**Frequently Asked Questions for Online Learning**

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| **Problem** | **Possible Solutions** |
| My child is having a hard time staying focused. | * Create a designated, quiet workspace * Offer plenty of breaks as needed * Set a timer for your child (10-20 minutes) * Set small attainable goals and offer positive reinforcement, when goals are met (praise, stickers, free time, etc.) |
| My child does not want to complete the lessons. | * Offer choice: “Do you want to complete math or reading first today?” “Do you want to do an online lesson on a worksheet?” * If lessons are causing too much stress or conflict in your household, please reach out to your teacher to brainstorm solutions. |
| There are too many websites my child needs access to. | * Bookmarking pages is a helpful way to access these programs. Save passwords for a quick login. |
| My child is getting answers wrong on Wonders or Envision that are correct. | * Every website has its glitches. * If your child is getting frustrated, move on to the next question, or try another learning activity. |
| I’m worried about my child’s progress. | * It is important that we support the social and emotional well-being of students. * Your child may not make the same amount of academic progress with online learning as they would at school and that’s OK! * When we return to school, teachers will use assessments to determine students’ individual learning needs, and we will provide instruction and support from there. |
| The lessons are too easy or too difficult for my child. | * Teachers are assigning content for all ability levels. You will also see enrichment/extension tasks on your teacher's class page. * Reach out to your teacher with any concerns and you can discuss modifications |
| I don’t know how to access classroom meetings on Teams. | * Watch this video to learn how to access Teams meetings. [https://www.wevideo.com/view/1698041251](https://nam02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.wevideo.com%2Fview%2F1698041251&data=02%7C01%7Ckesimpson%40lwsd.org%7C02a584b031af412c5a0c08d7f5cedbf5%7C1fd4673fdf9646218638a1d88c4c85d7%7C0%7C0%7C637248141105470995&sdata=8SOaqDgvxMCRBzMAnBCUuOi3eIv2dTV3a4EDpkPGfxg%3D&reserved=0) |
| I don’t know how to submit lessons on Wonders. | * Use this guide to learn more about submitting assignments on Wonders. [Wonders submitting an assignment FAQ.docx](https://lwsd-my.sharepoint.com/:w:/g/personal/kesimpson_lwsd_org/EW89BXaSf5tOt9t3PMTBB8QBAx_p54i8qdLmxlwgrvhIbA?e=zyGWbI) |
| I don’t know how to use the tools in Envision | * Use this guide to learn more about using the tools on Envision. [EnVision FAQ.docx](https://lwsd-my.sharepoint.com/:w:/g/personal/kesimpson_lwsd_org/EVhE4jBXMk9Mqt21YE4bULcBY8haGUJ44Sc9s_sw8uqyRg?e=GOhDlY) |