



Tech Supporting Tech: Assisting Families To Troubleshoot Hearing Technology Through Telepractice

Cole Bosas

Kim Hamren

M.A., CED, LSLS Cert. AVEEd

M. Ed, CED, LSLS Cert. AVT



Learning Objectives:

Participants will:

1. Identify 3 challenges for troubleshooting technology through teleservice
1. Name 3 troubleshooting strategies they will implement during future telepractice sessions
1. Plan ways to engage caregivers in troubleshooting technology through teleservice



Provide the Child with Access to Sound to Support Listening and Spoken Language

1. Within our scope of practice to support families
1. Requires the provider knowing how to troubleshoot technology
1. Requires the provider knowing how to coach families to troubleshoot



What Kind of Troubleshooting?







Three Ways a Provider May Learn Technology Is Not Working

1. Child may say it
1. The parent says it
1. Provider could notice it



Strategies

1. Teach parents to become keen observers
1. Adequate materials to check equipment
1. Observation, Action, Reflection, Feedback
1. Reflective questioning
1. Connect with the audiologist





Additional Challenges
(and Benefits)
for Troubleshooting Technology
Through Telepractice







