

Notes and guidance for students attending online learning sessions

General overview

The sessions you attend online will be taught in real time using a video platform (Google Meet), supported by other online resources. To ensure you can fully participate in and get the most out of these sessions you will interact with your tutor and other students through speaking, listening and the chat function, as well as being able to see each other via the video links, though you can turn off your camera and microphone at any time. You will therefore need to have access to either a laptop, computer or portable device (eg tablet or iPad) (this ideally needs to be less than 5 years old), with a camera / webcam and microphone, as well as a good broadband / Wi-Fi connection. Please note that if you are using a mobile phone (not recommended / ideal) due to the small screen it can be difficult to see text / images displayed during the session and you may not be able to view or access some resources.

Please access the meet waiting area earlier than the start time for your first online session so you can read Google Meet's Terms of Service and Privacy Policy found at the bottom of the joining screen before submitting your request to join the classroom - by clicking 'Join' and entering the classroom you automatically agree to these.

If you wish to create a separate email account for your online learning please let the ACRES' Office and your tutor know the address. This will be more secure and also allow you to share your email address with other students on the course to enhance your learning experience, without disclosing your personal information.

Etiquette / Safeguarding / Health and Safety

Please note that your tutor will have access to your email address so they can communicate with you and send you the invites to the classroom meetings.

Make sure you are in a 'safe' area during your session (not in a bathroom), where you will be able to speak to your tutor and other students in an appropriate learning environment and will not be interrupted or disturbed whilst you are learning. Check your surroundings to ensure that it is appropriate and maintains your privacy. If others are around it may be useful to use headphones with a mic to maintain privacy.

To maintain safeguarding ensure that no-one (especially children and young people) enters the area around you to ensure they are not seen or filmed and ensure your 'background' area around you does not disclose any personal information or images.

Always ensure that you dress, act and use language that is appropriate in a learning setting and which would not be deemed as offensive, insulting or in any way discriminatory - remember that you are on video (even if not being recorded) and can be seen at any time by your tutor and

peers, so please act appropriately (just as you would in class). You may be on a computer at home, but you and your surroundings can still be seen!

Microphones (within the video session) should be on mute to block out any background noise. This also stops screens 'jumping' to different participants in the 'meeting' when they each make a noise (which can be particularly distracting and adversely affect the quality of the session).

Please do not record or take and / or share screenshots of any part of the session, as other students will be shown and they have not given permission for this.

Please do not engage in private or confidential conversations with your tutor or other students over the class Google Meet at any point during the session (even during breakout) as other students could overhear this, even if they have their mics and videos off.

Only the person enrolled as the ACRES' student can watch, participate or contribute to the session.

Turn off the bluetooth on your device before you start learning and make sure any voice activated or recording devices are also switched off. This is to ensure the learning is only transmitted to the device you are using and not shared on other devices in the home. It is therefore a safeguarding requirement.

Please use safe practice when using your device and remember, we are dealing with technology and this does not always do what it is supposed to do! In the event of any technical issues, please bear with the tutor who will do what they can to ensure your learning experience runs as smoothly as possible. Please note, however, that you are responsible for the use and connection of your own device both when logging into and whilst taking part in your online session and ACRES can accept no responsibility for any issues experienced with your device or connection whilst taking part in the online sessions.

To ensure we safeguard you, our staff and other students when working remotely, invites to the Google Meet will be sent out shortly before the session is due to start so please do not arrive too early as you will not be able to access the classroom.

Please leave the classroom as soon as you can at the end of the session and end your session on your device (see below).

If you have any concerns in relation to safeguarding yourself and others online please refer to ACRES' Safeguarding Officer Helen D'Silva on h.dsilva@acres.org.uk in the usual manner, inserting 'Online Safeguarding Concern' in the subject header.

We hope you enjoy your online sessions.

Google Meet troubleshooting Guide

Please note that this document is provided as an advice guide only and you carry out any of the suggestions below at your own discretion and risk. ACRES' takes no responsibility for any issues resulting in applying these guidelines and can provide no guarantee that this will work on your device

Unable to find the joining email

Check your JUNK or SPAM folder - it may be in there

Nothing happens when you click on the link in the email

You may need to cut and paste the link into your internet browser window

Unable to use the microphone and / or camera during a meet -

- Go to **Settings**
- **Privacy**
- **Microphone**
- Select **Let Apps use Microphones** - should be on
- Select **Google Meet**
- You should now be able to use your mic
- Repeat for the camera

If you still cannot use your microphone and / or camera and / or speakers

- Click on the **3 vertical dots** on the bottom of the screen
- Go to **Settings**
- **Video**
- Change from **High Definition to Standard Definition**
- Check the speakers and microphone are connected
- Turn up the **volume** on your device
- Check you do not have a remote device (eg other microphone and headset) already plugged into your device

Turn the microphone on and off (mute / unmute)

- Ctrl + D

Turn the camera on and off

- Ctl + E

Resize a window (eg if it goes black!) to come out of full screen mode

- F11

Remove the Chat box screen

- Click / tap on different part of the screen outside of the Chat box

End / leave the session

- Click on the phone that appears at the bottom of the screen

Using Google Chrome on a laptop or desktop

- To prevent any issues with using Google Meet with Google Chrome
 - Go to top right hand corner of screen and click on the 3 vertical dots
 - Select 'settings' from the drop down menuYou will now be presented with the settings menu on the left hand side of the screen
 - click 'advanced'
 - Within the 'advanced' menu click 'system'
 - Within the 'system' box on the middle of the screen ensure the 'Use Hardware Acceleration when available' mode is switched off (If it is grey it is off, if it is blue you need to action)
- Slide the blue button to off, the button will turn grey and you will be presented with a button to click labelled 'relaunch'
- You must click this to relaunch the browser settings and to be able to view presentations in the session
- You will then be bounced out and you can rejoin the google meet session and view presentations consistently
- NB This action only needs to be completed once and unless re-set manually will remain as off after shut down

If you are using MICROSOFT rather than CHROME

You may need to check if you have the latest version of MICROSOFT EDGE installed as there is a version that did not work with Meet

Videos to help you understand how to use Google Meet as a Student

<https://www.youtube.com/watch?v=JfXNc7oDFns>

<https://www.youtube.com/watch?v=rg3YC0P80LM>