

SCHOOL UPDATE, LESSONS LEARNED & OPERATION REC'DS

Zoom Webinar / Team Gathering

English Now!, Now Online

March 20, 2020



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Notes on English Now! “webinar” protocol: 1) this and all webinar presentations will be circulated to all team members by email, after the call; 2) the webinar is being recorded, and its URL will be circulated in a compilation of training materials (updates coming at least once a week); and 3) please pose questions in chat, as we go – we’ll come back to Q&A multiple times during the webinar.



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AGENDA



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Our Agenda Today

- I. School Update – Context & Team Survey Results (Paul)
- II. Lessons Learned/FAQs – Operations (Ioanna)
- III. School Update – Student Survey Results & Looking Ahead (Paul)

Jennifer's Lessons Learned – Online Teaching Materials, forthcoming by email and in training and hands-on sessions next week – please review these materials



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SCHOOL UPDATE – Context & Survey of Our Team



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Context

NIH Director Francis Collins offered a big-picture perspective for Americans.

"I think people need to be prepared that we are going to be in this space for more time than they will like," he said. "In many ways, the best sign that we're making progress will be that the duration of the epidemic goes on a little longer. That's what flattening the curve means... So anybody who's imagining that this will all be over and done within a month, needs to get their mind around the fact that we're in this, I think, for quite a long stretch of time. **I can't imagine that schools that have decided to give students off two weeks will be back in session then, and probably not for this whole academic year. I think we're facing the fact that, at least until June, we all need to be in the space of taking this with the greatest seriousness**-and that means every American taking responsibility about this and not coming up with reasons why it's not necessary."

<https://www.theatlantic.com/ideas/archive/2020/03/interview-francis-collins-nih/608221/>



Our Theme Today

“Quick to listen”

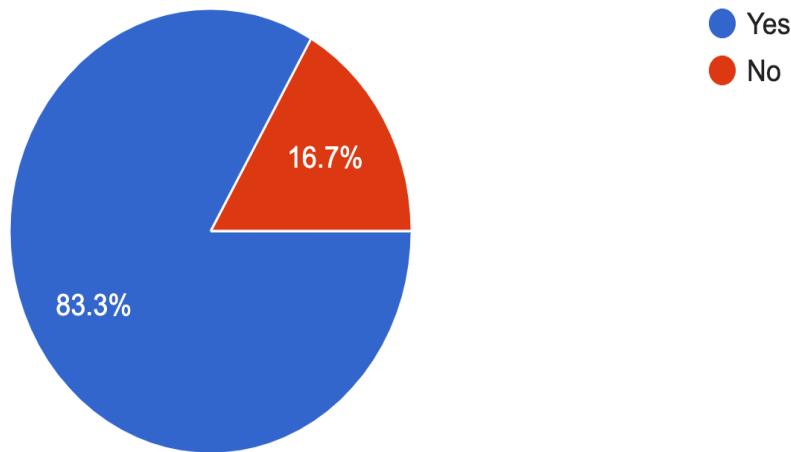


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Surveying Our Team

Have you ever taken an online class?

24 responses



A surprising number of the 24 colleagues who responded to our survey have taken some sort of online class.

Notably, about one-third of the team that has, has done an online class related to TEFL.

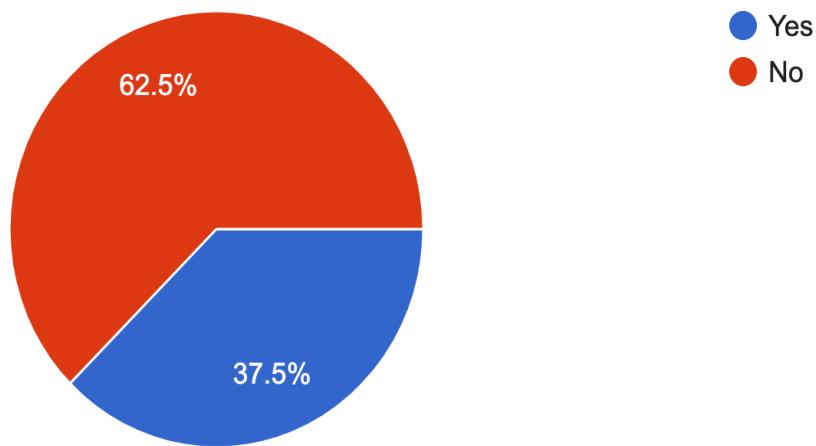


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Surveying Our Team

Have you ever taught an online class?

24 responses



Not as many of our colleagues have experience teaching online. Only one (Bryce) has used Zoom. Her comment: “I actually taught via Zoom and LOVED it. I like the share screen feature and was surprised by how well I was able to connect with students. The one challenge was that I could not do pair work or small group work so I had to adjust my teaching style slightly but not drastically.”

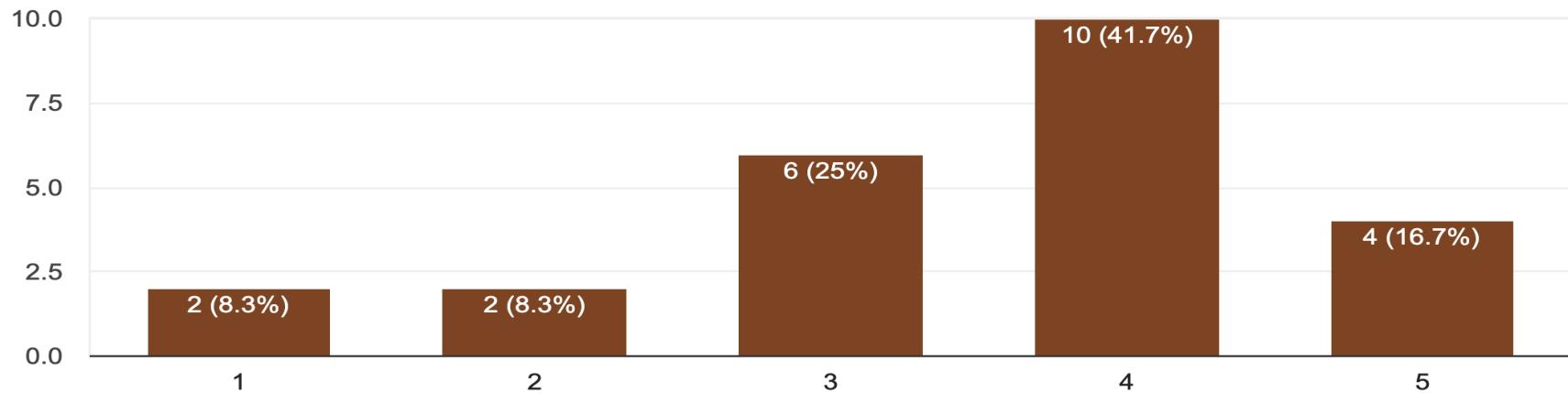


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Surveying Our Team

How interested are you in teaching online, if this is not required?

24 responses



We should not kid ourselves. We are not Zooming because we want to Zoom. Few of us feel strongly about wanting to teach online. But note that over half of us answered this question with “4” or “5.”

Thanks, Susan, for a link to a GREAT video celebration of this moment for educators:

<https://www.youtube.com/watch?v=CCe5PaeAeew&feature=youtu.be>

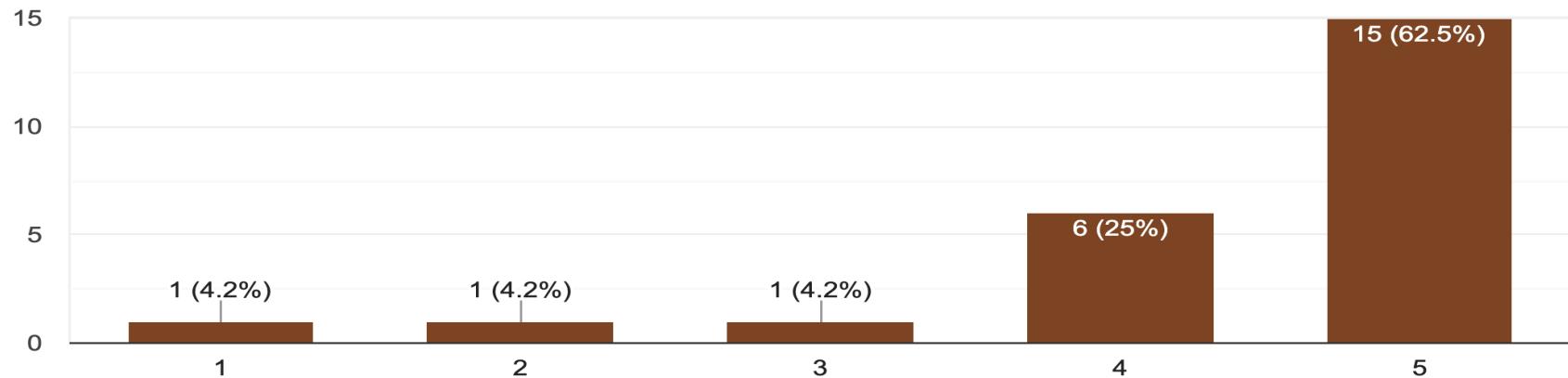


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Surveying Our Team

How willing are you to transition to teach one or more lessons/classes online, if this is required during the COVID-19 crisis?

24 responses



At the same time, most of us feel able to try to make this transition.

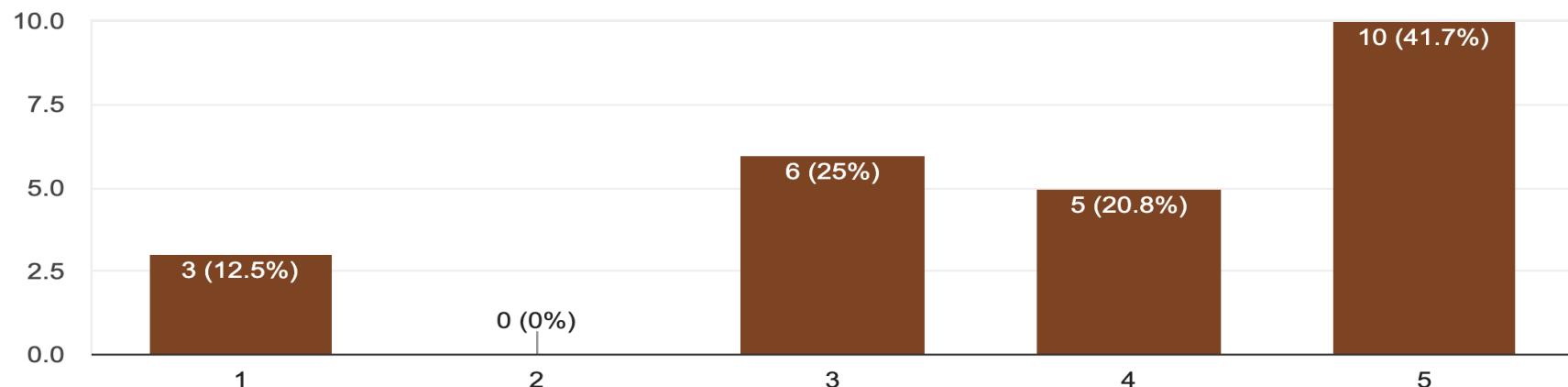


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Surveying Our Team

Have you used video call platforms such as FaceTime, WhatsApp, Skype, and WeChat?

24 responses



Starting out, almost all of us were at least somewhat familiar with popular video call platforms.

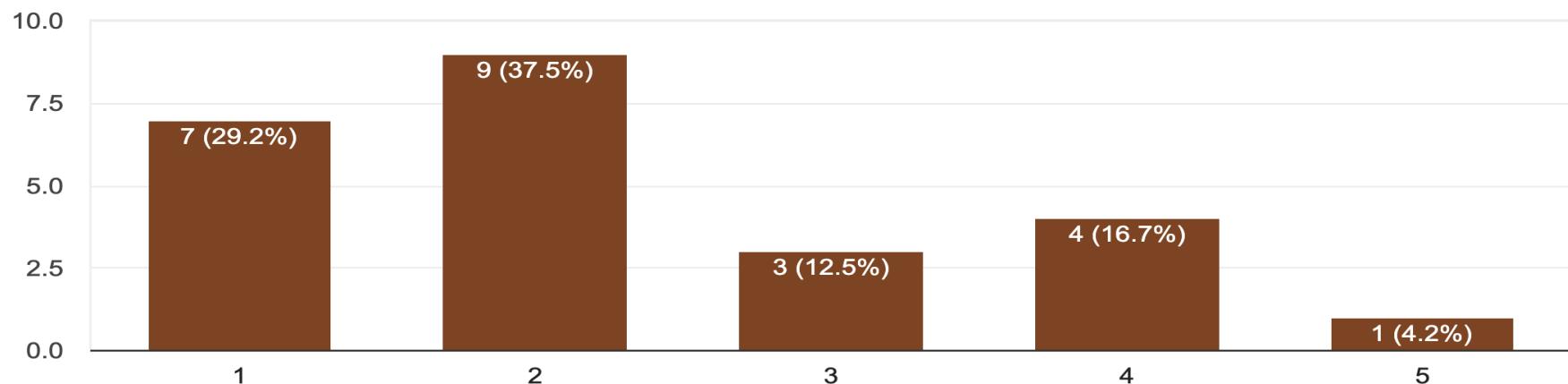


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Surveying Our Team

Have you used online videoconferencing platforms such a Zoom, Webex, and/or GoToMeeting?

24 responses



Starting out, we were much less familiar with online videoconferencing platforms!

Given this low base of knowledge, this makes what we've achieved to date – transitioning classes online with little notice – a really remarkable achievement. Thank you to everyone for your flexibility and for “jumping into the deep end” in the past week.



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LESSONS LEARNED/FAQs – Operations



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Operations FAQs / Issues

How do you log into a Zoom classroom?

- Username: Use the name of the classroom that was included in the online private/group lesson confirmation email. For example, baltimore@english-now.com.
- The password is the same for all the classrooms. Password: **English-Now!1**
- HANDS-ON REVIEW SESSION ON THIS TOPIC – MONDAY, MARCH 23, 9:00-10:00AM, ON ZOOM

Why do I have two different Meeting IDs for the same student?

- Zoom only allows to have the same meeting for a student who has a consistent schedule. For example, M/Tu from 2:00pm-3:00pm. If students have different hours per lesson, then teachers and students need to have a different meeting ID per class.

Operations FAQs / Issues

Why was my Zoom class cut off abruptly?

- Zoom does not allow for time buffers between classes. In addition, it does not allow for a class to start at 15 or 45 minutes after the hour. It only allows classes to start on the hour or at 30 minutes. Therefore, teachers and students need to be consistent with the start time and end time of their lessons.

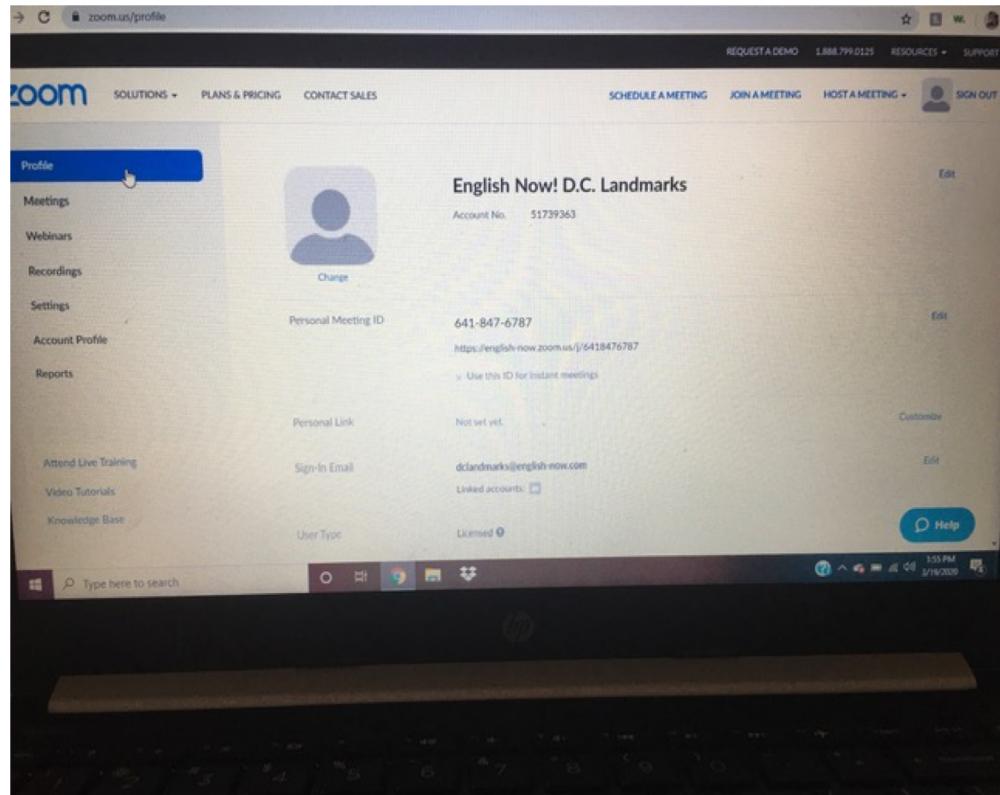
What happens if I need to cancel a lesson and make it on a different date?

- If you need to make up a lesson, then you MUST EMAIL info@english-now.com to indicate the time and the date of the makeup lesson.
- Then, we will provide you with a one-time Meeting ID that can be used ONLY for that specific makeup lesson session.
- **IMPORTANT:** please minimize changes in lesson time as we transition.

Standard Operations Practices to Reinforce

How do I log into a new classroom?

- PAY ATTENTION TO WHICH CLASSROOM YOU ARE IN.
- Click on the “sign out” button, accessed by clicking on the icon in the top right of your screen.
- Then, to sign into a different classroom, use the specific name of the classroom as a username. For instance, annapolis@english-now.com
- See page 11 of the PDF circulated last week – ‘Seven Steps to Sign In....’



Standard Operations Practices to Reinforce

If you are provided with only one meeting ID for the same student or the same group class, it means that the specific Meeting ID is **recurring**.

Also, you will receive specific guidance by email about when Ioanna's mobile phone may be used, for any contacts. Otherwise, use the school phone.

Also, you will receive guidance by email about booking classroom space for practice time.

SCHOOL UPDATE – Context & Survey of Our Team

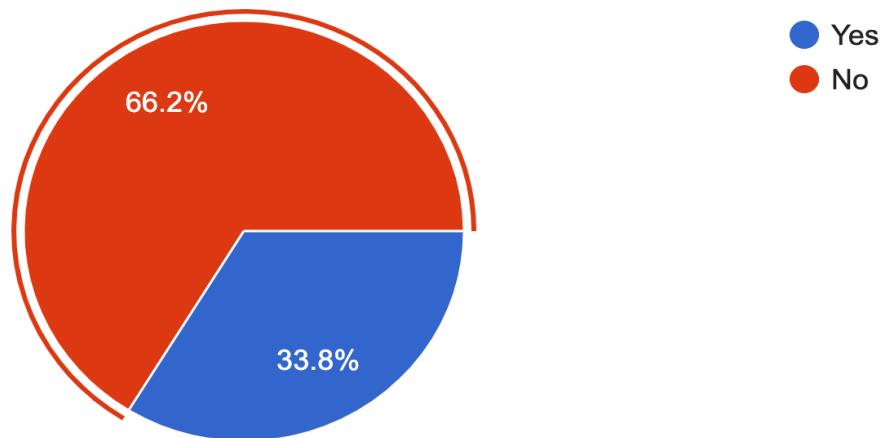


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Surveying Our Students

Have you ever taken an online class?

77 responses



IMPORTANT: online learning is NEW for the vast majority of our students.

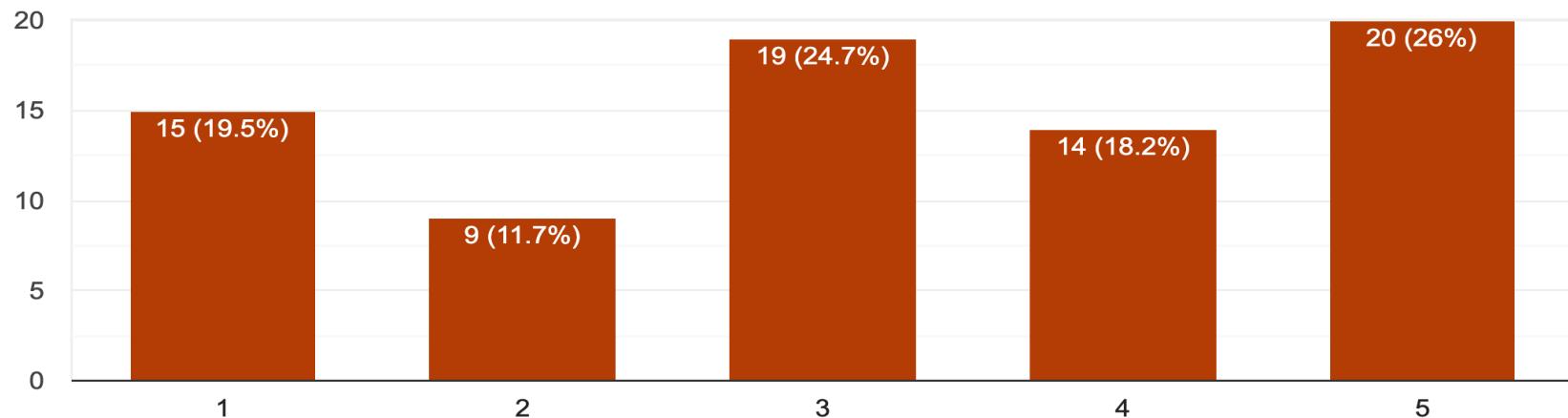


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Surveying Our Students

How interested are you in taking an online class?

77 responses



Very few of the 77 students and alumni who responded to our survey are interested in taking an online class.

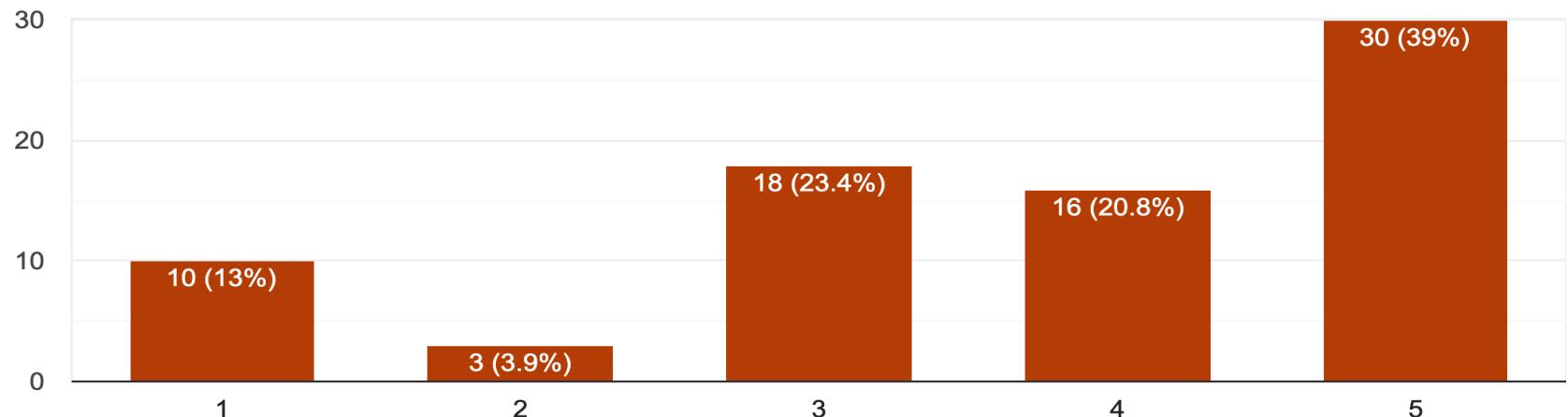


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Surveying Our Students

Have you used video call platforms such as FaceTime, WhatsApp, Skype, and WeChat?

77 responses



Most students have at least some level of familiarity with video call platforms.

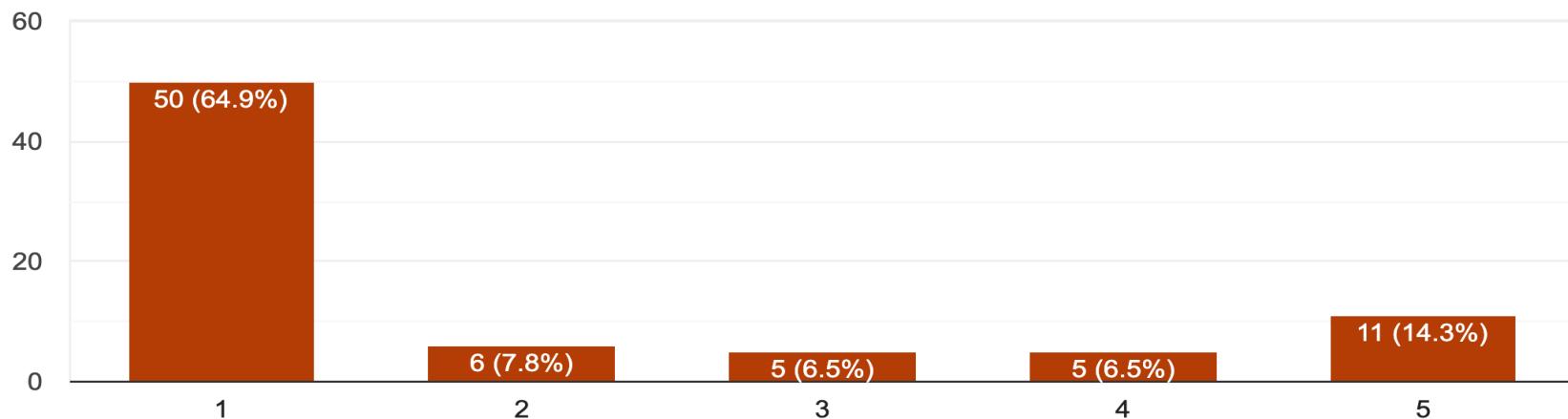


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Surveying Our Students

Have you used online videoconferencing platforms such a Zoom, Webex, and/or GoToMeeting?

77 responses



But VERY few have experience using online videoconferencing platforms like Zoom.

This is our challenge.



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LOOKING AHEAD



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An Overview

- What is continuing? We will know better next week. We will update you next Friday in detail. It appears that four smaller SIEP morning groups, and six to eight Conversation Classes, workshops, or EWC groups are continuing. It appears that approximately 20-30 private lessons are continuing.
- What are we trying? Next week, we will selectively reach out to students and alumni regarding new one- or two-day Online Conversation Classes, to be taught by Barbara, Frances, Peggy B., and Amy.
- What timeline should we expect? We can expect a “new normal” to emerge in the summer, but not until then.



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Our School Agenda for Next Week

- Focus on our website. Our website and online presence (e.g. Zoom Webinars? Zoom Meetings?) are important.
- Care for our continuing students well. Only ~35- 40% of students are continuing. We need to care for them well.
- Strengthen baseline Zoom competencies (instruction and administration). The world is going online, and we need to learn to welcome students to online classrooms.
- Begin to reach out and re-engage alumni (this has started)
- Explore the “life of the school” online (activities, meetings of members of our team, meetings of students, meetings of students and members of our team, etc.)



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What Can You Do?

- Care for yourself well. Well-being. Love your family, friends, and colleagues. Don't be isolated. Connect with each other and others.
- Care for your students well. Focus on teaching but acknowledge the social/emotional needs
- Strengthen baseline Zoom competencies (instruction and administration). Watch for Jennifer's recommendations about how to continue to learn, and (at a minimum weekly) Zoom PDF training document updates.
- Community experiment: join a small group meeting Weds, 1:00-2:30pm, led by Jane Turner.
- Compassion: share about our Online Food Drive on social media, and with your friends!



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Q&A



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THANK YOU.



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