



## GUIDANCE FOR ONLINE TUITION (FOR PARENTS)

### How to join?

Download Zoom client for meetings. There is no need to sign up.

[https://zoom.us/download#client\\_4meeting](https://zoom.us/download#client_4meeting)

You need a meeting id and password to join the meeting. It is provided by Ash.

Hardware:

- Laptop/Desktop/ipad
- Headphones or earphones that have a microphone. You can use the ones that comes with the smartphone

Use headphones and join the meeting with “Join with video” option. If it gives an option to hear others, please choose “call using internet audio”.

You must use your child's name to join.

**The system disables parents using some random names or numbers, no camera on etc. Once disabled, it will not let you re-join the meeting.**

For each session, a meeting Id and password will be issued about 15 minutes before the session start time. **It is strictly confidential.**

We may test connection with some users 30 mins before the meeting so you all may see a message “Is anyone ready?”

### **Sound problems: I can't hear you? You can't hear me etc.**

You can sign up as a free user, host a meeting and check audio using the options provided.

Wireless connection may be slow at times. Please try connecting laptop directly with the modem (using an ethernet-usb cable).

### **My child attended the first session online, he/she absolutely loves it.**

Thanks. Due to given situation (covid), the online tutoring is the way forward for private tutors, schools and universities. We have made significant IT changes + designed material for the first class (on 21/22 March) to give the best user experience. We are glad that your child likes the online class. We plan to keep it interactive so that students feel engaged.

### **My child attended the first session online, he/she does not like it.**

With the given circumstances, we cannot offer face-2-face tuition at least for the near future. If you are one of the very few parents who did not like the online tuition, please text me and your account will be closed (and monies refunded for the remaining term). This is for the existing students who were already in the tuition for the term Mar-Apr.

**The current slot assigned does not suit our circumstances (as our child attends another online course, visit church etc). What do we do?**

Please let us know and we'll try our best to accommodate. It is highly unlikely that another slot would be opened at this stage however we are not ruling it out as things are changing on a daily basis.

**Will you teach books and test papers?**

The classes will be run as a combination of teaching from the standard books & test papers + own material as well which is designed to engage the students.

**What happens if it says that the meeting id is invalid?**

It happens if the meeting is cancelled and a new meeting is created. Kindly wait for 5 minutes as I may be testing a new meeting id.

**Meeting or Webinar?**

At some stage, we may try webinar instead of meeting. It has some additional features that we plan to explore soon. Will keep you updated.

**Can I record the meeting or take photos?**

Parents are not allowed to record or take photos. They can't store any of our information in any form as it violates the data privacy. Hope you understand the rules around it.

**Can parents attend the meeting?**

The tuition is for your child. Parents can't attend the session. Your help is needed only to set up the hardware. Try to keep the noise minimum in the background during the class.

## GUIDANCE FOR ONLINE TUITION (FOR CHILDREN)

### How to raise hand if you have a question during the class?

See option under participants. It shows as a blue hand.

Students are asked questions during the class. If you know the answer, raise hand. We try to give a fair chance to all students. Please speak loudly, clearly and slowly when you are unmuted. At times, all students may be unmuted so that you can speak to all of your friends in the tuition.

### Chat:

You can type your questions on the chat window. Very occasionally, chat may be enabled for all so that you can send messages to your tuition friends. Spamming is strictly not allowed on the chat window.

**Reactions** – see on the screen for clap and thumbs up (to show that you are happy).

### What do you need for the class?

See homework update for books and / or test papers

A notebook, pencil, working earphone and camera etc.

### Can I eat or drink during the class?

Yes, please feel free to eat or drink.

### Can I go to washroom during the class?

Yes, you can go to washroom without notifying the tutor. But don't forget that you have to come back. 😊

### Some useful shortcuts that students can use for the chat

iu = I understand

icu = I can't understand OR idu = I don't understand

afk = away from keyboard OR brb = be right back

ichy = I can't hear you

idk = I don't know

lol = laughing out loud

rotfl = rolling on the floor laughing

tia = thank in advance

ymmd = you made my day

hth = hope this helps

**Some shortcuts that tutor may use**

curp = call your parents (for help)

curs = check your settings (with parents)

worm = works for me

tysm = thank you so much