



FALL 2020 BACK TO SCHOOL REMOTE LEARNING ETIQUETTE

ETIQUETTE FOR REMOTE ONLINE LEARNING & LIVE MEETINGS

Online learning is different and, fortunately we are all in this together and our faculty will help you navigate the world of remote learning. Whether on campus or at home, your teachers will help you, support you, and encourage you. Students need a reliable internet connection. Students on WiFi should find a location with a good signal. Video conferencing can be power-hungry, so students should have a power outlet near their workspace so they can plug in. Students will use Microsoft Teams for live class sessions, office hours, and advisor meetings. Students who do not have Teams installed on their computer should manually download and install from this page:

<https://teams.microsoft.com/download>

The first time Teams is used it will request access to your computer's camera and microphone. Additionally, it may request "Screen Recording" and "Accessibility" access. Students should approve these requests and restart Teams when prompted. This is a one-time setup action that will not repeat once permission is granted.

Students should launch and sign in to Teams with their school email address and password. If you forgot your password you can reset it here:

<https://start.suffieldacademy.org/ssp/>

- Students should try to be in a quiet place for class periods, as best they can.
- Students should sit at a desk or at a table.
- Students should be dressed appropriately during live meetings. A plain t-shirt, shorts, or jeans are fine, but please avoid sleepwear or beach apparel.
- Students should blur their background [this is a feature available in Teams] unless they are in a distraction free area.
- Students should not eat or drink anything other than water when on camera.
- Students should remove distractions like social media and texting during live meetings.
- Students should be respectful and courteous at all times. Remember, you are in class.
- Students should be aware that live class sessions will be recorded and archived for other students to view.

REMEMBER, WE ARE HERE TO HELP YOU, NEVER HESITATE TO ASK FOR HELP.

TROUBLESHOOTING TECHNOLOGY ISSUES

AUDIO TROUBLESHOOTING

- Students should use any headset or earbud style headphones for live meetings; you do not need specialized models with a microphone. You should not use your computer speakers because this can create feedback or an echo for other people.
- Faculty will show students how to mute and unmute themselves to make contributions to the discussion. When not speaking, students should remain muted to help keep the audio channel clear.

VIDEO TROUBLESHOOTING

- If the video is not working, students should make sure that any other programs using the camera are closed or try restarting their computer and logging back into the meeting.
- For video best practice, students should set up the camera so that the light is in front of them and their device is angled to show their face.

GENERAL TROUBLESHOOTING

- Technical support requests should be sent to: help@suffieldacademy.org. Please be as specific as possible when asking for assistance.