

## FAQ from BBS Parent Information and Training Sessions - Aug/Sept 2020

Question	Answer
Will a child in grade 2 be able to join the zoom classes by themselves?	<p>The weekly schedules in PS and ES have been greatly simplified and will be shared via SeeSaw each week, so they will be easier to access and refer to throughout the week.</p> <p>The Zoom links for all sessions for the week will be displayed in a simple, one-page schedule, so students will just have to click on the image for their class to join the session.</p> <p>Some students, depending on their level of independence and familiarity with technology may need adult (or older sibling) assistance with joining sessions in the beginning.</p>
Sometimes a student gets disconnected and if class is locked they can't join back?	<p>Almost all classes across the school will have a co-host (in addition to the teacher as the main host) to allow students back into the session from the waiting room.</p> <p>The process of joining Zoom sessions has been greatly simplified this year.</p>
Could you record this session and send it to us for our reference later?	<p>Due to data privacy we will not be recording and sharing these sessions, but we are distributing this FAQ from each of the sessions to help support parents.</p> <p>We will also be emailing to parents, and publishing on our website a range of guides and videos on each of the platforms we will be using.</p>
Will the skoollee calendar view open on the mobile/ipad app or only on the desktop?	<p>The skoollee mobile app has a range of features, and we will be publishing guides on its use and key features very soon.</p>
When will Elementary students get their links?	<p>Links to Zoom sessions will be given to students in their one-page weekly schedule from their classroom teacher, distributed through SeeSaw.</p> <p>Credentials to set up and log into accounts such as Zoom, SeeSaw, etc, will be coming via email shortly, but before the first day of school.</p>
The schedule with zoom access will be where? For Elementary.	<p>Links to Zoom sessions will be given to students in their one-page weekly schedule from their classroom teacher, distributed through SeeSaw.</p>
Would Zoom identify multiple login credentials if I have more than one child using the same PC? Or would they have to sign in individually every time?	<p>Students will need to sign into their BBS Zoom account using their individual credentials provided, as it then displays their name during the zoom class. This may become problematic if more than one student is using a device.</p> <p>It is highly recommended that each student has their own device for online learning.</p>

<p>I cannot log in zoom through the link on my Mac I don't know why.</p>	<p>Ms Lamia and Mr Fouad, our Education Technology Management specialists are available via email and phone to help troubleshoot any technical issues with school-supported platforms. Their contact details have been shared recently with all parents via email.</p>
<p>Are zoom credentials fixed for all classes?</p>	<p>Yes. Credentials are fixed for classroom teachers, so each teacher will have the same join link for the semester.</p> <p>This will be displayed in the Skoolee schedule and Google Classroom (for MS and HS students), and will appear in a simplified format for PS and ES students in SeeSaw.</p>
<p>What about the security issues? Is it guaranteed that there will be no interference from outsiders?</p>	<p>Zoom has significantly upgraded its security over the past couple of months, and BBS has upgraded our Zoom account, and associated policies and guidelines accordingly.</p> <p>All students at BBS, from PS to HS, will receive login credentials to their own BBS zoom account. They must use this account to enter online lessons, as all online zoom classes at BBS are now restricted to BBS accounts only (so no one from outside can join). As additional safety measures, a waiting room is in place automatically for all classes, and all students' display names on zoom will be locked to their first name and last name (as per school records). It will also be a requirement that all student cameras are turned on at the beginning of a lesson so the teacher can verify the participant as a student in the class.</p>
<p>What if the student is more than 5mins late because of internet connections.Does that mean they will miss the class because of the internet?</p>	<p>No. They will just join the class as per normal via the waiting room, and will be let in at the next appropriate time by the teacher or co-host.</p>
<p>Do students have to open their camera back or it is optional for the students?</p>	<p>It is a requirement for all students to enter their online class with their camera turned on and their face visible. This is important for the following reasons:</p> <ol style="list-style-type: none"> <li>1. The teacher can visually verify that the attendee is one of their students (for security purposes).</li> <li>2. To help build relationships and community within the class. It is hard for teachers and students to get to know each other and contribute meaningfully if they can't see each other.</li> <li>3. It is important that students get into a routine of learning, which means getting out of bed on time, taking care of their personal hygiene, and being at their device ready to engage in the learning for the day, just as they would be if they were on campus.</li> </ol>
<p>Any rules about the background when the camera is on? There's a virtual background which we can set as white?</p>	<p>Students are more than welcome to set an appropriate, non-distracting virtual background for their zoom sessions. If they are unsure, or do not have one, they can ask their classroom teacher who will provide advice, or even a BBS-themed virtual background if they like.</p>

<p>Why have you chosen Zoom platform over other platforms although we did face issues with Zoom last semester?</p>	<p>No technology solution is perfect, and all have their strengths and weaknesses.</p> <p>Our teams investigated, trialed and tested a range of platforms back in the Spring, and again over the Summer, and concluded that Zoom was the best fit for BBS to support ongoing teaching, learning and collaboration.</p> <p>Please refer to the above answer that addresses how previous security concerns have been addressed.</p>
<p>Should kids wear school uniform?</p>	<p>No (unless they really want to). The expectation is that students are prepared and dressed appropriately for learning.</p>
<p>Can the classes be recorded by the students?</p>	<p>No. Students do not have the ability to record a zoom session from their device, as the setting is locked by BBS.</p>
<p>How will students ask questions during a zoom session?</p>	<p>The teacher will outline all learning and classroom expectations with their students at the beginning of the school year. There will be clear protocols in place for the appropriate use of zoom. For example, appropriate use of the chat function (which can be disabled at times to allow students to focus more), as well as raising their 'virtual hand' on the platform.</p>
<p>I have work during the online classes timings. Is there a way I can watch my son on the same zoom id at the same time as a parent?</p>	<p>No. Parents are not permitted to join Zoom sessions. For younger learners, parents and/or responsible adults can assist the child in person with joining and participating in learning.</p> <p>Additional learning materials will be shared by classroom teachers that will help parents to support their child's learning at home.</p>
<p>Other than the zoom links over skoolee, how would you share the zoom meeting numbers?</p>	<p>Zoom links and meeting IDs will be shared in a number of ways depending on the age of the child and their division.</p> <ul style="list-style-type: none"> <li>• For PS and ES students, Zoom links and meeting IDs will be shared in a simplified, one-page weekly schedule via SeeSaw.</li> <li>• For MS and HS students, Zoom links and meeting IDs will be integrated into the child's schedule on Skoolee, as well as their Google Classroom for that subject.</li> </ul>
<p>Please explain if there will be a policy regarding chat function during the classes? Will they use raise hand or not?</p>	<p>Teachers will be using a range of functions within Zoom depending on the type of lesson, the age of the students, and the type of material/work the students are completing.</p> <p>There will be times when the chat function may be used by the teacher for discussion, collaboration, and asking questions, and there will be times when it is disabled to help focus student attention on instruction.</p> <p>Students will be shown how and when to use the raise hand function as their teacher explains the routines and expectations of online learning during the first few weeks of school.</p>

Would the kids need to share their screen?	This will be a relatively rare occurrence, and will largely be reserved for older students. The teacher (as host) ultimately has control over whether, and when students can share their screens. By default this setting is turned off for all students.
if we have trouble entering a meeting- currently in the intensive we are using WhatsApp to communicate directly with the teacher. what will we use in September?	For PS and ES, students and parents can communicate with teachers via SeeSaw. For MS and HS students, communication primarily occurs via Google Classroom and email.
Will the kids be muted during the zoom session?	The teacher and co-host will have control of audio and video of students during a lesson. There will be times that students will be muted, and there will be other times that the teacher will enable audio for class discussion.
What are you expecting from 1st-3rd graders? Do they have to join alone/individually? Is it ok to have a partner?	It is okay for PS and ES students to have assistance from a responsible person to help them join Zoom lessons and complete and upload the learning tasks.
Can the school record the zoom sessions for later use to teach the kids?	Each teacher will be recording and storing their Zoom sessions securely on their classroom desktops for security and accountability purposes.  Any recordings that show students names and/or photo/video will not be shared with students or parents to ensure individual privacy and safety of our children.
My 2 kids will be using zoom at the same time from 2 different devices. Is this going to add overload on the wi-fi?	Please check with your internet provider for further details. This will depend on many factors, such as your provider, your internet plan, your wifi router or cabled connection, other wifi use in the house (i.e. Netflix, etc).
Are there any settings we need to do on zoom to insure security?	All a student/parent needs to do is to ensure their child is logged into their BBS Zoom account (not their own personal, free account).  All other settings are controlled by the school and by the teacher.
Can we know the least specifications for laptops?	The minimum specifications for electronic devices for students have been outlined in each of the school's eLearning Handbooks which have been emailed to parents. These are also outlined on the BBS website online learning tab.
Can I let my children sit in the same place to study from different devices ? Or they will be distracted?	Parents will need to determine the best study/learning environment for their children, depending on their age and level of independence.
Maybe the instructor can send a ringing notification or so when he starts a lesson so the sleepy students will wake up and join?	It is important for our students to become independent learners. This involves managing their time, and being prepared for online classes.

	<p>Our teachers will spend considerable time throughout the year (particularly during the first 2 weeks of school) in supporting our students to get back into the routine of learning according to their schedules.</p> <p>Parents will be an important partner in this work, and as such, there will not be any ringing and/or notification of an upcoming session (unless a student has set that up themselves on their device).</p>
Can you elaborate on digital citizenship?	<p>Digital Citizenship is a very important element to online learning as we begin the new school year virtually. All teachers at BBS have undergone training and workshops on incorporating Digital Citizenship practises into their classes.</p> <p>During the first two weeks of school, teachers will be working closely with students in helping them to understand the expectations for learning online so that they can learn at their best while keeping themselves and others safe.</p>
I think it would be beneficial for the parents to send us a user guide that show a step by step the use of seesaw and zoom classes	We will be providing additional resources shortly via email and via the online learning tab on the BBS website.
Grade 9 students how they will contact with their classes?	Grade 9 (and all MS and HS) will use Google Classroom to stay in contact with their classes, teachers and learning materials.
Regarding the elementary, the attendance is required?	Yes.
Will Middle School kids have their own Skoolee log in?	Yes. All MS and HS students have their own login for Skoolee.
Is Google Classroom for Elementary?	No. Google Classroom is the main teaching and learning platform for MS and HS.
For elementary, they will have different links for different subjects?	Yes, each teacher will have their own individual link/meeting ID that will remain the same for the semester.
Please elaborate on how elementary students will transition from subject to subject	Students in PS and ES will need to click on the link for their next subject/teacher on their simplified weekly schedule. Each teacher has their own individual meeting ID/link that will remain the same for the semester.
So, Zoom links for MS will be shared through google classroom and through seesaw for ES, correct?	Yes.
Please confirm if it will be individual link for each class on daily basis or its fixed link for each class for the whole period ?	There will be a fixed link for each teacher for the entire semester. This can be easily accessed by students on the weekly schedule in SeeSaw (for PS and ES students), and via Google Classroom and Skoolee (for MS and HS students).