

DISTANCE LEARNING FREQUENTLY ASKED QUESTIONS (FAQ)

What if my child is unable to sign-in for the Zoom Meetings?

Attendance procedures remain the same for Distance Learning. If your child is unable to attend (ZOOM) class, please call 678-3997 or email the office before 8:30 AM. We greatly appreciate our "essential workers" who are putting themselves in harms way to serve our community during this pandemic - we understand the hardship presented especially when single parents or both parents have to work. Students will be allowed to make-up work and receive credit if the absence is excused. Otherwise, students should check in daily between 7:45 - 8:00AM as this is when attendance is taken.

Middle School: Attendance will be taken for each period and students must check into each class on their daily schedule.

>For technical problems, please go to the PHCA Website: [Help Links for Distance Learning](#) These links will guide you in setting up your child's account. If you are still having technical problems, please email: helpdesk@phcaschools.org

>If this is a connectivity issue, please try different spots in your home or location that have the best WiFi reception. Also, check with your carrier as there are some that are offering extra bandwidth or data at no charge.

>If you are having immediate trouble with the invite or link and trying to get into the classroom during your class time, you may also call the school office and we will try to contact the teacher.

What is a ZOOM Meeting/Classroom?

Instead of the physical classroom on campus, students will be attending school via a "virtual" classroom online. This is where students receive "live" instruction from teachers. PHCA uses a video teleconferencing program called ZOOM. Click on the appropriate link on how to set-up or join a ZOOM meeting: [ZOOM Set-Up](#) [Join ZOOM Meeting](#)

What is the Google Classroom?

A program that allows teachers to communicate electronically with students as well as post assignments, view work and grade assignments in a paperless way. Click on [Google Account Set-Up](#) to access your child's Google Classroom. For student security and safety, the Google Classroom may only be accessed and joined with the PHCA Student Email.

How do I contact the teacher?

Students: You can ask during lessons as appropriate and during teacher's Zoom Office Hours. Also, once we settle into this new learning environment, teachers will decide what is the best way to communicate with them after hours as there are multiple places to make comments in the Google Classroom and we do not want comments getting lost.

Parents: Please email the teacher or leave a message at the school office. Please refrain from questions while students are in their ZOOM classroom so there are no disruptions. Please allow students to ask questions themselves as we still want them to be self-directed and effective communicators.

What are ZOOM "Office Hours"?

These are times that teachers are available for students who need help or have questions. Our goal is still to have our students be self-directed and effective communicators, so please allow and encourage students to ask their questions.

Where can I find the Class Schedule?

Go to the Google Classroom. If your child has more than one Google Classroom, it is usually in the Homeroom or Bible, however please confirm with their teacher.

Why is there so much background noise?

We recommend students use earphones and be placed in a quiet location. We realize that many students may be in shared spaces, however it helps if conversations, music, TV, etc. in the background are kept low. Keep in mind, the class will hear all the background noise and conversations going on nearby.

What is the Dress Code for attending ZOOM classes?

All tops and outerwear should be the PHCA Uniform (T-shirt or Polo Shirt) with the PHCA Jacket if needed. We already know that uniforms improve discipline, enhance the learning environment, and minimize distractions and time spent deciding on what to wear. We believe the uniform top will help bring back normalcy and routine, while minimizing distractions and enhancing the virtual learning environment.

What if I need to drop-off or pick-up something from campus?

During the STAY AT HOME/WORK FROM HOME mandate, our campus is open only to "Essential Personnel". Drop-offs or pick-ups are by appointment only and are "Staff to Car". Parents, students or visitors may not exit their vehicles or come on campus. There are no "Face-to-Face" meetings. **School Office Hours: 8AM - 2:00PM via phone calls & email.** Everyone should have had all their essential learning supplies prior to Distance Learning starting and pick-ups have already been completed for any forgotten items.

Do I need to stay with my child during the ZOOM lessons?

We ask parents to ensure that there is a designated space - conducive to learning, where your child can "attend" their ZOOM classes. Please make sure they are out of bed and seated in an appropriate area. We are thankful for technology that allows us to meet "virtually" anywhere and we know that some of you may be setting up space at work. We prefer that students attend class by themselves - just like school here - however if the younger students (PreK-2nd) need your assistance or redirection, we ask that you help them. Keep in mind that ZOOM time is for students, so we do ask that parents withhold interaction with the class or teacher unless requested.

Can my child eat during their ZOOM meetings?

As much as possible, the Zoom classroom meetings should have the same protocols as the regular classroom. Eating in class is distracting and unless it is part of a class activity or specific time directed by the teacher, students should eat before they come to class. Water bottles are fine and encouraged as needed.

Will ZOOM Meetings be recorded?

Instructors may provide various clips of recorded video content, however time constraints and memory space required on the computer will not allow for ZOOM lessons to be recorded.

Are ZOOM Meetings Safe?

With the STAY AT HOME/WORK AT HOME mandate, the number of video-teleconferencing (VTC) meetings have drastically risen with over 62 million VTC apps being downloaded in one week's time in March 2020. With that being said, the number of VTC hijackings, sometimes referred to as "Zoombombing" will be more noticeable. PHCA student's safety and protection is priority. We are implementing the following procedures provided by our contact in the FBI:

- **Do not make meetings or classrooms public.** At PHCA there are passwords connected with our classroom meetings and we will be using the waiting room feature which controls the admittance of participants.
- **Do not share a link to a teleconference or classroom on an unrestricted publicly available social media post. Provide the link directly to specific people.** This should be common sense, however it needs to be said, PHCA parents and students should not publicize the links or passwords to anyone else.
- **Manage screen sharing options.** Screen sharing at PHCA is limited to the "Host Only."
- **Make sure the application is always updated with the latest version.** Staff and students should make sure they install updates and are using the latest ZOOM software.

In addition to the procedures listed above, we are implementing these safeguards at PHCA as an additional layer of protection in order to mitigate any teleconferencing/classroom hijacking or threats:

- 1) Students must login to ZOOM with their PHCA Google account or they will not be allowed to enter the live meetings.
- 2) There will be a "Waiting Room" to enter meetings. The host will have to "Admit" participants into the classroom. If necessary, the meeting link may need to be changed for security purposes.
- 3) Any Links and meeting ID's should not be shared outside of PHCA.
- 4) Meetings will be set to "Mute Upon Entry" and students will only have the ability to unmute if the teacher allows.
- 5) Private Chats and File Transfers are turned off.
- 6) Immediate removal of any participant that is not part of the class.
- 7) END MEETING IMMEDIATELY if there is a hijacker.

We are aware that there are people who commit hateful and evil crimes against individuals and our communities. We can not control what they do, however we can implement safeguard against them. The Bible tells us in 1 Peter 5:8, "Be alert and of sober mind. Your enemy the devil prowls around like a roaring lion looking for someone to devour." Keeping our students safe takes due diligence and caution to be practiced by all parties - Staff, Students and Parents. Let's all "be alert" and do our part to keep our keiki safe. For Zoom security measures, please go to the following site: [Zoom Security](#)

If you were a victim of a teleconference hijacking, or any cyber-crime for that matter, report it to the FBI's Internet Crime Complaint Center at: [FBI Internet Crime Complaint Center](#)

- **NOTE TO PARENTS ON SAFETY:** Your child may now have the capability to initiate ZOOM meetings on their own. Parents must also ensure they implement their own safeguards at home to protect your children from any VTC hijacks or threats. Also, parents and middle school students have permission to change PHCA student email passwords. If you feel student email password has been compromised, we recommend the password be changed. Make sure you keep record of and store password in a safe place.