



VIRTUAL SCHOOL FREQUENTLY ASKED QUESTIONS

TEACHERS 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 are the options for the use of a laptop if mine fails?	Alert Command Center
Where should I be to teach the class?	At school in an appropriately quiet location.
What do I do if the internet drops?	Redirect the students to MyCORE
CLASSROOM MANAGEMENT	
What do I do if students are asking inappropriate or irrelevant questions?	Each teacher is a Co-host and therefore has control over the mute/unmute function.
What do I do if students are writing inappropriate messages in the Chat?	Address the students as a first warning. Change settings to chat only with host. Place child out of classroom for Command Center to counsel.
What do I do if students are writing on the screen?	Disable annotations.
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 lesson.
What do I do if I am unable to share screen?	Students should be given a crash course as part of the virtual class orientation.
What do I do if I want to give my students a Poll?	Zoom allows for this. It must be set up before the lesson. Seek necessary permissions from Command Center before the lesson.
Ensure checks are done before class for permissions to screen share, videos shows properly, poll is set up, control to mute/unmute students, etc	
STUDENT MANAGEMENT	
What do I do if a student's assignment has not been submitted?	Step 1. Alert student orally or via Zoom chat. Step 2. Alert parent through SGI Apps or Parent Chat.
What do I do if a student is not showing up in MyCORE as part of my class?	Step 1. Confirm the Subject List with students is accurate. Step 2. Contact IT.
What do I do if a student has missed my class?	Step 1. Check Subject List Step 2. Contact Command Center
What do I do if I see a parent in my class?	Welcome them I suppose.
What do I do if I am unable to get my PowerPoint to project appropriately?	Post PowerPoints on MyCORE and any other class material.



What do I do if students appear distant and disinterested in class?	Alert them by calling on them. Inform Command Center if concern still exists.
What do I do if I am running late?	Once the work is uploaded in advance of class time (recommended), Collaborating Teacher can take the class straight to MyCORE.
What do I do if I am missing a student in class?	Send a message to the Command Center for action.
What do I do if a student has dropped out of class without any reason provided?	Send a message to Command Center for action.
What do I do if a student's camera is not turned on?	This should be included as part of the initial testing at the beginning of class.
During lunch and break times, all cameras should be turned off and mics muted.	