



## **Remote Learning at Cox Green School: Frequently asked questions/concerns:**

### **My child is unable to access Microsoft teams:**

Please go to <http://cgss.co/homelearn> for information and instructions on how to join a class in Microsoft teams. If this does not help please email your child's Head of Year who will ask the IT Helpdesk to provide further support.

### **Can I access the lessons on other devices?**

The chat facility for lessons can be accessed via a smart phone – students can download the APP and then follow the same instructions to join a class.

Microsoft teams shadow timetable – does this mean there is only one teacher available to support the whole cohort at that time e.g. Year 8 English is Thursday 9.15-10.15?

Microsoft teams is set up by teaching group and staff who are allocated to teach a class will be available to engage with students. The questions asked by each student are then stored on the “chat” with the teacher response so that all students can access the support.

### **Can my child contact a member of staff at a different time to the lesson timetabled on MS teams?**

Staff will be available on MS Teams at different points throughout the school day. MS teams sends a notification to the member of staff that a message has been received and staff will endeavour to respond as soon as possible. Students can also contact their teachers via email. Please note: FOR SAFEGUARDING PURPOSES, STUDENTS MUST ONLY CONTACT TEACHERS USING THEIR SCHOOL EMAIL ADDRESS. Staff have been advised not to respond to personal email addresses.

### **My child is finding it very difficult to access all the workbooks/PPTs/documents being sent.**

All staff have been asked to ensure that work is appropriately differentiated – if this is not the case, please email the class teacher who will be able to provide further support.

### **My child is finding it difficult to access the work as the content is very “heavy”. Are there other resources which could be used to support the learning?**

Where possible staff will reference resources other than PPTs/ workbooks to support the learning taking place.

The Government has launched the Oak Academy (20/04/20) with resources for all cohorts from reception through to Year 10. The Academy offers a variety of online lessons which can support learning being asked of students:

<https://www.thenational.academy/online-classroom>

<https://www.bbc.co.uk/bitesize>

### **My child is concerned that he /she will be in trouble as the teacher has said “Anyone who does not complete the work will be followed up with emails home to parents.”**

As mentioned previously the majority of our students have engaged with the learning activities on offer. Where a student has not attempted to engage, contact may be made to ascertain what is preventing the student from accessing the work and to provide support if necessary.

Like you, our concern is to support all our students and we are very grateful to parents for all the support and encouragement you are providing and have provided throughout this challenging time. We understand that not all children have access to their own computer facilities and that younger siblings can also be distracting.

Please do let us know of any concerns by emailing your child's Head of Year or Form Tutor.

### **Will my child receive feedback on work completed?**

Where possible, activities set have included mini-quizzes and tests to ensure that students receive immediate feedback. Some PPTs will also include answers so that students can self-assess. Longer project activities will have deadline dates and feedback will be provided when these are submitted.

Some tasks will have specific submission dates so that staff can feedback. This will be dependent on the subject. Staff would be very happy to receive photos of work to review although there is a freescanning app which could support this.

[https://free.pdfconverterhq.com/index.jhtml?partner=%5eCAM%5exdm106&s1=47657240612&gclid=EAlaIqobChMI0ICw7rH26AIVPYQBh1Ziw6MEAAAYASAAEgJaevD\\_BwE](https://free.pdfconverterhq.com/index.jhtml?partner=%5eCAM%5exdm106&s1=47657240612&gclid=EAlaIqobChMI0ICw7rH26AIVPYQBh1Ziw6MEAAAYASAAEgJaevD_BwE)

### **How often should my child log onto MS Teams?**

All students should follow the MS teams timetable for the year group and aim to be available for these lessons. Students can log on at any time if they want to message a member of staff and ask for help - staff receive a notification a message has been sent and will know to respond.

### **How can my child access MS teams on our Apple computer/phone/iPad?**

MS teams via google can be accessed using the following google link:

[https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/group-chat-software?ef\\_id=EAlaIqobChMI1Yzu14-6QIVQuDtCh3J2A7fEAAYASAAEgLhkFD\\_BwE:G:s&OCID=AID2000956\\_SEM\\_EAlaIqobChMI1Yzu14-Q6QIVQuDtCh3J2A7fEAAYASAAEgLhkFD\\_BwE:G:s](https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/group-chat-software?ef_id=EAlaIqobChMI1Yzu14-6QIVQuDtCh3J2A7fEAAYASAAEgLhkFD_BwE:G:s&OCID=AID2000956_SEM_EAlaIqobChMI1Yzu14-Q6QIVQuDtCh3J2A7fEAAYASAAEgLhkFD_BwE:G:s)