

PROCESS FOR RECEIVING TECHNOLOGICAL SUPPORT

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Call the school's office on Monday morning ONLY IF:

1) You DO NOT have a Zoom Meeting ID.

- a. If you do not have a Zoom Meeting ID, then you cannot attend class. Therefore, it is critical that you call the school's office to get your Zoom Meeting ID. Our goal is to have 100% attendance on the first day of school!

Here are responses to questions that you may have. Please follow the guidelines below to ensure that our staff can most efficiently serve you and meet your specific needs:

2) What do I do if I don't have a computing device?

- a. The school has sent multiple surveys requesting information on whether your household has a computing device. Please note that another survey will be sent out on Monday, August 17, 2020. ***Complete the survey sharing your specific needs and you will be given an appointment time to pick up a computing device.***

3) What can I do if I don't know how to log into Google Classroom, NG Connect, Class Dojo, and other platforms?

- a. For the first two weeks teachers will speak with students and parents and obtain a list identifying which families are having trouble connecting to or utilizing Google Classroom, NG Connect, etc. The list will look similar to the one below:

Teacher	Student Name	Parent Name	Phone Number	Specific Technological Issue
				What type of SPECIFIC support do you need? Example: I don't have my child's login/password information for Google Classroom.

Teachers will then send their list to Mr. Aguilar, Assistant Operations and Technology, by noon, so staff can gauge parents' needs. Some issues will be resolved quickly, while others will take more time. Please be patient. This is a learning process for all, and it may take some time based on your prior technological knowledge.

After analyzing the information, in-house IT personnel will strategize to offer the most efficient support to individuals or groups, as needed.

Thank you for supporting Ararat Charter School by adhering to this process.



Dr. Aida Tatioussian