
LETTER TO PROFESSIONALS

Over the years I have had a lot of experience with troubleshooting in a school setting, whether that be with my own personal technology, or the FM system provided by the school. Often times it can be really difficult to explain how your technology isn't working. I have discovered some tips and tricks that help in making this communication more effective as well as better helping the professionals to help us. At times, I am the advocate and the bridge between the other deaf and hard of hearing students in my school and the staff helping us. This is because I have learned over time what works best for me, what doesn't, and how to effectively articulate my needs.

1. It's always a good idea to ask if there have been any changes to the students personal technology
2. To figure out if it is the FM system that isn't working or if it's the students personal technology, you can disconnect the student from the FM and if they are still hearing the problematic sounds, then you know that it's there device not the FM. But if the sounds stop, then you'll know that it's an issue with the FM.
3. Let the student explain what they are hearing and how it is different from their typical
4. If the student can't fully articulate what they're hearing, ask specific questions
 - a. "Are you hearing static?" or "Is the FM cutting in and out?", and so on.
5. Repeat the trouble that the student has expressed to ensure that you really understand what they are saying. There can be some misinterpretations and it can be difficult to explain/understand when only one of you can hear what is/isn't working.

If the FM system is not working properly and it needs to be sent in for a period of time. Help the students think of things they can do in the classroom to ensure that they are hearing the best they can without their system. And be sure the teachers understand what it means for the student to be without their FM system. Different ages may need more help from you as someone who is acting as their advocate. If a student is new to their technology and is still learning how to use it and what the sounds are, when troubleshooting you may need to guide the conversation. Ask more questions about what they are hearing and give examples. Encourage them that there is no wrong answer, after all they are the only ones who know what they are hearing. Once the students are older are more familiar with their technology, give them a chance to explain for themselves what is happening. At this point, the constant interruption or assumptions of "this is what you must be hearing" can be annoying and is not an extremely effective method of communication in troubleshooting.



There may be some instances where the issues that the students are describing aren't that of a faulty system, but rather limitations of that FM system. Example - not being able to hear your peers when the teacher is wearing the FM system. This microphone is directly on the teacher and does not have the ability to pick up the sound from the classmates too.