

Technology Barriers & Usability

When new tools are introduced, technical difficulties—such as device compatibility, recording issues, or user frustration—can slow adoption. Educators who have a bad first experience with AI may be hesitant to use it again.

Key Messaging

- We are committed to making AI easy and accessible for all educators.
- Technical hiccups happen with any new tool—we're here to support and troubleshoot every step of the way.
- Our goal is to remove barriers, not create them—AI should feel like an asset, not an obstacle.

Strategies to Address This Concern

1. Offer Dedicated Tech Support Early

- Sibme has a ***world-class Support Team*** is available in-app and via email to answer questions, troubleshoot, and provide support.
- Ensure that ***IT teams are a part of your launch and planning*** so they can work alongside Sibme Support when necessary.

2. Pilot AI with a Small Group First

- Test Sibme AI with ***early adopters*** before rolling out to the entire school.

3. Provide Training

- Leverage Sibme's many onboarding resources including ***micro-courses, short video tutorials and live Q&A sessions*** to onboard staff efficiently.
- Take advantage of [Sibme Academy](#). Here you'll find a collection of micro-courses that provide an introduction to Sibme, including Sibme AI.
- If you've purchased an Onboarding package, your ***Sibme Implementation Specialist*** can help you identify and deliver the best training experience.

4. Anticipate and Address Common Issues

- Share a ***tech troubleshooting guide*** before launching AI school-wide.