



Connected or Disconnected?

Navigating technology, social media,
and communication.

Learning Objectives



By the end of this lesson, you will be able to:

- Discuss your **media habits** and how you learn online.
- Identify and use technical **troubleshooting** vocabulary.
- Differentiate between **Present Perfect** and **Present Perfect Continuous**.
- Write a structured **formal email** to solve a technical problem.

Key Vocabulary



Troubleshooting

Analysing and solving a technical problem.



Set Up

To prepare a device or system for use.



Connect / Disconnect

To join to or break a link with a network/power source.

The Hook: Infinite Scrolling?

Have you ever picked up your phone to check one notification and realised an hour has passed? Social media is designed to keep us engaged, but are we using it for **passive consumption** or **active learning**?

Key point

Smart media habits involve using gadgets to 'level up' your skills, not just to kill time.



Grammar: Present Perfect Tenses

KEY CONCEPT

Present Perfect

I have used this app. (Focus on the result/completion).

Present Perfect Continuous

I have been using this app for years. (Focus on the duration/ongoing process).



Remember

Use the continuous form when you want to emphasise how long you've been doing a tech-related activity.

The Tablet Trouble

Listen to the audio and answer the questions



Troubleshooting a new gadget

▶ Play audio

- 1 What is the main problem Leo is facing?
- 2 How long has Leo been charging the device?
- 3 What troubleshooting step did Maya suggest?
- 4 What is Leo's next step?


Answers on the next slide...

CHALKIE

The Tablet Trouble



Check your answers below

 *Troubleshooting a new gadget*

▶ Play audio

- 1 His new tablet will not turn on despite charging it.
- 2 For two hours.
- 3 Holding the power button for ten seconds and checking the screen protector.
- 4 Writing an email to the support team with a list of his troubleshooting steps.

Writing for Solutions

When tech fails, a structured email gets faster results. Follow these steps:



Subject Line - Include the device name and the specific error code.

Context - State how long you have owned the device and when the issue began.

Steps Taken - List your troubleshooting efforts, such as restarting the router.

Formal vs Informal Tech Talk

Avoid using 'text speak' in support emails.

Instead of: 'My phone is ded lol help',

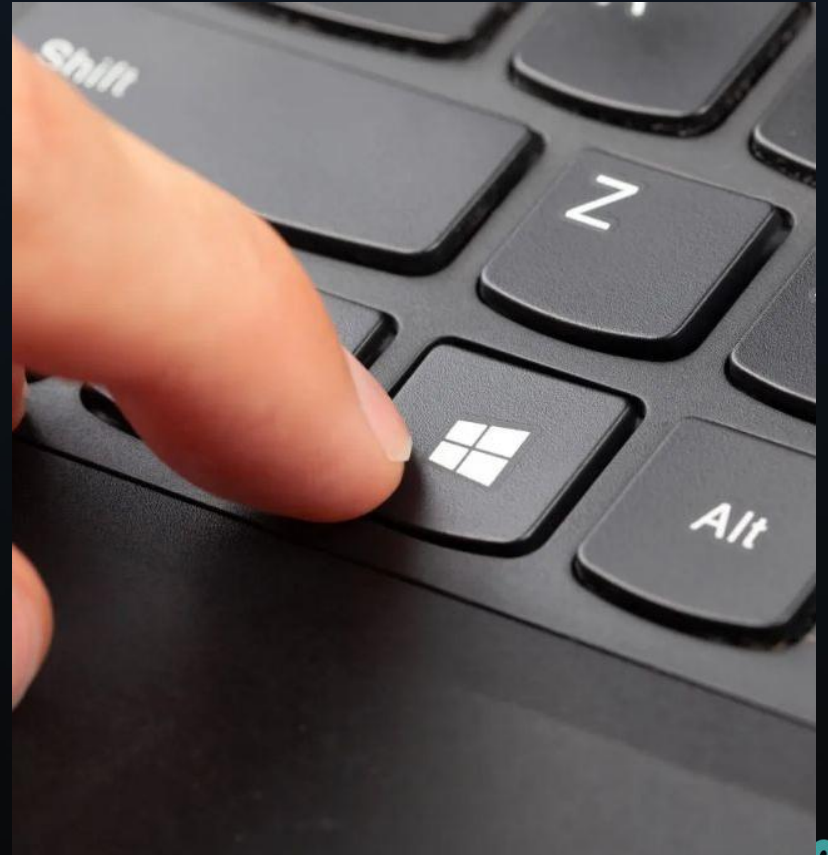
Use: 'I am writing to report a fault with my handset which has occurred despite troubleshooting.'

Example

Subject: Faulty X-200 Tablet - Screen unresponsive

Dear Support Team,

I have been using my new tablet for three days, but this morning the screen stopped responding to touch...



Grammar Check

'I have been fixing my computer' means the computer is definitely working now.



TRUE



FALSE

Now it's time to explain why...

CHALKIE

Grammar Check

'I have been fixing my computer' means the computer is definitely working now.



Why is that?

- a) The Present Perfect Continuous always indicates that a task is 100% finished.
- b) The Present Perfect Continuous focuses on the ongoing activity, not necessarily the finished result.

Answers on the next slide...


Grammar Check



'I have been fixing my computer' means the computer is definitely working now.



Why is that?

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Final Challenge: The Tech Audit



Think about your media habits. Which is more common: Present Perfect (I have learnt) or Present Perfect Continuous (I have been scrolling)? How can we change habits?

Final Challenge: The Tech Audit



You might have said...

Students might say they scroll too much on TikTok.

They might suggest they learnt a skill via YouTube.

Strategies include setting limits or following educational accounts.

Recognising tech as a tool versus a distraction.