Student & Parent Resources
Welcome to eLearning at School Town of Munster! We know many questions will arise during our time with eLearning, so we have created guides to answer some of the most common. On behalf of all School Town of Munster staff, we look forward to forging a partnership with all stakeholders to create the best educational experiences possible for all our students.

What is eLearning?
eLearning is an innovative way to engage students and teachers outside of the traditional day through virtual learning opportunities for students.

- **eLearning IS**
  - An opportunity to continue normal classroom studies with the use of technology
  - A means to teach future-ready skills through various digital tasks
  - Interactive
    - Combining academic activities to generate high-interest lessons in a digital environment
    - Providing meaningful instruction and feedback opportunities for both students and teachers in a digital environment
    - Creating interactive lessons with students and providing timely feedback
    - Delivering instruction via discussion boards, audiovisual presentations, etc.
  - Used for
    - Inclement weather/unplanned school closures
    - Planned teacher professional development days

- **eLearning is NOT**
  - A random lesson outside of what students are normally learning in their classes
  - A task without any evidence of learning
  - An introduction to new technology tools
  - A conversion of worksheets into an online format
  - A homework day
  - Parents teaching the material to their children.
When Do I Report?

- Teachers will post lessons in Google Classroom by 9:00 A.M. on Mondays, Tuesdays, Thursdays, and Fridays.
- Students should complete the eLearning Attendance Check-in Assignment in Google Classroom on eLearning days. Students will mark that they are in attendance in that assignment.
- Teachers will be available to provide feedback and communication to students between 9:00-11:00 A.M. and 1:00-3:00 P.M. on Mondays, Tuesdays, Thursdays, and Fridays.
- Starting on Wednesday, April 1, 2020, all Wednesdays are waiver days. This means there is no eLearning on Wednesdays.
- The first official day of eLearning is Thursday, April 2, 2020.
- There will be no school on Friday, April 10, 2020 (Good Friday).

What Happens If I am Sick on an eLearning day?
There are times when students feel sick and have to miss an eLearning day. Parents should email teachers when their students will be unable to participate in an eLearning day (Mondays, Tuesdays, Thursdays, and Fridays only). Teachers will provide additional time for students to complete their work due to an absence.

What If I Don’t Have Digital Resources to Support eLearning or Encounter Technical Issues with My Device?

- Students of siblings in grades 5-12 are encouraged to use devices provided by the School Town of Munster.
  - In the event a family has a concern about a device (e.g., availability or functionality), please contact tech support by emailing support@student.munster.us.
- The Indiana Department of Education provides information for free or low-cost internet service options: https://www.doe.in.gov/elearning/2020-covid-19-remote-learning#family%20resources.
- Teachers will try to accommodate students with technical issues as much as possible, so if students have technical issues, they should first contact their teacher via email.
- If the teacher cannot resolve the issue, please consult the Technology Troubleshooting Guide on the School Town of Munster website.
- If the teacher and the troubleshooting guide cannot resolve the issue, please contact tech support by emailing support@student.munster.us.
- If you are unable to email, please call the hotline at (219) 836-7157. Please leave the following information: last name, first name, a BRIEF description of the issue, and a call-back number.

How do I Join and Login to Google Classroom?
Students should email their teacher if they have any questions about logging into Google Classroom.
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When Do I Report?

- Teachers will post lessons by 9:00 A.M. in Blackboard on Mondays, Tuesdays, Thursdays and Fridays.
- Teachers will be available to provide feedback and communication to students between 9:00-11:00 A.M. and 1:00-3:00 P.M. on Mondays, Tuesdays, Thursdays, and Fridays.
- Starting on Wednesday, April 1, 2020, all Wednesdays are waiver days. This means there is no eLearning on Wednesdays.
- The first official day of eLearning begins on Thursday, April 2, 2020.
- There will be no school on Friday, April 10, 2020 (Good Friday).
- Students who take classes at the Area Career Center should access their ACC Google Classrooms and follow the eLearning guidelines set by the ACC.

How will Attendance Be Recorded?

- Attendance will be taken in Blackboard every eLearning day in 1st Period ONLY. Students must participate in all classes every eLearning day, but attendance will only be taken in 1st Period.
  - Students will log in to their 1st Period class in Blackboard every eLearning day.
  - Then, students will go to the Announcements in their 1st Period class.
  - Next, students will click on the link to the 1st Period Attendance Check-in Form and complete the brief form.
  - Students must do this every eLearning day.

What Happens If I Am Sick on an eLearning day?

- There are times when students feel sick and have to miss an eLearning day. In the event of an eLearning day, students who are ill should follow their normal protocol of a standard school day for Wilbur Wright Middle School or Munster High School.
- Parents should email the attendance secretary in their child’s school when their child will be absent (does not check in through PowerSchool) on a Monday, Tuesday, Thursday, or Friday.
- Teachers will provide additional time for students to complete their work due to an absence.
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  - In the event a family has concern about a device (e.g., availability or functionality), please contact tech support by emailing support@student.munster.us.
- Information regarding accessing free or low-cost internet access can be found on the following websites:
  - The Indiana Department of Education: https://www.doe.in.gov/elearning/2020-covid-19-remote-learning#family%20resources.
  - School Town of Munster FAQ section found on the home page.
- Teachers will try to accommodate students with technical issues as much as possible, so please contact teachers immediately via email if technical issues arise.
- If the teacher cannot resolve the issue, please consult the Technology Troubleshooting Guide on the School Town of Munster website.
- If the teacher and the troubleshooting guide cannot resolve the issue, please contact tech support by emailing support@student.munster.us.
- If you are unable to email, please call the hotline at (219) 836-7157. Please leave the following information: last name, first name, a BRIEF description of the issue, and a call-back number.
1. Power button will not start computer.
   a. Check to see that the power cord is plugged into the back of the computer and the power outlet.
   b. If it is plugged into an outlet check to see if the outlet is working by connecting another electrical device such as a lamp.
   c. If the computer is connected to a surge protector check to see if the surge protector is switched on.
   d. If you are using a laptop check to see that the battery is charged.

2. Program is running slowly/freezing.
   a. Try closing the application and reopening it.
   b. If it won’t close normally try and force quit by pushing Ctrl + Alt +Delete to open the task manager. You can then close an unresponsive program.
   c. Restart the computer

3. All programs are running slowly on the computer.
   a. Close open internet tabs or programs.
   b. Restart the computer

4. Mouse or Keyboard not working
   a. When using a wired keyboard/mouse make sure that it is plugged in when booting up the device.
   b. If using a wireless keyboard/mouse make sure that it is turned on and charged.
   c. If using a laptop keyboard/trackpad make sure that the devices are turned on either by holding the Fn + F5 keys or by enabling the device in device manager

5. Sound isn’t working
   a. Check the volume level
   b. Check to see if volume works with headphones

6. Screen is blank
   a. Check to see if the computer is in sleep mode, if so click the mouse/keyboard to wake computer
   b. If using desktop computer make sure that the monitor is plugged in and turned on.
   c. Make sure the computer is plugged in and turned on
   d. Make sure the monitor cable (VGA/HDMI) is connected to both the pc and the monitor
   e. If a laptop screen is blank but the computer is on you can attempt to connect the laptop to another monitor via a monitor cable (VGA/HDMI)
7. Screen has display issues
   a. If the screen has spider-web like lines when powered on then you may have a cracked LCD screen and should attempt to use another device.
   b. If screen has vertical lines, and or flickers when in use you may have a loose connection and should attempt to move the screen to see if the picture gets better.
   c. If screen resolution is too big or too small then adjust the resolution in the PC settings.

8. Difficulty logging into the computer
   a. If the computer will not boot to the login screen then call support.
   b. If computer boots to login screen but will not allow access check to see that your username and password are correct

9. Connecting to the internet
   a. If using a wired connection check to see that the ethernet cable is connected to both the computer and the router.
   b. Make sure that the router has power.
   c. If using a wireless connection make sure that the device is not in airplane mode.
   d. When using a wireless connection check to see if there are discoverable networks if none are available restart your router.
   e. If you are able to see networks but are unable to access them double check the network credentials used to access the wireless network.

10. Difficulty accessing course content/textbook
    a. If you have difficulty accessing course content such as a website or your online textbook try attempting to access from another browser.
    b. If you are having difficulty accessing Blackboard check to make sure that the web address you are attempting to access is: learn.munster.us and that you are using School Town of Munster login credentials.
    c. If you are still having difficulty please call support.