Lesson 2.4: Troubleshooting

Objectives

In this lesson, students will be able to:
- ❖ Describe basic hardware and software problems using accurate terminology.

Agenda

1. Introduction	5 mins
2. Why would a computing device not work?	10 mins
3. My computer is not working	20 mins
4. Reflections and Wrap Up	5 mins

Preparation

- ❏ "My computer is not working" (1 per student)

Resources & Links

- ❏

1. Introduction

Please meet Jen, our master troubleshooter.

What does it mean to troubleshoot?

In the world troubleshooting, there is the world "trouble", which means a problem. Observing, noticing and fixing problems is also called troubleshooting.

Jen is a master at troubleshooting problems with computers. But today, Jen needs our help.

2. Why would a computing device not work?.

Ask the students:

Can you think about what to check if a device is not turning on when you push on the "Turn on button"?

Have students share some ideas that can be put on post-its

3. My Computer is not Working!

Distribute the activity to students. Read the instructions with them.

4. Wrap Up and Reflections

> **Reflection Points:**
>
> Have you ever experienced something not working? What will you do differently now that you have helped Jen?

My computer is not working!

For each picture, try to make a sentence that describes the problem and one sentence explaining what should be done.

Example: The screen of the tablet is broken. Bring it to a repair shop to have the screen replaced.

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Image from gemwon.com

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Image from DailyMail.com