



FOOTHILLS ACADEMY SOCIETY

A Leader in Learning Disabilities since 1979

Psychological Services & Programs

## Frequently Asked Questions about accessing *Survive and Thrive in Junior High* 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 Survive and Thrive in Junior High (STJH) online?**

**A.** Program Facilitators use Zoom, Google Docs, and PDF documents. You will need to be able to follow instructions. Instructors will talk you through accessing documents.

### **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 wifi during your lesson. This should resolve any issues. Zoom is a free service. Downloading and using the basic account will be good enough for the STJH program.

### **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 lesson 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 for my lessons?**

**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 I have a snack during the program?**

**A.** Yes, but please wait until the designated break time. The facilitators need to hear you speaking. They will let you know when you can have your snack.

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

**A.** No. These sessions are meant for the group members 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 the 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 Facilitator will admit you back into the lesson. Your Facilitator will have your contact information and will call if you are not back in the Zoom session within a few moments.

**Q. What if I want to show my Group my pet, my brother/sister, or my room?**

**A.** Talk to your Facilitator. If everyone agrees to take a break, your Facilitator might ask you what you want to do. Do your best to stay focused in the lesson. Treat the lesson the same way you would treat going into an office or school. Have fun and work hard.

**Q. What materials should I have ready for my session?**

**A.** Your Facilitator will have most of the materials online and will be sharing their screen with you. Let your Facilitator know if you have a printer and want to print off materials on your own. For your sessions, you can also have:

- A pen or pencil, and markers or crayons

**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. Your Facilitator can tell if you are working or playing. 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 Facilitator know if you are struggling!

**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 activities. However, you do not have to stare into the camera or always be in the frame.

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

A.

**VIDEO CONFERENCING**  
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

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