



FOOTHILLS ACADEMY SOCIETY

A Leader in Learning Disabilities since 1979

Psychological Services & Programs

Frequently Asked Questions about accessing *Parent Support Groups* online

Q. What technology do I need to be able to participate?

A. To participate, you need a device that has a camera and a microphone. The microphone in your computer or phone is enough.

Q. What programs do I need to know how to use for the Parent Support Groups being offered online?

A. Program Facilitators will primarily use Zoom, but they may also share documents using Google Docs and/or PDF documents. Instructors will talk you through accessing documents. Any documents used will also be emailed out to all participants either directly after the session or upon request.

Q. How do I access Zoom, and is there a cost?

A. There are mobile versions of Zoom you can download for iPhone, iPad, and Android found in the app stores. If using a computer or laptop, go to Zoom.us, sign up, and allow Zoom to access your camera and microphone. You also need access to a stable internet connection. If you are having a hard time with your Zoom connection, try to make sure no one else in the home is using Wi-Fi during your group session. This should resolve any issues. Zoom is a free service. Downloading and using the basic account will be good enough for the parent support groups.

Q. Are there security concerns with using Zoom?

A. Our Tech team has done a great job to share ways in which our Program Facilitators can prevent "Zoombombing". For example, the room will be 'locked' at the beginning of each session so that no one else can enter. Zoom is regularly updating their security. Each week, your facilitator will provide you with a unique password for your session and a secure link. You can access the meeting either using the link or entering the meeting information into the Zoom app with the password.

Q. Do I need headphones to participate in the group?

A. No. You do not need headphones. Some people prefer doing a video conference with headphones but it is really up to you and what you are comfortable with using.

Q. Can my family members sit in on the session with me?

A. No. These sessions are meant for paid parent participants only. Please try to have a quiet place to work that is comfortable and free of distractions including family members. But, you are welcome to share what you have learned in the group (like new strategies!) and the topics of discussion. We will ask each participant to make a commitment to keep what is discussed in group in the group.

Q. What happens if I get kicked out of the Zoom session or I have technical difficulties?

A. If your Zoom app closes unexpectedly, simply click on the Facilitator provided link again. This will relaunch your Zoom app and your Facilitators will admit you back into the session. Your Facilitators will have your contact information and one of them will call if you are not back in the Zoom session within a few moments.

Q. What materials should I have ready for my sessions?

A. Your Facilitator will have most of the materials online and will be sharing their screen with you. As noted above, any documents shared will be sent to participants.

Q. If my Facilitator has shared their screen, can they see everything I am doing on my computer?

A. No. However, please do not have other things open on your screen that could distract you during the session. An engaged learner is an active learner.

Q. If I am frustrated in the session, can I just leave?

A. No, stay in the session until it is done. Let your Facilitators know if you are struggling! Zoom allows for 'break-out rooms' and private chat rooms, so if needed, one of the Facilitators can meet with you outside of the large group discussion.

Q. I am nervous about being on screen, do I have to show my face?

A. Video conferencing is a different experience. Your camera needs to be 'on' and the Facilitators need you to see the screen to participate in the discussion and activities. However, you do not have to stare into the camera or always be in the frame.

Q. What is the etiquette for using the online learning system?

A. See infographic below.

VIDEO CONFERRNCING

Etiquette



BE ON TIME

Be on time and prepared with your device charged. Close all materials and tabs of other classes. Make sure all tech works 5-10 minutes before the meeting.

MUTE YOURSELF

Mute yourself right away to eliminate background noise.



PRESENTATION

Consider your surroundings and attire. Find a good spot in the house with few distractions and make sure you're wearing something appropriate for school.

HEADPHONES

Use headphones if you have them! If your headphones or earbuds have a microphone, even better!



CHAT RESPONSIBLY

Use the chat function responsibly. Only type when needed so the teacher can respond to questions promptly.

SIGNALS

Use hand signals:
thumbs up = yes / thumbs down = no
hand by ear = can't hear
raise hand = have a comment

