

TECH BYTES



Orange Board of Education

January 2019 y 2013

What is COPPA?



https://www.eschoolnews.com/2018/11/12/what-is-coppa/2/?all

The Children's Online Privacy and Protection Act, more commonly known as COPPA, is a law dealing with how websites, apps, and other online operators collect data and personal information from kids under the age of 13.

COPPA has a number of requirements, but some key ones are that tech companies making apps, websites, and online tools for kids under 13 must:

- provide notice and get parental consent before collecting information from kids;
- have a "clear and comprehensive" privacy policy;
- and keep information they collect from kids confidential and secure. (Source: Complying with COPPA: Frequently Asked Questions)

Beyond COPPA's parental consent issue, it's important to know that even though the law specifically regulates technology companies, teachers and schools aren't off the hook when it comes to understanding the law and its intent.

COPPA was originally enacted in 1998—20 years ago! Technology has changed a lot during that time. And the technologies that kids use both on their own and in school are no exception. Innovative teachers—many of whom tend to be early adopters of new tech—are likely to try out tools that haven't been made specifically for kids or haven't been made with educational use in mind. Along with innovative teaching comes the responsibility to understand how our students' data is being collected and used.

What can teachers do?

1. Know your school's policies on adopting new technologies and follow them. Does your school or district have an approved list of apps and sites for student use? Chances are, students' data privacy issues were a big part of the decision to approve—or not approve—a tool.

2. Choose your classroom tech wisely.

- Stick to tools designed with education in mind, especially if kids are going to sign up and create accounts. Products that commercialize student learning are not recommended.
- When you bring new tech into your classroom, be mindful about how the tools ask kids to sign up, enter personal information, or share anything online—and choose products that minimize and avoid unnecessary information collection.
- Always provide information to parents about what tools you're using in the classroom.
- Avoid apps, games, or websites that seem focused on advertising.
- Be cautious with tools that claim to be for education but are also aimed at consumers or the business world.

The FTC has a comprehensive website which provides information to the public on a variety of agency activities. The Children's Privacy section includes a variety of materials regarding COPPA, including all proposed and final Rules, public comments received by the Commission in the course of its rulemakings, guides for businesses, parents, and teachers, information about the Commission-approved COPPA safe harbor programs, and FTC cases brought to enforce COPPA.



Since Martin Luther King Jr. Day was signed into law in 1983, the holiday has provided an opportunity for Americans to honor and learn from the iconic figure. Yet teaching about King's cultural legacy shouldn't be limited to January and February. That legacy should be celebrated and analyzed in classrooms throughout the year. And at this moment in American history, King's philosophy of nonviolence can help bring balance to classroom discussions.

Students should be encouraged to examine King through a broader lens, and to research his important ideas in areas like voting rights, housing and economic inequity, nonviolent activism, and social justice. <u>The Dos and Don'ts of Celebrating MLK Day</u>, from Teaching Tolerance, offer some wonderful ideas to start.

Writing in The Washington Post in 1983, Coretta Scott King provided a vision of how the holiday honoring her husband should be observed:

"The holiday must be substantive as well as symbolic. It must be more than a day of celebration . . . Let this holiday be a day of reflection, a day of teaching nonviolent philosophy and strategy, a day of getting involved in nonviolent action for social and economic progress."

Resources for Martin Luther King Jr. Day

A collection of lesson plans, curricula, and multimedia resources for teaching the life and legacy of Dr. Martin Luther King Jr. https://www.edutopia.org/article/resources-martin-luther-king-jr-day-matt-davis

Commemorate the Life of Dr. Martin Luther King Jr. Scholastic

https://www.scholastic.com/teachers/collections/teaching-content/commemorate-life-dr-martin-lutherking-jr/

Learn about Dr. Martin Luther King Jr. and his nonviolent fight for civil rights in the United States with these biographies, memorable quotes, and plays, as well as printables and multimedia resources. Resources also include retrospective lessons and articles to guide your students while they examine the state of his legacy and dream today.

Education World

https://www.educationworld.com/holidays/archives/mlking.shtml

Join Education World this January as we celebrate Martin Luther King Day. We have articles, lesson ideas, books, activities, and much more -- all to help you meet your holiday needs.

100th Day of School Concepts and Celebrations



The 100th day of school is fast approaching. It generally falls in January or February - of course that depends on when your school year started. Whenever it happens in your school, here are 10 activities, resources, and suggestions to help your elementary students get excited about mathematics!

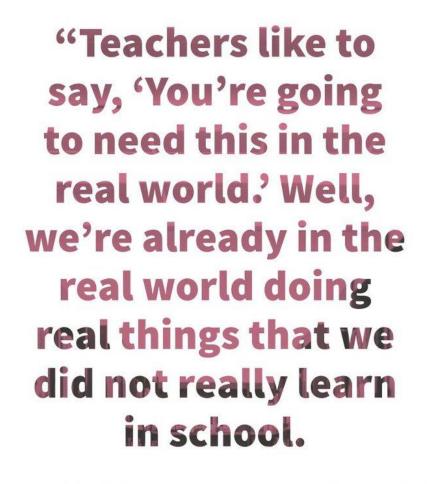
The 100th day of school is the perfect time to have fun with the number 100. These activities and lessons provide opportunities for your students to both practice math and also sharpen their observational skills.

Resources

<u>http://www.crazy4computers.net/the-100th-day-of-school.html</u> <u>https://www.ptotoday.com/pto-today-articles/article/1383-11-ways-to-mark-the-100th-day-of-school</u> <u>https://proudtobeprimary.com/100-days-of-school-activities/</u> <u>http://www.nea.org/tools/lessons/100th-day-of-school.html</u>

100th Day Online Activities

http://www.sheppardsoftware.com/mathgames/earlymath/BalloonPopOrder2.htm http://www.oswego.org/ocsd-web/games/DogBone/gamebone.html http://www.oswego.org/ocsd-web/games/SplatSquares/splatre100.html http://www.harcourtschool.com/activity/count/ http://www.bbc.co.uk/schools/numbertime/games/mend.shtml http://www.teachthechildrenwell.com/100day.html http://www.starfall.com/n/holiday/hundredthday/play.htm?







voicepeds

https://www.voicepods.com/

Voicepods is a great service that will turn any typed text or highlighted page text into an automated voice recording. Voicepods will read text aloud in your choice of voices and in your choice of ten languages. You can use Voicepods as a Chrome extension or by simply entering text into the Voicepods website.

The Voicepods Chrome extension lets you highlight the text on any webpage to hear it read aloud. As you can see in the following video, Voicepods creates a recording of the highlighted text being read aloud. That recording is then saved in your Voicepods account so that you can play it back whenever you like even if you don't have the original webpage open.

The Voicepods Chrome extension could be a good one for students who need some help with pronunciation of words while reading a webpage. The extension has support for ten languages which could make it useful in ELL/ ESL classrooms.



Learning Music, Art, Science, Math and more with Chrome Music Lab

https://musiclab.chromeexperiments.com/Experiments

One of the great things about music is how connected it is to other disciplines. Music can tie into math through fractions (duration of notes), exponents (decibels), multiples (beat), and prime factorization (harmonizing notes). Likewise music can connect with science when exploring sound waves, frequencies, and more, as has influence and occurrence in history, literature, and art.

To help explore musical concepts and how they relate to other topics, Google has created the Chrome Music Lab. This is a collection of 13 interactive "experiments" (so far) that let users create, play, and learn with a wide range of music concepts. These activities are also cross-platform, working on laptops, tablets, and phones.

What is Chrome Music Lab?

Chrome Music Lab is a website that makes learning music more accessible through fun, hands-on experiments. Many teachers have been using Chrome Music Lab as a tool in their classrooms to explore music and its connections to science, math, art, and more. They've been combining it with dance and live instruments. Here's a collection of some uses we've found on Twitter.

Can I use it to make my own songs?

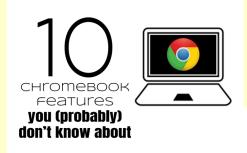
Yes. Check out the Song Maker experiment, which lets you make and share your own songs.

Do I need to make an account?

Nope. Just open any experiment and start playing.

How were these built?

All experiments are all built with freely accessible web technology such as Web Audio API, WebMIDI, Tone.js, and more. These tools make it easier for coders to build new interactive music experiences. You can get the open-source code to lots of these experiments here on Github.



Chromebooks are packed with some pretty amazing features that make them unique digital devices for students. Here are <u>10 Chromebook tips</u> you might not know ...

1. Ditch those "F" keys!

Remember the F1-F12 keys on the old-school keyboards? They're gone and have been replaced with something way more useful! Try out these keys at the top of your Chromebook keyboard ...

Back/forward page buttons Page reload button Full screen button "Switcher" button Screen brightness buttons Volume buttons

2. It's launch time!

Opening your favorite apps on a Chromebook is super easy. Add them to your "shelf" — the bar of icons at the bottom of your Chromebook. Open the apps in the shelf with a keyboard shortcut: Alt + position number of the app. The first one is Alt + 1. The second is Alt + 2, etc.

3. Do the browser tab slide!

Put three fingers gently on the touchpad and slide them to the right or left. It lets you switch which tab is active / displayed on your screen. It makes multi-tasking so quick and easy!

4. To the left, to the right ...

You can put two windows side by side in a snap! Drag a window to the top right or top left corner of your Chromebook. It'll snap to half the size of your screen. Drag one to the right and one to the left and you'll have equally-sized side-by-side windows right away!

PRO TIP: The Tab Scissors and Tab Glue Chrome extensions can do something similar. Tab Scissors cuts your screen in half, putting tabs on both sides of it. Tab Glue restores your window to one full-sized window again.

5. ... get up, get down!

Using two fingers on the touch pad can help you "get up" and "get down" in a couple ways! Drag those two fingers up and down on the touchpad to scroll up and scroll down. Or, hold Ctrl + Alt + two-finger drag to enable to screen magnifying glass!

6. Take it to the max — fast!

Double-click the top of a window on a Chromebook to maximize it. Double-click it again to make it smaller and moveable again.

7. Take a picture ... it'll last longer!

Screenshots are so useful, and they're super easy on Chromebooks ...

Ctrl + "Switcher" button at top: full screenshot

Ctrl + Shift + "Switcher button: partial screenshot

Use the pencil button at the top for additional editing

8. Get info at your fingertips!

Put that magnifying glass button on the Chromebook keyboard to work. Push it and then ask it some basic information questions, like math problems, dictionary definitions or measurement conversions.

9. Bookmark like a pro!

Keep your most commonly used websites saved as bookmarks in your bookmarks bar. Ctrl + Shift + B will show/hide your bookmarks bar. Use the star button in your web browser bar to add your current website as a bookmark. Make sure to change its location to "Bookmarks Bar" so it'll show up in that bar!

10. Boom — a new window!

Don't just click a link to open it. Do a three-finger tap on your touchpad to open that link in a brand new window.



100th Day Resources for PreK-2 https://www.scholastic.com/teachers/collections/teaching-content/celebrating-100th-dayschool/



Google is Adding More Parental Controls to Chromebooks

https://www.theverge.com/2018/12/13/18138846/google-parental-controls-family-link-chromebook-android-apps

The kids can now use Android apps

Google has had an app called <u>Family Link</u> for a little over a year now, designed to give parents more control over their kids' use of their Android phones — and even <u>turn them off at dinner time</u>. Now it's expanding the app to support Chromebooks, adding many of the same features to that platform.

Parents will be able to whitelist websites that they're okay having their children visit, set screen time limits, establish a bedtime, remotely lock devices, and monitor usage. And for the first time, Chromebooks set up with supervised accounts will gain access to Android apps from the Google Play store.

Android apps can be whitelisted for use or hidden on the device, which could be useful for shared devices. Parents will also be able to manage in-app purchases on supervised accounts.

If you've been following the saga of Android on Chrome OS, you have probably mostly thought of it as simple access to Google Play apps. But in fact, many parts of Chrome OS itself have taken on elements of Android — including the new quick settings menu and even the software keyboard. It seems like that deeper integration may be helping to enable some of these new parental control features.

One interesting idea here is that Google will let you set up supervised accounts for teenagers, but the teens will have the ability to turn off those controls. You'll get an alert when that happens and then probably have a very exciting conversation about your teenager's Big Grown Up Moment of taking responsibility for their computer use.

Although Chromebooks don't make great tablets (yet), they do have one very significant advantage over the iPad: they're excellent as shared devices. Because they support multiple accounts, it's easier to have one gadget that anybody in the family can log into without being able to access each other's stuff.

The Android games you can get on the Google Play Store might not impress your kids as much as what they can get on an iPad, but at least you'll know they're not going to accidentally delete your work email when you hand them a Chromebook.

Source: The Verge Magazine

By Dieter Bohn | December 13, 2018



CLOSED CAPTIONS IN GOOGLE SLIDES

https://tinyurl.com/yc5bflu3

Google rolled out automated closed captions for Google Slides. Thanks to this exciting update, now when you present with Google Slides, you can turn on automatic captions to display your words in real time at the bottom of the screen.

The Advantages of Closed Captions

Closed captioning can also be a game-changer for educators in the classroom. Closed captioning can help meet different students' learning styles. It will also support your students who are second language learners. And of course, always providing access for students with disabilities is a must. Therefore, check out the steps below in order to use closed captions with your Slide presentations.

Steps for Using Closed Captions

Below are the steps for using closed captions with Google Slides:

Step 1: Set up your microphone

Your microphone needs to be on and working in order to use captions with Google Slides. **Step 2**: Present with captions

- Open your presentation in Google Slides. You must be using the Chrome browser on a Mac or PC.
- To start presenting, click Present.
- Click CC to turn on captions. You can also use the shortcut Ctrl + Shift + C in Windows or Chrome OS, or the Command key + Shift + C if you're using a Mac.
- Begin speaking. As you speak, captions will appear at the bottom of the screen. Note that captions don't include punctuation and are not stored.
- To turn off captions, click CC.

The captions are powered by machine learning. They are heavily influenced by the speaker's accent, voice modulation, and intonation. Currently, Google Slides close captioning only supports English. However, Google hopes to expand the feature to be available in other languages soon. Closed captions has many benefits for everyone. When presentations are accessible to learners of all abilities and learning styles, everybody wins. Give it try!



5 Educational Robots You Can Use in Your Classroom

https://www.emergingedtech.com/2016/11/5-educational-robots-for-stem-steam-classroom/

The Expanding Variety of Small Robot Kits for Educational Purposes is Ripe With Fun Possibilities for the Classroom

One of the most innovative technological concepts currently available is the idea of using robots for teaching children. Robotics is a fascinating field that can benefit students from elementary school all the way up to graduate courses.

Educational robots have up-to-date computing power, innovative engineering, and can be controlled not only via apps but using voice and gestures, as well. They can help you deliver lessons in STEM concepts crucial to modern education.

The activity of programming a robot and even building one from a kit is an ideal way to teach technology and engineering skills. It can help children naturally learn and adapt to the useful principle of computational thinking.

The following five child-sized robots bring fantasy to life, providing a fun and engaging learning tool for you and your students.

Root

Developed at Harvard University, Root is a robot with the aim of helping children learn how to code. Designed for kids at different school levels, it includes over 50 sensors and actuator motors.

Using magnets, it can operate on a vertical surface such as a whiteboard to follow patterns as they are drawn. Your students can program Root to follow lines, avoid certain colors, solve mazes or race along a track.

Cubelets

Cubelets offers a very modern approach to the concept of robotics. These robots are created through the assembly of different blocks or modules, each one being a separate robot. Different combinations can be used to create different types of robots.

Dash &Dot

Dash & Dot are a pair of robot "friends." Dash is the larger one, with wheels and a moveable head. Dot is the smaller robot and they both have an array of sensors. They're designed to interact with what your class chooses to put in their environment.

Ozobot Bit

Ozobot Bit is another robot that allows your students to play while learning coding and logic skills.

FREE WEBINAR



Footprint Foothold: Helping Students Manage Their Online Reputations Tuesday January 29, 2019 @ 3:00 pm - 4:00 pm EST

We make lots of choices when we go online—the device we use, the websites we visit, and the information we provide—and these choices can have consequences in how we're perceived by others and in our futures. This is all part of our digital footprint. The choices we make online, particularly when we're using social media, affect our reputations and our senses of identity, in both positive and negative ways.

Register:

https://www.anymeeting.com/AccountManager/RegEv.aspx?PIID=ED57D983804B3A:



Exploring "Digital Wellness" for our Students (and Ourselves)

By Kelly Walsh https://www.emergingedtech.com/2018/12/exploring-digital-wellness/

I like the idea of striving for "Digital Wellness", but I hope it isn't just used as another guise for the big data players to hide behind while they cull our data and further invade our daily lives...

While working on some cybersecurity awareness and digital "well being" content for the students here at The College of Westchester, I googled the term "digital wellness" out of curiosity. Was this a phrase I had just dreamed up or was it a real term being used out there? Turns out this term is being used, and the big players all have something to add to the conversation.

I was glad to see that some schools and organizations are putting together programs, documents, or research focused on this challenging issue.

Unfortunately, some of the stuff I found (which I did not share) raises questions about the intent of big players like Google, Apple, and Facebook when they try to help us with digital wellness resources. Overall, I think it is still better to have them at least recognizing this need than ignoring it. Here are some of the more interesting resources I came across:

- <u>Digital Wellness 101</u>: Taking Control of Your Life Online (University of Washington)
- Liberty University started the nation's first <u>Center for Digital Wellness</u>
- Illinois State published <u>this PDF</u> to offer their students some tips in how to maintain their digital wellness by securing their identities
- The University of California at San Diego is "inventing the future of digital wellness".
- The Global Wellness Institute has defined a <u>Digital Wellness Initiative</u> under way.
- Psychology Today wrote the article, <u>The Key to Maintaining Your Digital Well-Being</u>.



Terrible Passwords, Password Security, and Protecting Your Online Account

https://www.freetech4teachers.com/2018/12/terrible-passwords-password-security.html

This is a good time remind yourself or your loved ones to update passwords on a regular basis.

Crafting a strong password and periodically changing it is the first step in protecting your online accounts. Common Craft offers this excellent <u>video on how to create a strong password</u>.

Another step in protecting your online accounts is to use two-factor authentication whenever it is offered. For example, when I sign into my Google account on a new computer I not only have to enter my password, I also have to use my cell phone to verify that I'm signing into my account on a new computer. That concept and more are explained in Common Craft's Account Security video.

One more key tip for protecting your online accounts is to never trust text messages or emails that ask you to change your password or confirm account details unless you specifically requested to have your password reset. A scam that I've had a couple of friends ask me about recently involves getting a text message that purports to be from Apple technical support stating that their iTunes account were compromised and that they need to update their passwords. My advice is that if you think your account might have been compromised; don't click the link that was unexpectedly sent to you. Instead, go directly to your account on your computer, phone, or iPad and look for any suspicious activity.

Federal Bureau of Investigation Internet Crime Complaint Center(IC3)

Edtech Poses Privacy and Safety Risks for Students, FBI Warns

https://edscoop.com/edtech-poses-privacy-and-safety-risks-for-students-fbi-warns/

Hoping to protect the privacy and safety of K-12 students, the FBI has issued a <u>public service</u> <u>announcement</u> encouraging awareness of cyberthreats involving education technologies, or edtech.

The announcement warns parents, students and teachers of the potential exploitation of information stored on these technologies, which include personalized learning experiences, tracking academics, disciplinary issues, student information systems and classroom management programs.

To inform of the potential risk of cyberattacks, the FBI provided a list of sensitive data collected in schools that includes personally identifiable information such as biometric data, academic and classroom data, behavioral data, disciplinary and medical data. It also includes student web browsing history, geolocation data and IP addresses.

"The widespread collection of sensitive information by EdTech could present unique exploitation opportunities for criminals," the FBI states in its announcement posted last week. "Malicious use of this sensitive data could result in social engineering, bullying, tracking, identity theft, or other means of targeting children."

The FBI goes on to warn that school-issued laptops and tablets or monitoring devices, such as in-school surveillance cameras and microphones, especially those with remote-access capabilities, are vulnerable to intrusion. Read more



Classroom Technology Creates Opportunity for SEL

Integrated classroom technologies such as **Chromebooks** and **videoconferencing platforms** have made it easier for teachers to create teachable moments around the key SEL competencies. A recent study by Microsoft found that three pieces of technology tend to be especially helpful for SEL:

Collaboration platforms: Platforms such as G-Suite and Office 365 help students learn to work together and facilitate SEL skills. In the Fresno Unified School District, administrators adopted a digital collaboration platform with the intention of improving social emotional learning, but also saw academic benefits. After adopting the platform, participating middle school students were 25 percent more likely to meet or exceed language and math standards.

Artificial intelligence: Personalized learning has played a significant part in evolving SEL in the classroom. Teachers can now target the SEL competencies students have not yet mastered by adjusting course material to more closely align with the areas they need to work on. AI-enabled technology allows teachers to improve personalized learning, in part by making student assessment and course correction more efficient so that teachers have more time for one-on-one interactions. When the Tacoma Public

School District incorporated AI-powered technology and Azure cloud computing in an initiative to "focus on the whole child," graduation rates increased from 55 percent to 83 percent.

Mixed reality: Virtual and augmented reality gives students a chance to practice SEL skills in a lowstakes, virtual environment. "One especially effective teaching method is to provide students with opportunities to observe social-emotional skills and then practice those skills," report Microsoft researchers. "Such experiences can help raise awareness of bias and improve skills, such as empathy and collaboration, among other benefits."

In previous iterations of SEL, Osher said, educators often focused on creating SEL-specific curricula. Although such classes were often rich in information, they failed to contextualize the lessons. More effective, he said, is to incorporate SEL into daily classroom activities to show students what these competencies look like in practice.

"Students develop these skills at school, but also at home and in the community within environmental contexts that are supportive of social-emotional learning," Osher said. "It is the interactions in the classroom in which social and emotional learning develops."



19 Steps to a Speedier Computer



Global Learning Fellowship https://www.neafoundation.org/for-educators/global-learning-fellowship/

We are a public charity founded by educators for educators to improve public education for all students.

Through the NEA Foundation Global Learning Fellowship, public school educators develop the knowledge and skills to integrate global competency into their daily classroom instruction, advocate for global competency in their schools and districts, and help students to thrive in our increasingly interconnected world. Fellows transform their classrooms to give students a global perspective.

NEA Foundation Global Learning Fellows participate in a 12-month professional development program that includes in-person workshops, online coursework, webinars by leading experts, peer learning, and an international field study experience.

The NEA Foundation partners with EF Educational Tours, a global leader in international education, to design transformative field study experiences for the Fellows.

Applications close February 4, 2019. APPLY NOW



5 Questions Students Should Ask About Media

BY KELLY MENDOZA

Help kids think critically about the media they consume and create

Do your students love to take and edit photos to post on Instagram? Are they obsessed with watching (or maybe even becoming!) YouTube celebs? Do you want to help your students learn how to spot a stereotype on a TV show? Or how to identify bias in a news article? If you answered yes to any of these questions, consider integrating media literacy education into your lessons.

Digital and media literacy expand traditional literacy to include new forms of reading, writing, and communicating. The National Association for Media Literacy Education defines media literacy as "the ability to **ACCESS, ANALYZE, EVALUATE, CREATE**, and **ACT** using all forms of communication" and says it "empowers people to be critical thinkers and makers, effective communicators, and active citizens." Though some believe media literacy and digital literacy are separate but complementary, I believe they're really one and the same. They both focus on skills that help students be critical media consumers and creators. And both are rooted in inquiry-based learning—asking questions about what we see, read, hear, and create. <u>Read more....</u>

Administrator's Resource Center



The Importance of Self-Care for Administrators

School leaders benefit from setting up and maintaining a system of support to help them meet the many challenges of the job.

By Jessica Cabeen <u>https://www.edutopia.org/article/importance-self-care-administrators</u>

"The moment you want to retreat is the exact moment you have to reach in."

As an administrator, I use this mantra when the work feels too difficult or the feedback seems too tough, to remind myself that the challenge is also a moment of opportunity.

For some school leaders, it is counterintuitive to think that they might need to ask for help. But in order to thrive, it's vital that school leaders reach out and create pathways for support. How do they seek support?

FIND CONNECTION

Who are your supporters? Who can you trust to discuss challenges and solicit advice? Cultivating these relationships is important for any school leader. Online collaboration may be useful, and finding the right platform is critical. Voxer, a walkie-talkie app, allows me to ask questions of other educators and respond to their inquiries.

READ TO LEARN

Reading up on best practices and tips from others can help administrators gain perspective.

BUILD ROUTINES

Work stress often means stress outside of work as well. Recalibrating throughout the year is critical to stay focused and connected.

When was the last time you exercised? Read a book for fun? Went to the movies? Spent time with a friend? If the answers are distant memories, you may be in need of a self-care tune-up.

REFLECT AND REFRAME

In those dark moments of doubt where you question your choice to become a school leader, step outside of your circumstances to see the bigger picture. Reframing a challenge is a useful way to gain perspective.

BE MINDFUL

As the adage goes, "Be mindful, even when your mind is full." Incorporate simple mindful strategies into your day for shelter from the day-to-day stress.

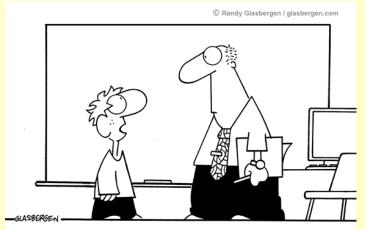
At the moment we feel most challenged as administrators, it's important to pause and remember the value of caring for ourselves as well as our students, staff, and schools.

Read more

TECHNOLOGY HUMOR



"It's a G.P.S. for busy teachers. It tells you whether you're coming or going."



"According to the article I wrote for Wikipedia, I'm destined to be one of the smartest men in the world. So you should probably start giving me some better grades."

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"When you say you want to be 'just friends' do you mean Facebook friends, MySpace friends, Twitter friends, Buzznet friends, LinkedIn friends....?"



"Tech support says the problem is located somewhere between the keyboard and my chair."