

#aiTIXAdvInvestigator

# TECHNOLOGY IN THE NEW ERA



1

## AGENDA

- I. Remote Investigations
- II. Technology at Your School
  - a. At Your House?
  - b. Office?
- III. Technology for Your Witnesses
- IV. Special Challenges
- V. Developing Rapport



2

## Remote Investigations

“School districts and postsecondary schools have significant latitude and authority to take necessary actions to protect the health, safety, and welfare of students and school staff. School officials have discretion to make educational decisions based on local health needs and concerns, and OCR recognizes this decision-making authority.”

<https://www2.ed.gov/about/offices/list/ocr/docs/ocr-coronavirus-fact-sheet.pdf>



3

## CHAT

**What are the conversations at your institution about remote investigations? Any idea how long they'll last?**



4

## PROBLEMS WITH REMOTE INVESTIGATIONS

- Technological challenges
  - School
  - Home
  - Student/Witness
- Privacy
  - Secure technology?
  - Ability to speak freely?
- Students or witnesses who require
  - Disability accommodations
  - Interpreters
- Developing Rapport Over Video



5

## SCHOOL TECHNOLOGY CONSIDERATIONS

- What is your video conferencing software?
- Are you engaging in video interviews from school or home?
- How secure is your internet?
- How secure is your workspace?
- What equipment are you using for video, audio, and lighting?
- What is the environment you're showing your witness?

6

## SCHOOL TECHNOLOGY: SOME TIPS

- Connections
- Hardware
- Software
- Cameras
- Lighting
- Audio
- Environment
- Distractions
- Evidence Receipt/Review



7

## WITNESS TECHNOLOGY CONSIDERATIONS

- What computers/tablets do they have?
  - What about their advisor?
- What internet access/support?
- What privacy?
- What accommodations?
- Interpreters
- Should your school set up technological interview rooms?  
With sanitization protocols?
  - What if the student can't get there?

8

## RAPPORT OVER VIDEO



Present your best, most communicative self

- Clothing
- Make-up as a tool
- Background
- Framing/Gestures
- Face Touching (generally avoid)
- Fidgeting



9

## RAPPORT OVER VIDEO



Final Prep:

- Take 30 minutes before the call to:
  - check your bandwidth
  - check your space for minimized distractions
  - check yourself on video: remove distractions
  - turn off your cell phone/other noisemakers



10

## RAPPORT OVER VIDEO

- Final Prep:
  - Have all the evidence you want to use/show open before the call starts.
  - Make sure they're all clearly named so that you can tell what's what.
  - Make sure you have the right one selected before screen sharing.

11

## RAPPORT OVER VIDEO

### Tech Issues:

- Leaning on your table/desk
- Look into camera, gives you eye contact (recognize that lack of eye contact is likely from witness as result of video....)
- Take 30 minutes before the call to:
  - check your bandwidth
  - get your evidence open and unnecessary programs/documents closed
  - check your space for minimized distractions
  - check yourself on video: remove distractions
  - turn off your cell phone/other noisemakers

12

## SECOND INTERVIEWER CONSIDERATIONS



**Rapport**



**Over Video**



13

## RAPPORT OVER VIDEO



“Best Practices for Video Interviews”  
communication?



Pre-interview call to address concerns?



Set expectations/protocols at the beginning of the  
interview



14



## CHAT

***Share with us!***

What thoughts or suggestions do you have when it comes to technology and online interview techniques?

15



## QUESTIONS

16



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## CLOSING ACTIVITY



17



## ACTIVITY

**Any volunteer(s) wish to have their current working space or home office critiqued by Jean/Jill?**



18



## QUESTIONS

19



## EVALUATION

### Thank you!

Please remember to complete the event evaluation.  
Your comments will help us continually improve the  
quality of our programs.



20