RICHMOND
SCHOOL DISTRICT NO.38

As the suspension of in class instruction continues in BC many families are learning how to use technology to support learning. Here are some supports to help you.

What if my child or I are finding it very challenging to access the e-portfolio/portal?

The District experienced some challenges in late March/early April with our e-portfolio/portal which impacted the stability and speed of the platform.   The District has worked hard to address these issues and the portal has been much more stable during the past few weeks. If, however, you find this not to be the case, please contact your child's teacher and they can pass along the message to the IT department to investigate. Thank you for your patience and understanding as we have worked to improve the experience for our students, parents and staff.

What is some important etiquette to follow when using Zoom videoconferencing with the teacher and classmates?

- Never share a Teachers Zoom ID, Meeting ID or password.
- Join a meeting with your first and last name.
- After joining the meeting mute your microphone and turn your video off if you want to.
- Do not take a screen shot or video of the video conference screen and no images/videos should be posted on any public space or social media platforms. This pertains to both students and parents.
- Maintain the same behavior and conduct during a video conference call as you would during an in-person class. This is an extension of the regular classroom and all school rules still apply.
- Consider the environment that you are sitting in. Try to limit any background distractions.
- Remember that if your camera is turned on, everyone can see you.
- Keep the source of lighting in front or above you. Avoid having a bright light or window behind you.
- All questions and comments should be related to the learning expectations or core purpose of the call.

How Do I . . . ? (click on the links for instructions on how to . . .)

Join a Zoom Meeting?	Make a video?	Upload a portfolio post?
Upload using the lightning pen on an iPad?	Upload an assignment?	Access the Scholantis Portfolio from a mobile device?

What about digital citizenship?

Digital Citizenship Guide for Parents from Mediasmarts and the Government of Canada will prepare you for the conversations you need to have with your child(ren) when they first start using digital devices, as they grow and their online activities change, and when things go wrong.

The guide is divided into three sections that each deal with a different aspect of digital citizenship, to teach your child(ren) to Respect People's Feelings, to Respect Privacy and to Respect Property online.

How do I see my child's portfolio:

- Use the Parent access code (provided by the teacher) to see the portfolio.
- To see the class site, use your child's log in credentials

What if I can't view a video?

Try changing your browser. Different browsers handle video content differently.

Remember that with technology:
- Everyone is learning (including the adults) and it takes time for students, staff and parents to adjust!
- It can be temperamental, glitchy and sometimes difficult to navigate, so pause, breathe and keep this in perspective.