Transcript from March 14, 2011 to March 15, 2011

All times are Pacific Time

March 14, 2011

12:11 am	**domaho:**	Updated and edited Blog Post eLearning Island Some thoughts http://bit.ly/gdJ2F3 #mindamp #ebshare #edchatie
7:24 am	**fboss:**	#edchatIE Last chance to vote for the topic to be discussed at this Monday night's #edchatIE http://twtpoll.com/mllroh Please RT
8:06 am	**jditie:**	RT @fboss: #edchatIE Last chance to vote for the topic to be discussed at this Monday night's #edchatIE http://twtpoll.com/mllroh Please RT
8:39 am	**Frazzlld:**	RT @fboss: Last chance to vote for the topic to be discussed at this Monday night's #edchatIE http://twtpoll.com/mllroh Please RT
8:51 am	**TheFrogBlog:**	@physicsteacher Twitter certainly is a great forum and a catalyst for change - just depends who's listening. Have you heard of #edchatIE BTW
8:56 am	**Frazzlld:**	RT @Pajo23 New Blog entry... The ICT illusion http://bit.ly/fxwNzB <Long but worth the read! Another teacher with passion #gtie #edchatIE
8:58 am	**Frazzlld:**	For those who missed it first time round: "Teachers With Passion" http://ow.ly/4dOld #gtie #edchatIE
9:00 am	**Frazzlld:**	Of course that was written before we set fire to @Peter_Lydon! http://ow.ly/4dOo7 #gtie #edchatIE
9:26 am	**sccenglish:**	RT @Frazzlld: For those who missed it first time round: "Teachers With Passion" http://ow.ly/4dOld #gtie #edchatIE
9:37 am	**Parents_GortC S:**	Great post by @frazzlld, highlighting terrific work by teachers in Ireland: "Teachers With Passion" http://ow.ly/4dPt2 #edchatie
10:00 am	**Giftedkidsie:**	RT @fboss: #edchatIE Last chance to vote for the topic to be discussed at this Monday night's #edchatIE http://twtpoll.com/mllroh Please RT
10:19 am	**pdonaghy:**	RT @fboss: #edchatIE Last chance to vote for the topic to be discussed at this Monday night's #edchatIE http://twtpoll.com/mllroh Please RT
10:27	**fboss:**	#poll Vote now on the topic to be discussed at this

am		Monday night's #edchatIE Please RT http://twtpoll.com/mllroh Only 1hr to go!
10:38 am	**ETRLC:**	RT @fboss: #poll Vote now on the topic to be discussed at this Monday night's #edchatIE Please RT http://twtpoll.com/mllroh
11:15 am	**fboss:**	LAST 30 mins to vote on the topic to be discussed at this Monday night's #edchatIE http://twtpoll.com/mllroh Please RT
11:44 am	**fboss:**	FINAL 2 mins to vote on the topic to be discussed at this Monday night's #edchatIE http://twtpoll.com/mllroh Please RT
11:45 am	**catherinecronin:**	Great arguments for (& examples of) students publishing their work online: http://ow.ly/4dT5J by @InnovativeEdu #edchatie
11:46 am	**catherinecronin:**	Have you voted?! RT @fboss: FINAL 2 mins to vote on the topic to be discussed at this Monday night's #edchatIE http://twtpoll.com/mllroh
12:19 pm	**fboss:**	#edchatIE The results are in. Tonight's topic, with 52% of the votes is: ICT Support in Schools Results here: http://twtpoll.com/r/mllroh
1:22 pm	**pamelaaobrien:**	RT @fboss: #edchatIE The results are in. Tonight's topic, with 52% of the votes is: ICT Support in Schools Results here: http://twtpoll.com/r/mllroh
4:26 pm	**sccenglish:**	RT @fboss: #edchatIE Tonight's topic, with 52% of the votes is: ICT Support in Schools Results here: http://twtpoll.com/r/mllroh
5:07 pm	**seomraranga:**	I may not be able to make #edchatIE this evening. I'll catch up with the chat on the wiki later.
5:11 pm	**NL_84:**	I think everyone should read @pajo23's blog post on ICT in schools ahead of tonight's #edchatIE >> http://j.mp/ehZKQE << food for thought.
5:14 pm	**AnseoAMuinteoir:**	RT @NL_84: I think everyone should read @pajo23's blog post on ICT in schools ahead of tonight's #edchatIE >> http://j.mp/ehZKQE << food for thought.
5:16 pm	**PAJO23:**	@NL_84 Wow, high praise! Thanks very much! Unfortunately won't make it tonight, but looking forward to seeing how it goes! #edchatIE Enjoy!
6:01 pm	**fboss:**	RT @NL_84: I think everyone should read @pajo23's blog post on ICT in schools ahead of tonight's #edchatIE >> http://j.mp/ehZKQE << food for thought.
6:09 pm	**Giftedkidsie:**	RT @fboss: #edchatIE The results are in. Tonight's topic, with 52% of the votes is: ICT Support in Schools Results here:...
6:10	**fboss:**	Heading home now to get ready for #edchatIE number

pm		2 tonight:8.30 - 9.30pm (Irish time), the topic is: ICT Support in Schools Please RT
6:10 pm	**sharonlflynn:**	RT @fboss: Heading home now to get ready for #edchatIE number 2 tonight:8.30 - 9.30pm (Irish time), the topic is: ICT Support in Schools Please RT
6:12 pm	**cesitweets:**	get ready for #edchatIE number 2 tonight:8.30 - 9.30pm (Irish time), the topic is: ICT Support in Schools Please RT
6:12 pm	**magsamond:**	RT @cesitweets: get ready for #edchatIE number 2 tonight:8.30 - 9.30pm (Irish time), the topic is: ICT Support in Schools Please RT
6:14 pm	**PAJO23:**	RT @cesitweets: get ready for #edchatIE number 2 tonight:8.30 - 9.30pm (Irish time), the topic is: ICT Support in Schools Please RT
6:17 pm	**catherinecronin:**	.@fboss Sorry to miss #edchatie tonight. Haven't yet figured out a way to tweet & drive.. ;-) Enjoy! I'll look forward to the transcript.
6:17 pm	**lismiss:**	RT @cesitweets: get ready for #edchatIE number 2 tonight:8.30 - 9.30pm (Irish time), the topic is: ICT Support in Schools Please RT
6:18 pm	**andyjb:**	RT @fboss: Heading home now to get ready for #edchatIE number 2 tonight:8.30 - 9.30pm (Irish time), the topic is: ICT Support in Schools Please RT
6:23 pm	**AnseoAMuinteoir:**	RT @magsamond: RT @cesitweets: get ready for #edchatIE number 2 tonight:8.30 - 9.30pm (Irish time), the topic is: ICT Support in Schools Please RT
6:41 pm	**johnmayo:**	RT @cesitweets: get ready for #edchatIE number 2 tonight:8.30 - 9.30pm (Irish time), the topic is: ICT Support in Schools Please RT
6:44 pm	**sccenglish:**	RT @cesitweets: get ready for #edchatIE number 2 tonight:8.30 - 9.30pm (Irish time), the topic is: ICT Support in Schools Please RT
7:03 pm	**clareire:**	RT @magsamond: RT @cesitweets: get ready for #edchatIE number 2 tonight:8.30 - 9.30pm (Irish time), the topic is: ICT Support in Schools Please RT
7:08 pm	**cormachannon:**	RT @cesitweets: get ready for #edchatIE number 2 tonight:8.30 - 9.30pm (Irish time), the topic is: ICT Support in Schools Please RT
7:31 pm	**seomraranga:**	RT @NL_84 I'll 2nd this: I think everyone should read @pajo23's blog post on ICT in schools b4 tonight's #edchatIE >> http://j.mp/ehZKQE
7:35 pm	**MissionVHQ:**	Have a good one this evening @fboss et al - looking forward to catching up with the transcript - sorry we can't be there! #edchatie

7:36 pm	**marloft:**	RT @seomraranga @NL_84 I'll 2nd this: Everyone should read @pajo23's blog post on ICT in schools b4 tonight's #edchatIE > http://j.mp/ehZKQE
7:37 pm	**MissionVHQ:**	RT @seomraranga: RT @NL_84 Ill 2nd this: I think everyone should read @pajo23s blog post on ICT... b4 tonights http://j.mp/ehZKQE #edchatie
7:55 pm	**fboss:**	35 mins until #edchatIE Number 2 tonight:8.30 - 9.30pm (Irish time), the topic is: ICT Support in Schools Please RT
7:56 pm	**rozzlewis:**	RT @fboss: 35 mins until #edchatIE Number 2 tonight:8.30 - 9.30pm (Irish time), the topic is: ICT Support in Schools Please RT
8:04 pm	**fboss:**	OK, firing up Tweetdeck for tonight's #edchatie which starts in just under 30 mins. Topic is: ICT Support in Schools Please RT
8:07 pm	**mariefarren:**	RT @fboss: OK, firing up Tweetdeck for tonight's #edchatie which starts in just under 30 mins. Topic is: ICT Support in Schools Please RT
8:08 pm	**simonmlewis:**	At #klck. I wonder if I should try and do #edchatie at same time? ;-)
8:13 pm	**fboss:**	#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
8:16 pm	**fboss:**	@flynntommy I have difficulty with international time zones too. Welcome to #edchatie - topic for tonight is: ICT Support in Schools
8:24 pm	**humphreyjones:**	Can't join #edchatIE tonight - I look forward to reading all the tweets later.
8:25 pm	**fboss:**	@clareire Please lurk and contribute when the tutor/lecturer isn't looking - we won't tell. #edchatie
8:25 pm	**fboss:**	@humphreyjones Will miss your input at #edchatie in 5 minutes time. Will post up the link to the summary at the end tonight.
8:27 pm	**fboss:**	#edchatie - ICT Support in Schools is tonight's topic. Please join in. We kick-off in 3 minutes
8:27 pm	**ConnollyTrevor:**	RT @fboss: #edchatie - ICT Support in Schools is tonight's topic. Please join in. We kick-off in 3 minutes
8:28 pm	**johnmayo:**	#edchatIE just in from my run C U IN A FEW MIN
8:30 pm	**fboss:**	ICT Support in Schools is tonight's topic for #edchatie - but, before we start, please introduce yourselves #edchatie
8:30 pm	**magsamond:**	wow what a cliffhanger was tonight's Univeristy Challenge. Ok, attention now turns to #edchatie and

		the topic ICT Support for Schools.
8:31 pm	cesitweets:	#edchatie about to begin at 8.30pm-9.30pm and the topic is ICT Support in Schools.
8:31 pm	fboss:	Tonight's topic is - ICT Support in Schools - but, before we start, please introduce yourselves #edchatie
8:31 pm	peter_lydon:	#edchatie Peter Lydon http://bit.ly/gP8IZ1 teacher, 20 years, ICT ophile,
8:32 pm	fboss:	#edchatie - Fred Boss - working with NCTE and formerly an Art teacher for much, much longer
8:32 pm	ConnollyTrevor:	#edchatie Trevor, secondary school teacher, ict enthusiast
8:32 pm	johnmayo:	#edchatIE John an economic migrant from Mayo in Dublin. Currently moulding young minds
8:32 pm	fboss:	@pamelaaobrien - #edchatie just started if you're able to attend
8:33 pm	fboss:	Remember to include the hashtag #edchatie in your Tweets so they can all be summarised when the chat ends
8:33 pm	tomwhitby:	For some reason the hashtag for the Irish Educators Chat comes up on the #edchat column Their hashtag is #EdchatIE
8:34 pm	NL_84:	#edchatie Nigel Lane, 6th class teacher at @stcorbansbns
8:34 pm	fboss:	@beachmandy - why not jump in and say hello - just tag your tweet with #edchatie
8:35 pm	ConnollyTrevor:	#edchatie Might I start -What IT support? We're surviving on goodwill and staff's best intentions at the mo.
8:35 pm	pamelaaobrien:	#edchatIE Pam O Brien Maths/Programming Lecturer in Tipperary Institute
8:36 pm	fboss:	RT @ConnollyTrevor: #edchatie Might I start -What IT support? We're surviving on goodwill and staff's best intentions at the mo.
8:36 pm	marloft:	Hi All - Mary Loftus here. I do some software development, some 3rd level teaching & training - parent of 3 primary level kids #edchatie
8:36 pm	magsamond:	Mags Amond, 2nd level Science / Biology in Cavan, #edchatie
8:36 pm	peter_lydon:	#edchatie @ConnollyTrevor the previous regime never gave teachers onwership of ICT
8:36 pm	BBrian1:	#edchatie Brian, MScTL graduate. IT guy in one school since 2004 (while still an undergrad). Also MCP and BEng from DCU.

Time	User	Message
8:37 pm	**fboss:**	What does the topic of ICT Support in Schools mean to you? #edchatie
8:37 pm	**NL_84:**	absolutely RT @ConnollyTrevor: #edchatie Might I start -What IT support? We're surviving on goodwill and staff's best intentions at the mo.
8:37 pm	**MorganFinucane:**	@fboss #edchatie There are plenty of companies out there that wil do the wiork they are qualified to do
8:37 pm	**clareire:**	Clare Wallace #edchatie at a course and should be paying attention here :(
8:37 pm	**ConnollyTrevor:**	#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?
8:38 pm	**magsamond:**	#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)
8:38 pm	**cormachannon:**	With all the emphasis on purchasing hardware and software with the new ICT Grant, technical support is forgotten about. #edchatIE
8:38 pm	**peter_lydon:**	@ConnollyTrevor #edchatie IMO.No..surprised at the number of young teachers with little by way of ICT skills ...at all!
8:39 pm	**peter_lydon:**	@magsamond #edchatie not currently but was for 3 years network manager and still iCT mover
8:39 pm	**BBrian1:**	#edchatie No mention in yesterday's Sunday Business Post supplement of IT support or did I miss it? It read as a big ad.
8:40 pm	**peter_lydon:**	#edchatie @BridCarlow that's interesting...is there some emphasis in primary teacher training on this?
8:40 pm	**lismiss:**	@gobansaor Talk to you later Tom . Off to lurk at #edchatie
8:40 pm	**cormachannon:**	@magsamond Yes. Doing it voluntarily since Sept. 2000. Now getting to a scale where it is no longer possible to do it. #edchatIE
8:41 pm	**MorganFinucane:**	#edchatie We offer IT support to schools but schools don't want to / can't pay for it
8:41 pm	**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
8:41 pm	**fboss:**	#edchatie - NCTE website does have a template to help schools in looking for IT Support: http://bit.ly/hE22Pi Could find this helpful
8:41 pm	**peter_lydon:**	@BridCarlow #edchatie yeah..can see the willingness....just surprised in my role with AGTI at how few young teachers have skills.

8:41 pm	ConnollyTrevor:	#edchatie I think any small company with similar IT needs and hardware to a large school would have an IT person
8:42 pm	simonmlewis:	#edchatie I'm 70% principal, 30% tech guy :-)
8:42 pm	peter_lydon:	@MorganFinucane #edchatie CESI is very important in this regard for filling in gaps...offering support
8:42 pm	fboss:	RT @cormachannon: @magsamond Yes.Doing it voluntarily since Sep. 2000.Now at a scale where it is no longer possible to do it #edchatIE
8:42 pm	peter_lydon:	RT @BridCarlow: with our last grant we got a laptop for each teacher,money well spent #edchatie
8:43 pm	NL_84:	@magsamond yes doing it voluntarily, total lack of support out there! #edchatie
8:43 pm	cormachannon:	@ConnollyTrevor Exactly. Now try and do the IT work and teach your classes as well. #edchatIE
8:43 pm	magsamond:	#edchatie @cormachannon - what happens when goodwill of guys like you and others here peters out, or we get a life?
8:43 pm	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.
8:44 pm	peter_lydon:	@brighidcannon #edchatie give teachers ownership
8:44 pm	MorganFinucane:	@NL_84 #edchatie there are plenty of companies out there
8:44 pm	peter_lydon:	@BridCarlow #edchatie absolutely...unfortunately it's not going to get any better.
8:45 pm	fboss:	RT @RobertChaney: Surely, we must define what ICT support we give. Support for ntwrk is different from installing projector #EdChatIE
8:45 pm	peter_lydon:	@RobertChaney #edchatie which is different from answering MS word queries from novices
8:45 pm	NL_84:	@MorganFinucane but no money to pay them! #edchatie
8:45 pm	simonmlewis:	@MorganFinucane #edchatie Schools don't get money to pay for support. Also schools don't seem to come together to get it cheaper
8:45 pm	peter_lydon:	@RobertChaney #edchatie ICT needs ot be built into teacher training
8:45 pm	lismiss:	@flynntommy Yes Sir!. Couldn't even think how to introduce myself-lost identity since retiring LOL #edchatie
8:46	cormachannon:	@magsamond It's going to have to go the way of

Time	User	Message
pm		using an IT company and/or employ a technician for everything. Big cost for schools.#edchatIE
8:46 pm	pamelaaobrien:	I think one of the biggest problems facing schools is knowing what support they need for systems stuck together with sticky tape! #edchatie
8:46 pm	clareire:	#edchatie am personally worried about what will happen in 4 yrs when the equipment fails......what will happen then - regeneration? Who pays
8:46 pm	ConnollyTrevor:	#edchatie There may be companies and some money but we often lack the expertise to get value
8:46 pm	fboss:	@lismiss You don't need any introduction :-) #edchatie
8:46 pm	NL_84:	Between running school website and helping with Smartboards/Laptops I end up going to 2/3 teachers on a daily basis to help #edchatie
8:47 pm	peter_lydon:	#edchatie no money for education until 2016 possibly
8:47 pm	lismiss:	@simonmlewis Not quite true Simon. Have facilitated at lots of rural schools who do .#edchatie
8:47 pm	fboss:	RT @clareire: #edchatie am personally worried about what will happen in 4 yrs when the equipment fails. Can this be planned for?
8:48 pm	johnmayo:	#edchatIE from experience dealing with teachers on thephone with Tech issues-even if they can diagnose what the prob,makes a huge difference
8:48 pm	peter_lydon:	@angieg34 #edchatie yes..should be an A post but embarrgoed
8:49 pm	BBrian1:	#edchatie The three months holidays make IT consulting in schools unattractive. Rent has to be paid.
8:49 pm	peter_lydon:	@fboss #edchatie planning...govt should have a lease arrangement with PC/Apple to provide Nation-wide - imagine economies of scale
8:49 pm	lismiss:	@fboss Kind of you to say so :) #edchatie
8:49 pm	magsamond:	#edchatie important that if tech support is imported, the school / teachers can still have input and admin rights
8:49 pm	fboss:	@lismiss That's good to hear.So some schools are coming together to organise their IT Support then?How did they find the process? #edchatie
8:49 pm	marloft:	RT @fboss: #edchatie - NCTE website does have a template to help schools in looking for IT Support: http://bit.ly/hE22Pi Could be helpful

8:49 pm	peter_lydon:	RT @BBrian1: #edchatie The three months holidays make IT consulting in schools unattractive. Rent has to be paid.
8:50 pm	simonmlewis:	@lismiss #edchatie Do schools come together to pay for tech support? I know they come together for courses etc.
8:50 pm	peter_lydon:	RT @magsamond: #edchatie important that if tech support is imported, the school / teachers can still have input and admin rights
8:50 pm	johnmayo:	RT @BBrian1: #edchatie The three months holidays make IT consulting in schools unattractive. Rent has to be paid.
8:50 pm	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
8:50 pm	marloft:	RT @magsamond: #edchatie important that if tech support is imported, the school / teachers can still have input and admin rights
8:50 pm	MorganFinucane:	@fboss #edchatie All of these things can be addressed but you need to engage now....for example my experienc? (cont) http://deck.ly/~449jG
8:50 pm	peter_lydon:	#edchatie colective arrangements are at odds with govt attempts to make school more independent
8:51 pm	annemmcm:	#edchatie Sorry folks, I'm a late starter tonight:-) Prim teacher, Dublin & ICT Co-ord..
8:51 pm	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
8:51 pm	fboss:	@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
8:51 pm	ict4mfl:	#edchatie Would colleagues be interested if courses were made available online? This is an area that I am working on at present.
8:52 pm	marloft:	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...
8:52 pm	fboss:	@magsamond - That would make a lot of sense. Ownership was already stated as important right at the start of this #edchatie
8:52 pm	magsamond:	#edchatie Lots of VECS combine tech support and have central purchasing. Some voluntary 2ndries joing these schemes also. We did.
8:52 pm	peter_lydon:	@ict4mfl #edchatie would depend on cost I guess.

pm		
8:52 pm	**cormachannon:**	There is an NCTE Framework for hardware. Educational licenses for software. Could anything be done nationally for tech support? #edchatIE
8:53 pm	**magsamond:**	RT @marloft: RT @cla.reire: #edchatie sound pedagogy shd be at the heart of supporting IT in schools. Exp tells me that good teachers who want 2 lrn...
8:53 pm	**peter_lydon:**	@fboss #edchatie ownership isone of my hobby horses....seems simple but no one seems to have thought of it at govt level.
8:53 pm	**fboss:**	RT @deBogart: #edchatie In Ennis all schools share a tech support contract - arranged on a timeshare basis. Not sufficient but better than nothing
8:53 pm	**simonmlewis:**	RT @cormachannon: There is an NCTE Framework for hardware. Educational licenses for software. Could anything be done nationally for tech support? #edchatIE
8:54 pm	**mariefarren:**	#edchatie Sorry late coming. marie, primary teacher 5th 6th class Co Donegal new to all this.
8:54 pm	**peter_lydon:**	@cormachannon #edchatie ..wow...we have trouble getting proper psych support....that might be a step too far unfortunately!!
8:54 pm	**cormachannon:**	@magsamond So a voluntary secondary school can join a VEC arrangement for tech support? #edchatIE
8:54 pm	**fboss:**	@magsamond How has it gone then - being part of a VEC IT Support scheme? #edchatie
8:55 pm	**MorganFinucane:**	#edchatie We support various VEC's that do support other schools -works well.
8:55 pm	**pamelaaobrien:**	@simonmlewis @cormachannon this definitely sounds like it might be the way forward. #edchatie
8:56 pm	**fboss:**	We have a few new arrivals into the chat. We're looking at ICT Support in Schools and focussing overall on tech support #edchatie
8:57 pm	**fboss:**	RT @johnmayo: @cormachannon Frameworks and licensing relative easy - national tech support far harder due to multiple OS,specs etc #edchatie
8:57 pm	**peter_lydon:**	#edchatie
8:58 pm	**MorganFinucane:**	@fboss #edchatie - We do it all the time - its easy.
8:58 pm	**ConnollyTrevor:**	#edchatie Sound impartial advice can be hard to come by when you're dealing with problems outside your comfort zone.

Time	User	Message
8:58 pm	**pamelaaobrien:**	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
8:58 pm	**peter_lydon:**	@ConnollyTrevor #edchatie ur right... teachers still need to be informed
8:58 pm	**NL_84:**	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
8:59 pm	**lismiss:**	@simonmlewis @fboss #edchatie . Sorry guys . You will have to clarify what u mean by tech. support. Are you referring to networking,hardware
8:59 pm	**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
8:59 pm	**magsamond:**	@cormachannon yes, you should check it out, but ob your own terms #edchatie
8:59 pm	**fboss:**	#edchatie - don't forget to add in the hashtag to your tweets for the conversation tonight #edchatie
9:00 pm	**pamelaaobrien:**	@ConnollyTrevor that's really where the problem lies I think. Knowing the questions to ask is often very difficult #edchatIE
9:00 pm	**magsamond:**	#edchatie @fboss waiting is frustrating, but main issue to be ironed out is access and admin rights stuff., also very "brand name" driven
9:00 pm	**fboss:**	SO, what exactly is by tech support. Are you referring to networking,hardware #edchatie from @lismiss
9:01 pm	**peter_lydon:**	#edchatie think some teachers don't want t commit to what may mean extra work with no quid pro quo
9:01 pm	**cormachannon:**	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
9:01 pm	**pamelaaobrien:**	@fboss keep forgetting the #edchatIE hashtag. Will get the hang of it soon
9:01 pm	**simonmlewis:**	@lismiss if something breaks eg a computer, who fixes it. That's what I mean by tech support #edchatie
9:01 pm	**annemmcm:**	@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..
9:02 pm	**fboss:**	I think we're focussing on school networking as well as hardware problems in #edchatie tonight @lismiss - it's a catch all
9:02 pm	**BBrian1:**	#edchatie The 'tech support' I give involves purchasing, installation, troubleshooting, website, sharing ideas & teaching the teachers.

9:02 pm	**pamelaaobrien:**	@cormachannon couldn't agree more #edchatie
9:02 pm	**magsamond:**	@lismiss #edchatie i think that is the main point Ban - it's absobloooinlootely everything!!
9:03 pm	**fboss:**	HOw would you define tech support for your school? What do you or the ICT Coordinator do? #edchatie
9:04 pm	**peter_lydon:**	@fboss #edchatie not doing ICT tech guy job any more but still answering basic queries from teachers.
9:04 pm	**fboss:**	JUST-IN-TIME fixes - the little things that suddenly happen, but need dealing with. How do you deal with them? #edchatie
9:05 pm	**peter_lydon:**	#edchatie found in experience that some teachers freeze at the notion of experimenting with an application issue
9:05 pm	**BBrian1:**	#edchatie I stay away from whiteboards. Trying to be a jack of all trades is bad for everyone.
9:05 pm	**peter_lydon:**	#edchatie @BridCarlow ah..the ol' turn off and on-able solution!
9:05 pm	**NL_84:**	@fboss Deal with teachers' ICT issues (internet down, smartboard not working, laptop issues...) as they arise. #edchatie
9:06 pm	**cormachannon:**	@fboss Purchasing, installation of hardware and software, troubleshooting i.e., why isn't this working? How do you do this? #edchatIE
9:06 pm	**peter_lydon:**	#edchatie here's Q....how may teachers, if you ask them, know what twitter actually is
9:06 pm	**ConnollyTrevor:**	RT @cormachannon: @fboss Purchasing, installation of hardware and software, troubleshooting i.e., why isn't this working? How do you do this? #edchatIE
9:06 pm	**marloft:**	So, is the solution a combination of training for teachers and outsourcing of more complex tech issues #edchatie
9:06 pm	**fboss:**	RT @eTeachingIE: #edchatie - in schools, fixing from today to tomorrow with no planning {paraphrased} No planning is definitely an issue
9:06 pm	**peter_lydon:**	RT @BridCarlow: kick in the hard-drive threat... #edchatie
9:07 pm	**mariefarren:**	#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
9:07 pm	**peter_lydon:**	@deBogart #edchatie but with supervision!
9:07 pm	**ict4mfl:**	@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.
9:07 pm	**BBrian1:**	#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?)
9:08 pm	**magsamond:**	#edchatie the sooner teachers see (and experience) ICT as integral to teaching, not separate, the more we will get sorting stuff ourselves
9:08 pm	**fboss:**	RT @marloft: So, is the solution a combination of training for teachers and outsourcing of more complex tech issues #edchatie
9:08 pm	**NL_84:**	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
9:08 pm	**peter_lydon:**	@magsamond #edchatie but it does need to be both..needs to be embedded in teaching and on course as separate subject
9:08 pm	**peter_lydon:**	@NL_84 #edchatie know that feeling...can make you very busy
9:09 pm	**marloft:**	RT @magsamond: #edchatie the sooner teachers see (and experience) ICT as integral to teaching, not separate, the more we will sort ourselves
9:09 pm	**annemmcm:**	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
9:09 pm	**lismiss:**	@magsamond @simonmlewis #edchatie So lucky in that regard always had big brother @gobansaor to fall back on,
9:09 pm	**NL_84:**	RT @fboss: RT @marloft: So, is the solution a combination of training for teachers and outsourcing of more complex tech issues #edchatie
9:09 pm	**fboss:**	RT @deBogart: @peter_lydon #edchatie Senior pupils can be useful if trained to deal with common problems! - good for interested students
9:09 pm	**peter_lydon:**	@fboss #edchatie some issues require out-sourcing - some active directory stuff, group policies,
9:10 pm	**magsamond:**	@peter_lydon #edchatie - definitely somehting we need to have as another edchat topic. did you read @pajo23 blog post on the matter?
9:10 pm	**peter_lydon:**	@magsamond #edchatie May have?
9:10 pm	**fboss:**	RT @peter_lydon: @deBogart #edchatie but with supervision! - Definitely don't hand over the Admin password anyway :-)
9:10 pm	**peter_lydon:**	#edchatie Can;t expect subject teachers to be tech

9:11 pm	**peter_lydon:**	@fboss #edchatie supervision because unattended they will get it themselves!
9:11 pm	**NL_84:**	Interesting idea! >> RT @deBogart: @peter_lydon #edchatie Senior pupils can be useful if trained to deal with common problems!
9:11 pm	**BBrian1:**	@beachmandy #edchatie Not ridiculous, but adds another layer of management to it. Most things should be configured on a server, too.
9:11 pm	**marloft:**	RT @nl_84: Interesting idea! >> RT @deBogart: @peter_lydon #edchatie Senior pupils can be useful if trained to deal with common problems!
9:12 pm	**peter_lydon:**	#edchatie Teachers shouldn't be afraid to ask kids if they have a solution to a Word/PPT/xls issue
9:13 pm	**peter_lydon:**	@BridCarlow #edchatie why not....tech guys?...they will see themselves as subject teachers...and anything that distracts from that could ..
9:13 pm	**johnmayo:**	@peter_lydon why not #edchatIE they can be first aider, football coaches etc.
9:13 pm	**peter_lydon:**	@BridCarlow #edchatie could distract from attainment/performance....not tech..but certainly should be able to embed ICT in teaching
9:14 pm	**fboss:**	RT @peter_lydon: @fboss #edchatie some issues require out-sourcing - are these the things that need a school plan built around them?
9:15 pm	**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
9:15 pm	**peter_lydon:**	@BridCarlow #edchatie certainly.
9:15 pm	**glynnmark:**	@simonmlewis #edchatie why not hook up with local IT or uni who have community based learning ethos - placements for ICT students in school
9:15 pm	**cormachannon:**	@fboss A structure needs to be put in place to deal with advanced tech issues. These need to be resolved remotely. #edchatIE
9:15 pm	**ConnollyTrevor :**	@annemmcm #edchatie I like your eLearn team suggestion re tech support. We seem to know the problems tonight but not too many solutions.
9:16 pm	**peter_lydon:**	@eTeachingIE #edchatie don't think it takes money..confidence to troubleshoot can be more efficient than waiting for tech guy!
9:16 pm	**NL_84:**	@clareire #edchatie are you talking primary or secondary?

9:16 pm	**peter_lydon:**	#edchatie for 'tech guys' read also 'tech gal'.
9:16 pm	**pamelaaobrien:**	RT @ConnollyTrevor: @annemmcm #edchatie I like your eLearn team suggestion re tech support. We seem to know the problems tonight but not too many solutions.
9:17 pm	**marloft:**	RT @glynnmark: @simonmlewis #edchatie why not hook up with local IT/uni w/ community based learning ethos - placements for ICT students
9:17 pm	**clareire:**	RT @peter_lydon #edchatie UK has been embedding ICT for best part of 10 years now..>> becta rip!
9:17 pm	**fboss:**	Take a look into MOUSE & Generation YES: Students as Tech Support in US - http://1.usa.gov/hMgmo1 #edchatie
9:17 pm	**peter_lydon:**	RT @clareire: RT @peter_lydon #edchatie UK has been embedding ICT for best part of 10 years now..>> becta rip!
9:17 pm	**simonmlewis:**	@glynnmark #edchatie Hard to tie people down. Have tried 3 times in last 2 yrs and always fell thru
9:17 pm	**peter_lydon:**	RT @marloft: RT @glynnmark: @simonmlewis #edchatie why not hook up with local IT/uni w/ community based learning ethos - placements for ICT students
9:18 pm	**cormachannon:**	You should read the Forums and Blogs on www.edugeek.net and see what the full-time techs do in schools in the UK. Way ahead of us/ #edchatIE
9:18 pm	**fboss:**	RT @marloft: RT @glynnmark: @simonmlewis #edchatie why not hook up with local IT/uni w/ community based learn? (cont) http://deck.ly/~U6Mz8
9:18 pm	**peter_lydon:**	RT @cormachannon: You should read the Forums and Blogs on www.edugeek.net and see what the full-time techs do in schools in the UK. Way ahead of us/ #edchatIE
9:18 pm	**mariefarren:**	#edchatie very hard in small rural schools in middle of nowhere!
9:18 pm	**annemmcm:**	@ConnollyTrevor It'll take time, but v positive attitude to the idea. Other part of plan is usage/development of teach/learn. #edchatie
9:19 pm	**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
9:19 pm	**magsamond:**	#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
9:19 pm	**fboss:**	RT @mariefarren: #edchatie very hard in small rural schools in middle of nowhere! - This could be where remote access might work?
9:19 pm	**peter_lydon:**	RT @magsamond: #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
9:20 pm	**clareire:**	RT @NL_84 @clareire #edchatie are you talking primary or secondary? >>Secondary
9:20 pm	**cormachannon:**	RT @magsamond: #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
9:21 pm	**fboss:**	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
9:21 pm	**lismiss:**	RT @glynnmark: @simonmlewis #edchatie why not hook up with local IT or uni who have community based learning ethos - placements for ICT students in school
9:21 pm	**NL_84:**	@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!
9:22 pm	**peter_lydon:**	RT @eteachingIE: @fboss @mariefarren #edchatie remote work great for software issues not hardware,where you have to change a part or talk techie language
9:22 pm	**lismiss:**	RT @fboss: RT @mariefarren: #edchatie very hard in small rural schools in middle of nowhere! - This could be where remote access might work?
9:22 pm	**fboss:**	Don't forget teh hashtag now that the rush towards the end is on #edchatie
9:22 pm	**ConnollyTrevor:**	#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.
9:23 pm	**magsamond:**	#edchatie How much PEDAGOGICAL support do colleagues look for, in your collective experience? To me that's key to integrating ICT in class
9:23 pm	**glynnmark:**	@NL_84 @clareire #edchatie what about TY students for placement in primary schools as ICT support -even one or two can make a difference
9:23 pm	**peter_lydon:**	#edchatie Need structured training for teachers - not tidbits here and there

Time	User	Message
9:23 pm	**tomwhitby:**	All of the #EdchatIE educators are welcome to join 7,500 collaborative educators on the Educator's PLN www.edupln.com
9:24 pm	**fboss:**	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
9:24 pm	**NL_84:**	#edchatie Ideas I'm taking away: Core group of teachers to deal with ICT issues. Students can also help out!
9:24 pm	**ConnollyTrevor:**	Agreed RT @peter_lydon: #edchatie Need structured training for teachers - not tidbits here and there
9:24 pm	**magsamond:**	@tomwhitby #edchatie. Thanks Tom. FYI here in the chat, Tom is cofounder #edchat.
9:24 pm	**marloft:**	RT @magsamond: #edchatie How much PEDAGOGICAL support do colleagues look for, in your collective experience? >Could be separate discussion?
9:25 pm	**peter_lydon:**	#edchatie train some teacher to train others...geometric progression type thing...
9:25 pm	**dhvmoon:**	RT @tomwhitby: All of the #EdchatIE educators are welcome to join 7,500 collaborative educators on the Educator's PLN www.edupln.com
9:25 pm	**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
9:25 pm	**cormachannon:**	@magsamond In my experience, none. It's all tech support. Will be interesting to see how the new laptops & projectors will be used.#edchatIE
9:25 pm	**marloft:**	RT @magsamond: @tomwhitby #edchatie. Thanks Tom. FYI here in the chat, Tom is cofounder #edchat.
9:25 pm	**pamelaaobrien:**	@NL_84 @clareire don't rule out 6th class. Could be every bit as good as junior secondary #edchatie
9:25 pm	**annemmcm:**	@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
9:25 pm	**fboss:**	RT @tomwhitby: All of the #EdchatIE educators are welcome to join 7,500 collaborative educators on the Educator's PLN www.edupln.com
9:26 pm	**peter_lydon:**	RT @peter_lydon: @eTeachingIE NCTE perhaps out sourcing...tried doing with with Geog Teachers but really needs solid structure #edchatie
9:26 pm	**marloft:**	Thx all - gotta go. Great discussion - these are problems for every school in the country. Hope we prompt some real progress. #edchatie

9:26 pm	**magsamond:**	@cormachannon #edchatie I have seen big leaps fwd with good practice of IWB use because of Project Math!! Woohoo the future.
9:26 pm	**fboss:**	Into the final 5 mins of tonight's #edchatie and it's been another great night of input
9:27 pm	**peter_lydon:**	@eTeachingIE #edchatie and could lead to difficultie with AUP...school need to protect themselves
9:27 pm	**NL_84:**	@annemmcm do they help in all classes? what issues do they tackle? #edchatIE
9:27 pm	**glynnmark:**	@ConnollyTrevor @peter_lydon #edchatie DIT have a unit specifically to support community based learning - that would be a good place 2 start
9:27 pm	**peter_lydon:**	RT @glynnmark: @ConnollyTrevor @peter_lydon #edchatie DIT have a unit specifically to support community based learning - that would be a good place 2 start
9:27 pm	**pamelaaobrien:**	@glynnmark @nl_84 @clareire #edchatIE those TY students could themselves maybe do placement in local uni or IT
9:28 pm	**peter_lydon:**	#edchatie would need to factor student involvement in to AUP
9:28 pm	**pamelaaobrien:**	@glynnmark @nl_84 @clareire #edchatIE those TY students could themselves maybe do placement in local uni or IT #edchatie
9:28 pm	**fboss:**	RT @peter_lydon: #edchatie would need to factor student involvement in to AUP - this could be part of the school e-Learning plan
9:28 pm	**glynnmark:**	@pamelaaobrien #edchatie a week in IOT learning the ropes, followed by a week in a school supporting ICT - I love it
9:29 pm	**fboss:**	RT @glynnmark: @pamelaaobrien #edchatie a week in IOT learning the ropes, followed by a week in a school supporting ICT - I love it
9:29 pm	**clareire:**	@magsamond #edchatie it's good where I hang out but it's my "thing" www.inspirinteaching.com/wordpress
9:29 pm	**peter_lydon:**	#edchatie How many teahcers are NCTE ICT Tutors?
9:29 pm	**BBrian1:**	#edchatie Talk of 'troubleshooting' ignores the scale of 50 computers in a school. Requires planning, specialist knowledge => requires money
9:29 pm	**pamelaaobrien:**	@glynnmark #edchatIE could work
9:29 pm	**peter_lydon:**	@BBrian1 #edchatie and time in the summer

9:30 pm	**fboss:**	Thank you all for contributing to #edchatie tonight. Full transcript available soon on: fboss.delivr.com/1523l
9:31 pm	**clareire:**	RT @fboss: RT @glynnmark: @pamelaaobrien #edchatie a week in IOT learning the ropes, followed by a week in a school supporting ICT - I love it
9:31 pm	**peter_lydon:**	#edchatie Night all...thanks @fboss ...good discussion
9:31 pm	**cormachannon:**	@BBrian1 Try 145 computers in our school and 650 users. #edchatIE
9:31 pm	**BBrian1:**	#edchatie Regarding voluntary contribution, parents might be more inclined to 'sponsor' IT rather than donate to the school's generic pool.
9:32 pm	**magsamond:**	#edchatie it's been good visiting with y'all, GRMA Fred for keeping us all us ducklings in tow!! Talk next week.
9:33 pm	**annemmcm:**	@NL_84 They 'manage' laptop trolley 'delivery' to blocks, check charges/shut downs, pair with young kids, demo new progs etc. #edchatie
9:33 pm	**BBrian1:**	@cormachannon 145, wow! I manage just over 50 in one school. They have me in 6 days/month #edchatie
9:34 pm	**NL_84:**	#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.
9:34 pm	**annemmcm:**	@NL_84 I rotate groups, it doesn't take up much time, but is very successful in a simple way. #edchatie
9:35 pm	**NL_84:**	@annemmcm excellent thanks, sounds like a lot of what I do! #edchatie
9:36 pm	**ict4mfl:**	#edchatie Great chat tonight. Signing out. Nite all.
9:37 pm	**fboss:**	@annemmcm - can you elaborate on this in 140 characters? #edchatie - would like to know more
9:37 pm	**annemmcm:**	@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.
9:39 pm	**annemmcm:**	@NL_84 Exactly! I set it up each Monday morn in a really simple way and it runs itself for the week.. usually! #edchatie
9:39 pm	**mariefarren:**	Marie Doherty #edchatie tks really enjoyed chat and found it very helpful. don't feel so isolated anymore
9:40 pm	**annemmcm:**	@fboss Which part?! #edchatie
9:41 pm	**fboss:**	@annemmcm - about rotating teams of students and the type of tech they would work with #edchatie

9:41 pm	**annemmcm:**	@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
9:42 pm	**fboss:**	@annemmcm Brilliant! Just tag the link on Twitter with #edchatie and we'll all see it.
9:52 pm	**PAJO23:**	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!
9:54 pm	**cormachannon:**	@PAJO23 Read your excellent blog post. #edchatIE
10:10 pm	**sarahmaher2000:**	Sorry I missed #edchatIE tonight. I'll have a good read tonorrow
10:17 pm	**donenda:**	bummer that I missed #edchatie, very long day. Will catch up with the transcript soon, thanks to @fboss
10:34 pm	**simonmlewis:**	Also enjoyed tuning into my first #edchatie. Interesting discussions though I don't know if we got past the "rant" stage :-)
10:38 pm	**simonmlewis:**	@pamelaaobrien yep, interested in the idea of teaming up with 3rd level institutions #edchatie

March 15, 2011

8:12 am	**jditie:**	@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
8:15 am	**jditie:**	@fboss silly question! Its early, ill just look at #edchatie list :o
8:32 am	**Daynuv:**	Catching up on the #edchatie transcript... so much interesting discussion. Well done @fboss
8:45 am	**Daynuv:**	RT @simonmlewis enjoyed my first #edchatie. Interesting discussions though I don't know if we got past the "rant" stage <- we must do.