



Frequently Asked Questions about accessing *Read/Write & Math* programs online

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

A. To participate in online programs, 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 *Read/Write & Math* programs online?

A. *Read/Write & Math* Instructors 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 *Read/Write & Math* programs.

Q. Are there security concerns with using Zoom?

A. Our Tech team has done a great job to share ways in which our Instructors 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. Your instructor 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 my lesson?

A. No, please do not eat while in your lesson. Instructors need to hear you speaking. If you and your Instructor agree to a break with a snack, please enjoy it at that time.

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

A. No. This lesson is meant to be one-one. Please try to have a quiet place to work that is comfortable and free of distractions including family members. If a parent wishes to sit in on a lesson, contact the Instructor to discuss.

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 Instructor provided link again. This will relaunch your Zoom app and your Instructor will admit you back into the lesson. Your Instructor will have your contact information and will call if your child, or you, are not back in the Zoom session within a few moments.

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

A. Talk to your Instructor. If you both agree to take a break, your Instructor 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. Have fun and work hard.

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

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

- something you are reading right now, or something you have to read for one of your classes, or something you want to read;
- A pen or pencil, and markers or crayons

Q. If my Instructor 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 lesson. Your Instructor can tell if you are working or playing. An engaged learner is an active learner.

Q. If I am frustrated in my lesson, can I just leave?

A. No, stay in the session until it is done. Let your Instructor 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 Instructor needs you to see the screen for reading. 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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