



VIRTUAL SCHOOL FREQUENTLY ASKED QUESTIONS

STUDENTS FAQS

GENERAL QUESTIONS	
Where do I find the Zoom credentials for class?	In the SGI Faculty WhatsApp chat, SGI App, in MyCORE Virtual School Course
What do I do if my laptop or tablet is not working?	Send an email or message to the school and sign in with your phone. This matter must be resolved more permanently however as a laptop/tablet is critical for participating in Virtual School.
Where should I be to sign into my classes?	In a quiet area free of noise, moving vehicles, wind, music and many persons close by. Beds are not appropriate, neither is a verandah. Sit in a chair with your back to a solid wall.
What do I do if the internet drops?	Check MyCORE for work. Send message in the SGI App.
APPROPRIATE CLASSROOM CONDUCT	
Should I ask inappropriate questions?	No, please ensure all questions are on topic and adds to the discussion on the topic.
Should I use the Zoom chat to chat with other students in the class?	No, only if the teacher requests for bilateral conversations. Direct all messages to the teacher.



Should I write on the screen?	No. Only if the teacher has shared the screen and requested you to do so.
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TECHNOLOGY MANAGEMENT

What do I do if my video is not working?	Sign in with another device.
What do I do if my audio is not working?	Ensure a mic and video check at the start of day and classes.
What do I do if I am unable to share screen?	Alert the teacher orally or by posting a message in the chat.
What do I do if I see a Poll come up on the screen?	Answer the questions honestly and submit.

Ensure checks are done before class for permissions to screen share if making a presentation, videos shows properly if presenting, etc

SELF MANAGEMENT

What do I do if my assignment has not been submitted?	<p>Step 1. Alert teacher orally or via Zoom chat.</p> <p>Step 2. Follow the teacher's instruction thereafter.</p>
What do I do if I realize I have not been enrolled in my courses in MyCORE?	<p>Step 1. Confirm with the school that you are part of the class by sending a message.</p> <p>Step 2. Alert the teacher.</p>
What do I do if I missed my class?	<p>Step 1. Alert the office immediately.</p> <p>Step 2. Ensure a valid reason is ready for submission.</p>



What do I do if my parent comes into camera during my class?	Ask them to be as quiet as possible and minimize distractions.
What do I do if I am feeling bored and I begin to lose focus during class?	Ask the teacher a relevant question. Stand and do a quick stretch to circulate blood flow.
What do I do if I am running late for school?	Check MyCORE to see the work posted for you for the class and alert the office with a valid excuse.
Should I just sign out of Zoom class without permission?	No. Please alert the teacher if you are going to the bathroom or kitchen with an urgent need and seek permission first.
Should I turn off my camera for any reason?	No. However, if it is necessary for a brief period, please request of the teacher and provide the reason.
During lunch and break times, all cameras should be turned off and mics muted.	