

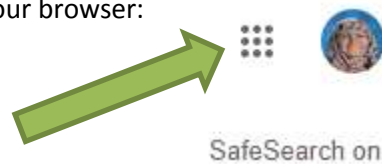


Crescent View Academy E-Learning Platform

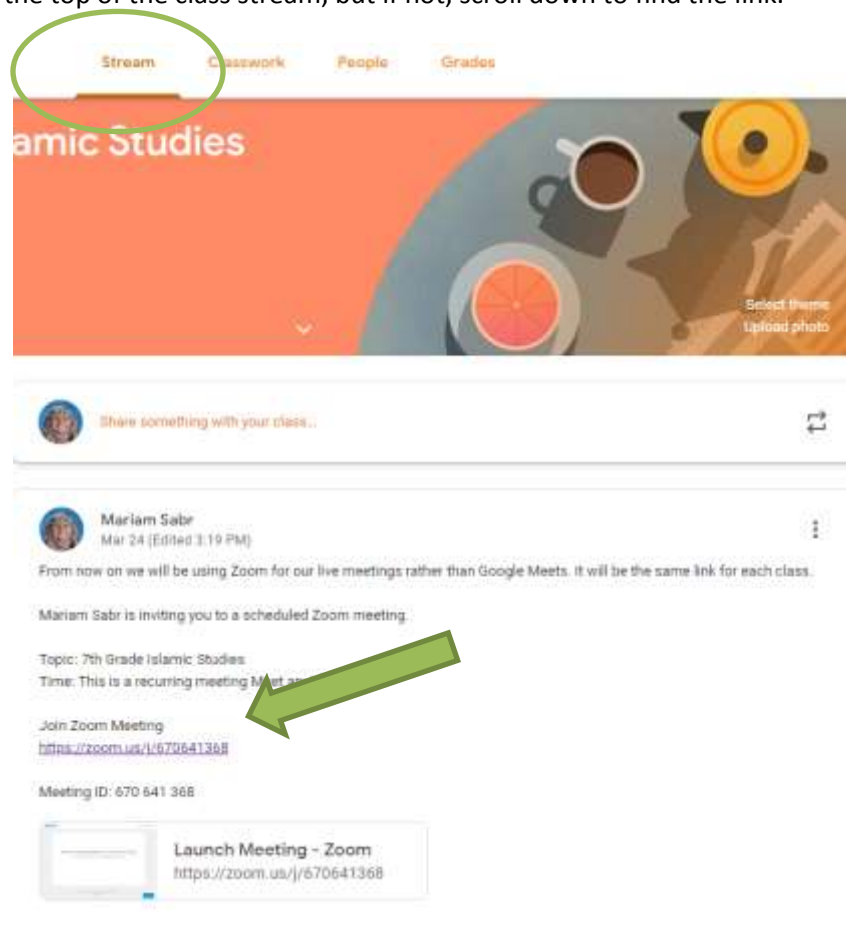
Frequently Asked Questions (FAQ)

- Q. Where do I get access to my child's new email address (K-4th grade)
A. Your student's new email address and password were sent to the parent's email.

- Q. How do I access Google Classrooms?
A. Your child's teacher should have sent an invitation to your student's email. Click on **JOIN** to be added to the class. Once you are in Google Classroom, you can see the various classes your child has been added to and join from there. If you are accessing Classroom from your browser, you may find it at the 9 dots to the right of your browser:



- Q. How do I access the live online classes?
A. Teachers are adding links to the online Zoom classes in Google Classroom. The link will typically show at the top of the class stream, but if not, scroll down to find the link.



- Q. Could all teachers stick to one live platform and not mix multiple platforms?
- A. Teachers have been asked to transition to Zoom no later than Monday, March 30, 2020. We found this platform to be more conducive to a stable learning environment, and all classes will be using this format going forward. Google Meet and Hangouts will be phased out.

- Q. I can't find the link to the live class. Where is it?
- A. Links to online classes have been pinned to the top of the feed in Google Classroom, so you should see it at the top of the stream.

- Q. Children are muting other students and kicking students out of the meetings. Is there any way to take this control away from students?

- A. Teachers have been asked to transition to Zoom no later than Monday, March 30, 2020. We found this platform to be more conducive to a stable learning environment, and all classes will be using this format going forward.

- Q. My child's teacher scheduled class during another class time. What should I do?

- A. Teachers are following the schedule that is listed on Gradelink under "School News". If the teacher posts a schedule in which there is a conflict of times, please contact the teacher to resolve the issue. Many teachers have posted their students' class schedule on Google Classroom for easy access.

The image shows a screenshot of the Gradelink website. At the top, there are two tabs: 'School News' and 'Teacher Pages'. A green arrow points to the 'School News' tab. Below the tabs, there is a search bar with the word 'Schedule' inside. The main content area displays a grid titled 'Full Schedule 2019-2020 Quarter 4 v.1'. The grid has columns for days of the week (Monday through Friday) and rows for different classes or subjects. The cells in the grid are color-coded to represent different classes or subjects.

- Q. We are receiving too many emails in my student's email account. Can this be resolved?
- A. We have requested that teachers only send one or two emails per week with newsletters and important information. However, Google Classroom sends emails for all activity by default. If you would like to change this setting, please go to this link to learn how to change your settings: <https://bit.ly/3brHoCc>
- Q. My child watched the video that was posted in Google Classroom. Now what?
- A. Each activity listed in Google Classroom should have instructions and/or an assignment attached to it.

Q. Would it be possible for teachers to post the homework packets in Google Classroom? We've received a number of PDF assignments via our student's email address.

A. All assignments should be posted in Google Classroom rather than sent via email.

Q. I feel that my child is spending too much time on the screen. Can this be resolved?

A. We have suggested that direct instruction with the teacher be shorter than usual. Within the class timings (as listed on the schedule), teachers are likely to spend between 10 – 30 minutes face-to-face with students, then assign a task, and allow the rest of the class time for questions and completion of work.

Q. Students are posting many comments in the Google Classroom stream. Is there any way that can be prevented?

A. Teachers should set boundaries and limits to student texting. The purpose of the Classroom is to share information about assignments, not be a chat room.

Q. When teachers share their screen, whatever they are showing looks very small especially if you are working from an Ipad or a Chrome device. Can this be resolved?

A. We have requested that teachers use full screen when they share their screens with students.

Q. How do you plan to test the students via the e-learning platform?

A. We feel that no high-stakes tests be given to students at this time. We will reassess this in a few weeks to ensure that students are understanding content given. For now, formative assessment will be given in the form of essays, projects, or short 3-4 question quizzes.

Q. Can we send pictures of the work completed?

A. Yes! You are able to upload Google Docs, video, audio, and even pictures as completed work.

Q. Is it possible for teachers to lighten the workload since students are spending a full day online?

A. Students should definitely have less work in their packets than they did while physically in the building. Our goal is that students are able to complete their school activities by 3:15 p.m., and have time in the evening to relax, play, and spend time with their families.

Q. Can teachers hold up the book to make sure students are on the correct page?

A. We have asked teachers to do this for lower elementary students.

Q. Can classes be recorded?

A. Students can access recorded material in their Google Classroom, which can be used in the event of an absence or for review. While it's possible that not every class is recorded, we strive to ensure that this information is available for our students.