2020-21 Oakland Early Learning Symposium Series
Navigating the New Now: Early Learning During COVID-19
Part II: Online Learning and Family Support
Questions and Answers - As of 11/19/20

Tech Tips/Technology

1. *How do you get sound to work on Zoom?* Keith's tip is to try turning off your video. The poor sound quality might be because your computer is getting overloaded. If you turn off your video the sound quality will hopefully improve.

2. *How do you set a time limit up in a breakout room?* If you're using a Chromebook, It's not possible to set the time for breakout rooms that last for a certain amount of time. If you're using a Mac or PC laptop you can use the breakout room options when you are creating the breakout rooms. The options menu will be three dots on the "Create Breakout Rooms" menu.

3. *Is there a way to mute background noise without muting yourself*? Unfortunately this isn't possible. That would be a great feature!

4. *How do you turn up the volume when viewing a video or listening to music in shared screen during zoom?* Keith's tip would be to turn up the volume all the way on your computer AND turn up the volume on the application you're using to play the video or music. For example, if you're showing a video using Youtube, there's a way to turn up the volume on the Youtube video. Try turning that up all the way.

5. *What sort of support services are available for families that do not have access to the internet? How do you get a hotspot?*
   a. Families with children in an Oakland public school can fill out the #OaklandUndivided [Tech Check Survey](#) to apply for a hotspot
   b. All families can find low-cost internet options [here](#)

6. *Are there supports for families to learn the zoom/tech functionalities?*
   a. OUSD's [Family Central website](#) has helpful resources on how to use Chromebooks
   b. On Tuesdays and Thursdays at 2:30 PM, Oakland Tech Exchange offers free virtual training classes on managing tech at home, using Zoom for distance learning, learning about Google Classroom, and using a Chromebook. [Register here](#).

Online Learning

1. *What are options for engaging virtual field trips?* The symposium Useful Online Resources document has several options for field trips from two OUSD teachers [Check it out here.](#)

2. *How long will distance learning last?* Each early childhood program and school district makes a determination about providing in person or distance learning opportunities, while following all health and wellness regulations from the Alameda County Public Health Department. City of Oakland,Head Start has resumed providing in person learning. OUSD ECE is continuing with distance learning, and

there is no confirmed date when OUSD preschools will reopen.

Family Support

1. *How do OUSD teachers access the mental health consultants for their students?* Each OUSD PreK site has access to a Mental Health consultant. Please contact your site leader if you have any questions or do not know your Mental Health consultants contact information.

2. *Are there parenting classes that can be shared around setting boundaries and supporting kids, getting them to listen?*   BANANAS, Inc. has online workshops for parents that can be found here.

3. *What are some new ways to build communication with the parents?* OUSD preschool teachers have shared that using ClassDojo.com is a good way of communicating with parents. During the symposium, Maria Sujo and Annette Wright, OUSD, had great tips on ways to build relationships with parents during the pandemic. They include that it's important to build strong trusting relationships between teachers, families, and community. Engaging with families with respect and support means being respectful of differences and being understanding of each family's situation. How family engagement means and looks depends on the unique characteristics and the individual comfort level of each family. Tune in to the meeting recording to learn more!