what about TY students for placement in primary schools as ICT support -even one or two can make a difference

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[magsamond](#) Mags Amond

[#edchatie](#) How much PEDAGOGICAL support do colleagues look for, in your collective experience? To me that's key to integrating ICT in class

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[ConnollyTrevor](#) Trevor Connolly

[#edchatie](#) like idea of teaming up with a local college for IT support but this needs to be managed. Greater structure is needed in support.

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Don't forget teh hashtag now that the rush towards the end is on [#edchatie](#)

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[NL\\_84](#) Nigel Lane

@

@[clareire](#) [#edchatie](#) Yes I guess Junior Secondary students would be great, but I'm in Primary so we'd be looking at 6th class only I imagine!

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I like the way we're coming around near the end of tonight's **#edchatie** to begin listing some solutions. 10 mins to go of 100% pure **#edchatie**

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[clareire](#) clareire

RT @[NL\\_84](#) @[clareire](#) **#edchatie** are you talking primary or secondary? >>Secondary

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RT @[mariefarren](#): **#edchatie** very hard in small rural schools in middle of nowhere! - This could be where remote access might work?

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[magsamond](#) Mags Amond

**#edchatie** Don't shoot me, but some if it is a mixture of bad habits, learned helplessness, and willingness of the "guru" to jump in and help

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[peter\\_lydon](#) Peter Lydon

RT @[BridCarlow](#): One of my EA pupils is my tech support. **#edchatie** teacher shouldn't be afraid of this..kids love showing off what they know

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[annemmcm](#) Anne McMorrough

@

@[ConnollyTrevor](#) It'll take time, but v positive attitude to the idea. Other part of plan is usage/development of teach/learn. **#edchatie**

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[mariefarren](#) Marie Doherty

**#edchatie** very hard in small rural schools in middle of nowhere!

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RT @marloft: RT @glynmark: @simonmlewis #edchatie why not hook up with local IT/uni w/ community based learn... (cont) <http://deck.ly/~U6Mz8>

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[cormachannon](#) Cormac Hannon

You should read the Forums and Blogs on [www.edugeek.net](http://www.edugeek.net) and see what the full-time techs do in schools in the UK. Way ahead of us/ #edchatIE

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[simonmlewis](#) Simon Lewis

@

@glynmark #edchatie Hard to tie people down. Have tried 3 times in last 2 yrs and always fell thru

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Take a look into MOUSE & Generation YES: Students as Tech Support in US -

<http://1.usa.gov/hMgmo1> #edchatie

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[clareire](#) clareire

RT @peter\_lydon #edchatie UK has been embedding ICT for best part of 10 years now..>> betta rip!

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[marloft](#) Mary Loftus

RT @glynmark: @simonmlewis #edchatie why not hook up with local IT/uni w/ community based learning ethos - placements for ICT students

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[peter\\_lydon](#) Peter Lydon

#edchatie for 'tech guys' read also 'tech gal'.

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[NL\\_84](#) Nigel Lane

@

@[clareire](#) **#edchatie** are you talking primary or secondary?

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[peter\\_lydon](#) Peter Lydon

@

@[eTeachingIE](#) **#edchatie** don't think it takes money..confidence to troubleshoot can be more efficient than waiting for tech guy!

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[ConnollyTrevor](#) Trevor Connolly

@

@[annemmcm](#) **#edchatie** I like your eLearn team suggestion re tech support. We seem to know the problems tonight but not too many solutions.

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[cormachannon](#) Cormac Hannon

@

@[fboss](#) A structure needs to be put in place to deal with advanced tech issues. These need to be resolved remotely. **#edchatIE**

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[glynnmark](#) Mark Glynn

@

@[simonmlewis](#) **#edchatie** why not hook up with local IT or uni who have community based learning ethos - placements for ICT students in school

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[peter\\_lydon](#) Peter Lydon

@

@[BridCarlow](#) **#edchatie** certainly.

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[peter\\_lydon](#) Peter Lydon

**#edchatie** UK has been embedding ICT for best part of 10 years now....need to get on with this and have tech guys deal with tech stuff

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[fboss](#) fboss

RT [@peter\\_lydon](#): [@fboss #edchatie](#) some issues require out-sourcing - are these the things that need a school plan built around them?

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[peter\\_lydon](#) Peter Lydon

@

[@BridCarlow #edchatie](#) could distract from attainment/performance....not tech..but certainly should be able to embed ICT in teaching

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[johnmayo](#) John Heffernan

@

[@peter\\_lydon](#) why not **#edchatIE** they can be first aider, football coaches etc.

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[peter\\_lydon](#) Peter Lydon

@

[@BridCarlow #edchatie](#) why not....tech guys?...they will see themselves as subject teachers...and anything that distracts from that could ..

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[peter\\_lydon](#) Peter Lydon

**#edchatie** Teachers shouldn't be afraid to ask kids if they have a solution to a Word/PPT/xls issue

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[marloft](#) Mary Loftus

RT @nl\_84: Interesting idea! >> RT @deBogart: @peter\_lydon #edchatie Senior pupils can be useful if trained to deal with common problems!

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[BBrian1](#) Brian Henry

@

@beachmandy #edchatie Not ridiculous, but adds another layer of management to it. Most things should be configured on a server, too.

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[NL\\_84](#) Nigel Lane

Interesting idea! >> RT @deBogart: @peter\_lydon #edchatie Senior pupils can be useful if trained to deal with common problems!

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[peter\\_lydon](#) Peter Lydon

@

@fboss #edchatie supervision because unattended they will get it themselves!

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[peter\\_lydon](#) Peter Lydon

#edchatie Can;t expect subject teachers to be tech guys as well

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[fboss](#) fboss

RT @peter\_lydon: @deBogart #edchatie but with supervision! - Definitely don't hand over the Admin password anyway :-)

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[peter\\_lydon](#) Peter Lydon

@

@magsamond #edchatie May have?

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[magsamond](#) Mags Amond

@

@[peter\\_lydon](#) [#edchatie](#) - definitely something we need to have as another edchat topic. did you read @[pajo23](#) blog post on the matter?

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[peter\\_lydon](#) Peter Lydon

@

@[fboss](#) [#edchatie](#) some issues require out-sourcing - some active directory stuff, group policies,

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[fboss](#) fboss

RT @[deBogart](#): @[peter\\_lydon](#) [#edchatie](#) Senior pupils can be useful if trained to deal with common problems! - good for interested students

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[lissmiss](#) Ban Ryan

@

@[magsamond](#) @[simonmlewis](#) [#edchatie](#) So lucky in that regard always had big brother @[gobansaor](#) to fall back on,

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[annemmcm](#) Anne McMorrough

Part of our plan for eLearn team: train 1 tchr per block to troubleshoot, bigger issue go to ICT co-ord, then tech co, last resort![#edchatie](#)

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[marloft](#) Mary Loftus

RT @[magsamond](#): [#edchatie](#) the sooner teachers see (and experience) ICT as integral to teaching, not separate, the more we will sort ourselves

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[peter\\_lydon](#) Peter Lydon

@

@[NL\\_84](#) [#edchatie](#) know that feeling...can make you very busy

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[peter\\_lydon](#) Peter Lydon

@

@[magsamond](#) [#edchatie](#) but it does need to be both..needs to be embedded in teaching and on course as separate subject

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[NL\\_84](#) Nigel Lane

One reason I've stepped up in absence of ICT co-ordinator is I hate the thought of a colleague having a problem I know I can solve [#edchatie](#)

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RT @[marloft](#): So, is the solution a combination of training for teachers and outsourcing of more complex tech issues [#edchatie](#)

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[magsamond](#) Mags Amond

[#edchatie](#) the sooner teachers see (and experience) ICT as integral to teaching, not separate, the more we will get sorting stuff ourselves

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[BBrian1](#) Brian Henry

[#edchatie](#) How much should the government be giving schools to pay for support each year? (how many days/month is needed and at what price?)

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[ict4mfl](#) Edmund Ellison

@

@[peter\\_lydon](#) [#edchatie](#) I agree. It can be a challenge explaining to others what a PLN is an how valuable it can be on Twitter.

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[peter\\_lydon](#) Peter Lydon

@

[@deBogart](#) [#edchatie](#) but with supervision!

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[mariefarren](#) Marie Doherty

[#edchatie](#) We've been lucky - no issues that I haven't been able to deal with so far. usually turn off and on sorts it out

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[peter\\_lydon](#) Peter Lydon

RT [@BridCarlow](#): kick in the hard-drive threat... [#edchatie](#)

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[fboss](#) fboss

RT [@eTeachingIE](#): [#edchatie](#) - in schools, fixing from today to tomorrow with no planning {paraphrased} No planning is definitely an issue

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[marloft](#) Mary Loftus

So, is the solution a combination of training for teachers and outsourcing of more complex tech issues [#edchatie](#)

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[peter\\_lydon](#) Peter Lydon

[#edchatie](#) here's Q...how may teachers, if you ask them, know what twitter actually is

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[cormachannon](#) Cormac Hannon

@

[@fboss](#) Purchasing, installation of hardware and software, troubleshooting i.e., why isn't this working? How do you do this? [#edchatIE](#)

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[NL\\_84](#) Nigel Lane

[@fboss](#) Deal with teachers' ICT issues (internet down, smartboard not working, laptop issues...) as they arise. [#edchatie](#)

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[peter\\_lydon](#) Peter Lydon

[#edchatie](#) [@BridCarlow](#) ah..the ol' turn off and on-able solution!

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[BBrian1](#) Brian Henry

[#edchatie](#) I stay away from whiteboards. Trying to be a jack of all trades is bad for everyone.

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[peter\\_lydon](#) Peter Lydon

[#edchatie](#) found in experience that some teachers freeze at the notion of experimenting with an application issue

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JUST-IN-TIME fixes - the little things that suddenly happen, but need dealing with. How do you deal with them? [#edchatie](#)

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[peter\\_lydon](#) Peter Lydon

@

[@fboss](#) [#edchatie](#) not doing ICT tech guy job any more but still answering basic queries from teachers.

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How would you define tech support for your school? What do you or the ICT Coordinator do? **#edchatie**

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[magsamond](#) Mags Amond

@

@[lismiss](#) **#edchatie** i think that is the main point Ban - it's absoblooinlootely everything!!

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[pamelaaobrien](#) Pam

@

@[cornachannon](#) couldn't agree more **#edchatie**

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[BBrian1](#) Brian Henry

**#edchatie** The 'tech support' I give involves purchasing, installation, troubleshooting, website, sharing ideas & teaching the teachers.

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I think we're focussing on school networking as well as hardware problems in **#edchatie** tonight @[lismiss](#) - it's a catch all

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[annemmcm](#) Anne McMorrough

@[pamelaaobrien](#) **#edchatie** Yes as s/he is on-site.. We have just put an eLearn team in place within school.. hopefully this'll help in time..

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[simonmlewis](#) Simon Lewis

@

@[lismiss](#) if something breaks eg a computer, who fixes it. That's what I mean by tech support **#edchatie**

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[pamelaaobrien](#) Pam

@

@[fboss](#) keep forgetting the [#edchatIE](#) hashtag. Will get the hang of it soon

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[cormachannon](#) Cormac Hannon

ICT in Irish schools has to move from the mindset of the IT teacher/Co-ord being the "go to person" for every IT issue. [#edchatIE](#)

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[peter\\_lydon](#) Peter Lydon

[#edchatie](#) think some teachers don't want to commit to what may mean extra work with no quid pro quo

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SO, what exactly is by tech support. Are you referring to networking, hardware [#edchatie](#) from [@lissmiss](#)

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[magsamond](#) Mags Amond

[#edchatie](#) [@fboss](#) waiting is frustrating, but main issue to be ironed out is access and admin rights stuff., also very "brand name" driven

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[pamelaaobrien](#) Pam

[@ConnollyTrevor](#) that's really where the problem lies I think. Knowing the questions to ask is often very difficult [#edchatIE](#)

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[#edchatie](#) - don't forget to add in the hashtag to your tweets for the conversation tonight [#edchatie](#)

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[magsamond](#) Mags Amond

@

@[cormachannon](#) yes, you should check it out, but ob your own terms [#edchatie](#)

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[clareire](#) clareire

[#edchatie](#) am vvvv lucky as prt of my job is to train/inspire teachers on how 2use IT to enhance learning & teaching - learning at centre

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>>



[lissmiss](#) Ban Ryan

@

@[simonmlewis](#) @[fboss](#) [#edchatie](#) . Sorry guys . You will have to clarify what u mean by tech. support. Are you referring to networking,hardware

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[NL\\_84](#) Nigel Lane

mainly lurking tonight as I haven't been involved in managing ICT in school in any way for very long! Enjoying the debate though! [#edchatie](#)

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[peter\\_lydon](#) Peter Lydon

@

@[ConnollyTrevor](#) [#edchatie](#) ur right... teachers still need to be informed

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[pamelaaobrien](#) Pam

Looking in from the outside it seems like the so called "IT co-ordinator" is expected to be able to sort out all IT related issues [#edchatIE](#)

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[ConnollyTrevor](#) Trevor Connolly

**#edchatie** Sound impartial advice can be hard to come by when you're dealing with problems outside your comfort zone.

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[MorganFinucane](#) Morgan Finucane

@

@[fboss](#) **#edchatie** - We do it all the time - its easy.

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[peter\\_lydon](#) Peter Lydon

**#edchatie**

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RT @[johnmayo](#): @[cormachannon](#) Frameworks and licensing relative easy - national tech support far harder due to multiple OS,specs etc **#edchatie**

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We have a few new arrivals into the chat. We're looking at ICT Support in Schools and focussing overall on tech support **#edchatie**

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[pamelaaobrien](#) Pam

@

@[simonmlewis](#) @[cormachannon](#) this definitely sounds like it might be the way forward.

**#edchatie**

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[MorganFinucane](#) Morgan Finucane

**#edchatie** We support various VEC's that do support other schools -works well.

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@

@[magsamond](#) How has it gone then - being part of a VEC IT Support scheme? **#edchatie**

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[cormachannon](#) Cormac Hannon

@

@[magsamond](#) So a voluntary secondary school can join a VEC arrangement for tech support? **#edchatIE**

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[peter\\_lydon](#) Peter Lydon

@

@[cormachannon](#) **#edchatie** ..wow...we have trouble getting proper psych support....that might be a step too far unfortunately!!

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[mariefarren](#) Marie Doherty

**#edchatie** Sorry late coming. marie, primary teacher 5th 6th class Co Donegal new to all this.

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[peter\\_lydon](#) Peter Lydon

@

@[fboss](#) **#edchatie** ownership is one of my hobby horses....seems simple but no one seems to have thought of it at govt level.

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[cormachannon](#) Cormac Hannon

There is an NCTE Framework for hardware. Educational licenses for software. Could anything be done nationally for tech support? **#edchatIE**

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[peter\\_lydon](#) Peter Lydon



@

@[ict4mfl](#) [#edchatie](#) would depend on cost I guess.

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[magsamond](#) Mags Amond

[#edchatie](#) Lots of VECS combine tech support and have central purchasing. Some voluntary 2ndries joining these schemes also. We did.

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@

@[magsamond](#) - That would make a lot of sense. Ownership was already stated as important right at the start of this [#edchatie](#)

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[marloft](#) Mary Loftus

RT @[clareire](#): [#edchatie](#) sound pedagogy shd be at the heart of supporting IT in schools. Exp tells me that good teachers who want 2 lrn...

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[ict4mfl](#) Edmund Ellison

[#edchatie](#) Would colleagues be interested if courses were made available online? This is an area that I am working on at present.

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@

@[BBrian1](#) - could that not be factored in over a number of years and also the company doesn't need to be on call 24/7 [#edchatie](#)

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[clareire](#) clareire

[#edchatie](#) sound pedagogy shd be at the heart of supporting IT in schools. Exp tells me that good teachers who want 2 lrn are excel IT users

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[annemmcm](#) Anne McMorrough

**#edchatie** Sorry folks, I'm a late starter tonight:-) Prim teacher, Dublin & ICT Co-ord..

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[peter\\_lydon](#) Peter Lydon

**#edchatie** collective arrangements are at odds with govt attempts to make school more independent

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[MorganFinucane](#) Morgan Finucane

@

@[fboss](#) **#edchatie** All of these things can be addressed but you need to engage now....for example my experienc... (cont) <http://deck.ly/~449jG>

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[marloft](#) Mary Loftus

RT @[magsamond](#): **#edchatie** important that if tech support is imported, the school / teachers can still have input and admin rights

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[fboss](#) fboss

RT @[podubhaigh](#): **#edchatie** best structure I've seen yet is in Co Dub VEC. They have 2 (or 3?) Tech Support guy... (cont) <http://deck.ly/~QeRfb>

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[simonmlewis](#) Simon Lewis

@

@[lismiss](#) **#edchatie** Do schools come together to pay for tech support? I know they come together for courses etc.

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[marloft](#) Mary Loftus

RT @fboss: #edchatie - NCTE website does have a template to help schools in looking for IT Support: <http://bit.ly/hE22Pi> Could be helpful

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[fboss](#) fboss

@

@[lissmiss](#) That's good to hear. So some schools are coming together to organise their IT Support then? How did they find the process? #edchatie

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[magsamond](#) Mags Amond

#edchatie important that if tech support is imported, the school / teachers can still have input and admin rights

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[lissmiss](#) Ban Ryan

@

@[fboss](#) Kind of you to say so :) #edchatie

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[peter\\_lydon](#) Peter Lydon

@

@[fboss](#) #edchatie planning...govt should have a lease arrangement with PC/Apple to provide Nation-wide - imagine economies of scale

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[BBrian1](#) Brian Henry

#edchatie The three months holidays make IT consulting in schools unattractive. Rent has to be paid.

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[peter\\_lydon](#) Peter Lydon

@

@[angieg34](#) #edchatie yes..should be an A post but embarrgoed

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[johnmayo](#) John Heffernan

**#edchatIE** from experience dealing with teachers on the phone with Tech issues-even if they can diagnose what the prob,makes a huge difference

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RT @[clareire](#): **#edchatie** am personally worried about what will happen in 4 yrs when the equipment fails. Can this be planned for?

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[lismiss](#) Ban Ryan

@

@[simonmlewis](#) Not quite true Simon. Have facilitated at lots of rural schools who do **#edchatie**

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[peter\\_lydon](#) Peter Lydon

**#edchatie** no money for education until 2016 possibly

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[NL\\_84](#) Nigel Lane

Between running school website and helping with Smartboards/Laptops I end up going to 2/3 teachers on a daily basis to help **#edchatie**

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@[lismiss](#) You don't need any introduction :- ) **#edchatie**

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[ConnollyTrevor](#) Trevor Connolly

**#edchatie** There may be companies and some money but we often lack the expertise to get value

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[clareire](#) clareire

[#edchatie](#) am personally worried about what will happen in 4 yrs when the equipment fails.....what will happen then - regeneration? Who pays

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[pamelaobrien](#) Pam

I think one of the biggest problems facing schools is knowing what support they need for systems stuck together with sticky tape! [#edchatie](#)

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[cornachannon](#) Cormac Hannon

@

@[magsamond](#) It's going to have to go the way of using an IT company and/or employ a technician for everything. Big cost for schools.[#edchatIE](#)

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[lissmiss](#) Ban Ryan

@

@[flyntommy](#) Yes Sir!. Couldn't even think how to introduce myself-lost identity since retiring LOL [#edchatie](#)

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[peter\\_lydon](#) Peter Lydon

@

@[RobertChaney](#) [#edchatie](#) ICT needs ot be built into teacher training

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[simonmlewis](#) Simon Lewis

@

@[MorganFinucane](#) [#edchatie](#) Schools don't get money to pay for support. Also schools don't seem to come together to get it cheaper

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[NL\\_84](#) Nigel Lane

@

@[MorganFinucane](#) but no money to pay them! **#edchatie**

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[peter\\_lydon](#) Peter Lydon

@

@[RobertChaney](#) **#edchatie** which is different from answering MS word queries from novices

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RT @[RobertChaney](#): Surely, we must define what ICT support we give. Support for ntwrk is different from installing projector **#EdChatIE**

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[peter\\_lydon](#) Peter Lydon

@

@[BridCarlow](#) **#edchatie** absolutely...unfortunately it's not going to get any better.

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[MorganFinucane](#) Morgan Finucane

@

@[NL\\_84](#) **#edchatie** there are plenty of companies out there

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[peter\\_lydon](#) Peter Lydon

@

@[brighidcannon](#) **#edchatie** give teachers ownership

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[peter\\_lydon](#) Peter Lydon

RT @[brighidcannon](#): **#edchatie** any knowledge is self-taught, have been using my own laptop until Jan....this is how it should have been done.

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[magsamond](#) Mags Amond

[#edchatie](#) [@cormachannon](#) - what happens when goodwill of guys like you and others here peters out, or we get a life?

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[cormachannon](#) Cormac Hannon

@

[@ConnollyTrevor](#) Exactly. Now try and do the IT work and teach your classes as well.

[#edchatIE](#)

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[NL\\_84](#) Nigel Lane

[@magsamond](#) yes doing it voluntarily, total lack of support out there! [#edchatie](#)

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[peter\\_lydon](#) Peter Lydon

RT [@BridCarlow](#): with our last grant we got a laptop for each teacher, money well spent

[#edchatie](#)

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RT [@cormachannon](#): [@magsamond](#) Yes. Doing it voluntarily since Sep. 2000. Now at a scale where it is no longer possible to do it [#edchatIE](#)

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[peter\\_lydon](#) Peter Lydon

@

[@MorganFinucane](#) [#edchatie](#) CESI is very important in this regard for filling in gaps...offering support

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[simonmlewis](#) Simon Lewis

**#edchatie** I'm 70% principal, 30% tech guy :-)

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[ConnollyTrevor](#) Trevor Connolly

**#edchatie** I think any small company with similar IT needs and hardware to a large school would have an IT person

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[peter\\_lydon](#) Peter Lydon

@

@[BridCarlow](#) **#edchatie** yeah..can see the willingness....just surprised in my role with AGTI at how few young teachers have skills.

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**#edchatie** - NCTE website does have a template to help schools in looking for IT Support:

<http://bit.ly/hE22Pi> Could find this helpful

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[peter\\_lydon](#) Peter Lydon

@

@[brighidcannon](#) **#edchatie** weren't given ownership of the ICT equip...a laptops for teacher campaign would have been better..did it in uK

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[MorganFinucane](#) Morgan Finucane

**#edchatie** We offer IT support to schools but schools don't want to / can't pay for it

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[cormachannon](#) Cormac Hannon

@

@[magsamond](#) Yes. Doing it voluntarily since Sept. 2000. Now getting to a scale where it is no longer possible to do it. **#edchatIE**

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[lissmiss](#) Ban Ryan

@[gobansaor](#) Talk to you later Tom . Off to lurk at [#edchatie](#)

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[peter\\_lydon](#) Peter Lydon

[#edchatie](#) @[BridCarlow](#) that's interesting...is there some emphasis in primary teacher training on this?

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[BBrian1](#) Brian Henry

[#edchatie](#) No mention in yesterday's Sunday Business Post supplement of IT support or did I miss it? It read as a big ad.

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[peter\\_lydon](#) Peter Lydon

@

@[magsamond](#) [#edchatie](#) not currently but was for 3 years network manager and still iCT mover

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[peter\\_lydon](#) Peter Lydon

@

@[ConnollyTrevor](#) [#edchatie](#) IMO.No..surprised at the number of young teachers with little by way of ICT skills ...at all!

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[cormachannon](#) Cormac Hannon

With all the emphasis on purchasing hardware and software with the new ICT Grant, technical support is forgotten about. [#edchatIE](#)

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[magsamond](#) Mags Amond

**#edchatie** - would it be fair to assume that most 2nd / 1st level teachers here present are part of the ICT Support in thier school (unpaid)

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[ConnollyTrevor](#) Trevor Connolly

**#edchatie** With additional funds made available we are looking to put a better service in place in the future but do we have the expertise?

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[clareire](#) clareire

Clare Wallace **#edchatie** at a course and should be paying attention here :(

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[MorganFinucane](#) Morgan Finucane

@

@[fboss](#) **#edchatie** There are plenty of companies out there that wil do the wiork they are qualified to do

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[NL\\_84](#) Nigel Lane

absolutely RT @[ConnollyTrevor](#): **#edchatie** Might I start -What IT support? We're surviving on goodwill and staff's best intentions at the mo.

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What does the topic of ICT Support in Schools mean to you? **#edchatie**

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[BBrian1](#) Brian Henry

**#edchatie** Brian, MScTL graduate. IT guy in one school since 2004 (while still an undergrad). Also MCP and BEng from DCU.

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[peter\\_lydon](#) Peter Lydon

[#edchatie](#) @[ConnollyTrevor](#) the previous regime never gave teachers ownership of ICT  
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[magsamond](#) Mags Amond

Mags Amond, 2nd level Science / Biology in Cavan, [#edchatie](#)  
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[marloft](#) Mary Loftus

Hi All - Mary Loftus here. I do some software development, some 3rd level teaching & training - parent of 3 primary level kids [#edchatie](#)

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[fboss](#) fboss

RT @[ConnollyTrevor](#): [#edchatie](#) Might I start -What IT support? We're surviving on goodwill and staff's best intentions at the mo.

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[pamelaaobrien](#) Pam

[#edchatIE](#) Pam O'Brien Maths/Programming Lecturer in Tipperary Institute

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[ConnollyTrevor](#) Trevor Connolly

[#edchatie](#) Might I start -What IT support? We're surviving on goodwill and staff's best intentions at the mo.

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@

@[beachmandy](#) - why not jump in and say hello - just tag your tweet with [#edchatie](#)

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[NL\\_84](#) Nigel Lane

**#edchatie** Nigel Lane, 6th class teacher at [@stcorbansbns](#)  
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[tomwhitby](#) Tom Whitby

For some reason the hashtag for the Irish Educators Chat comes up on the [#edchat](#) column  
Their hashtag is **#EdchatIE**

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Remember to include the hashtag **#edchatie** in your Tweets so they can all be summarised  
when the chat ends

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@[pamelaaobrien](#) - **#edchatie** just started if you're able to attend

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[johnmayo](#) John Heffernan

**#edchatie** John an economic migrant from Mayo in Dublin. Currently moulding young  
minds

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[ConnollyTrevor](#) Trevor Connolly

**#edchatie** Trevor, secondary school teacher, ict enthusiast

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**#edchatie** - Fred Boss - working with NCTE and formerly an Art teacher for much, much  
longer

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[peter\\_lydon](#) Peter Lydon

**#edchatie** Peter Lydon <http://bit.ly/gP8IZ1> teacher, 20 years, ICT ophile,  
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Tonight's topic is - ICT Support in Schools - but, before we start, please introduce yourselves **#edchatie**

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[cesitweets](#) CESI

**#edchatie** about to begin at 8.30pm-9.30pm and the topic is ICT Support in Schools.

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[magsamond](#) Mags Amond

wow what a cliffhanger was tonight's Univeristy Challenge. Ok, attention now turns to **#edchatie** and the topic ICT Support for Schools.

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ICT Support in Schools is tonight's topic for **#edchatie** - but, before we start, please introduce yourselves **#edchatie**

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[johnmayo](#) John Heffernan

**#edchatIE** just in from my run C U IN A FEW MIN

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**#edchatie** - ICT Support in Schools is tonight's topic. Please join in. We kick-off in 3 minutes

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@[humphreyjones](#) Will miss your input at [#edchatie](#) in 5 minutes time. Will post up the link to the summary at the end tonight.

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@

@[clareire](#) Please lurk and contribute when the tutor/lecturer isn't looking - we won't tell.

[#edchatie](#)

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[humphreyjones](#) Humphrey Jones

Can't join [#edchatIE](#) tonight - I look forward to reading all the tweets later.

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@

@[flynntommy](#) I have difficulty with international time zones too. Welcome to [#edchatie](#) - topic for tonight is: ICT Support in Schools

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[#edchatie](#) in 15 mins. Have tea made, chosen my choc treat of choice for much needed sugar-rush to keep up. Topic is: ICT Support in Schools

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[simonmlewis](#) Simon Lewis

At [#klck](#). I wonder if I should try and do [#edchatie](#) at same time? ;-)

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OK, firing up Tweetdeck for tonight's [#edchatie](#) which starts in just under 30 mins. Topic is: ICT Support in Schools Please RT

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