Student:

Teacher:

Objective/learning goal: The student will be able to call Bookshare’s customer support at 650-352-0198 and troubleshoot a forgotten password

Time:

Materials Needed:

Phone

Bookshare’s Customer Support 650-352-0198

Accommodations Used:

\_\_\_ Screen Reader

\_\_\_ Magnification Software

\_\_\_ Refreshable Braille Display

\_\_\_Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_Extra Time

\_\_\_Verbal Prompting

\_\_\_Physical Prompting

\_\_\_ Teacher Created Checklist

\_\_\_Other Assistive Technology Device: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Sequence:

1.) Class discussion: Talk with your class about talking with customer support. Talk with the student about how to troubleshoot a missing or forgotten password.

2.) Explain the idea of a “role play.” Tell your class that they will be actors.

3.) Identify what information is needed before the student calls. (Name, Organization, Birthdate, Username/Email)

4.) Hold a mock phone call. What results did they get? Were they satisfied with the results? What things were easy or difficult? How could they have made the phone call better?

5.) Optional: If student has an individual membership, have the student call Bookshare’s customer support to reset the password.

Assessment:

Data Tracking: