

Digital Device Drop-In: *Top Ten Tips for Tech Tutors*

Thanks for volunteering to help others develop greater comfort and delight with using their digital devices. Here are a few things to keep in mind.

- ⑥ Introduce yourself to the device user.
- ⑥ Ask what tasks they would like to do with their devices but find difficult.
- ⑥ Feel free to validate their feelings of techno-frustration. Let them know that modern technology is complicated and can be perplexing (even to seasoned users) but, that with a little support and persistence, many delights are in store.
- ⑥ Be patient. Explain things in accessible language that is light on technical jargon and rich with real world metaphors.
- ⑥ As much as possible, coach the user (rather than you) into driving the device
- ⑥ Ask for permission before touching or holding someone's digital device.
- ⑥ Let them know that you respect their privacy. Avoid seeing/hearing passwords or other private information. Help them to develop a pattern of protecting their information. Also, don't share your personal information (don't use your cell # or email in the problem solving process, etc.).
- ⑥ Provide a printed copy of our Password Log to anyone who needs help keeping track of sign-in information.
- ⑥ Don't assist with anything illegal, ethically dubious, or which makes you feel uncomfortable. Don't work on a device which appears to be stolen.
- ⑥ Use our Digital Device Drop-In worksheet if you are stuck on how to proceed or wish to write down step-by-step directions for the device user.