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## Troubleshooting Remote Learning ...when learning online goes badly!



**I will teach you in a room  
I will teach you now on Zoom**

**I will teach you in a house  
I will teach you with a mouse**

**I will teach you here or there  
I will teach because I care!**

Let's hope it's an easy climb! But when the trail gets rough,  
here are some ideas to traverse this mountain.

**Q: What if our Internet keeps cutting out, or there is a significant lag in transmission?**

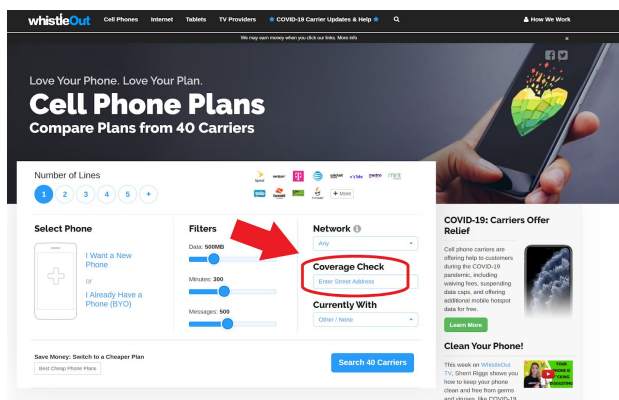
**A: Here are a few things to try:**

- Your teacher can end the session, then **start a new** Zoom session.
- **Switch** to another platform temporarily: Skype, FaceTime, Google Hangout, Facebook Messenger, for example, though screen sharing might not be available.
- Look at **alternatives for WiFi**; use your cell phone's Personal Hotspot (look under Settings), or see list below.

## Q: What if our Internet connection constantly has issues?

### A: Consider some long-term solutions:

- Use your cell phone's **Personal Hotspot** (look under Settings).
- Research what support your cell phone carrier is offering during the COVID-19 pandemic. Carriers are making **special offers** from unlimited data to free months of service for new customers. Check out which service providers have the best signal at your location here. [Here is an article](#) that provides more information and a summary of what each of the major carriers is offering.
- Work from a **public WiFi spot**. Even when closed, public libraries generally are keeping their WiFi services open. It's not ideal, but you could drive and park at a library to see if their connection extends to the parking lot. Silver Falls Library has shared their WiFi password publicly: "silverlibrary."
- Consider **alternative Internet Service Providers**.
  1. Comcast is offering Xfinity WiFi free for everyone, with hotspots available to all, including non-Xfinity subscribers. To access the service, look for the "xfinitywifi" network name in a list of hotspots. For more information, go to [www.xfinity.com/wifi](http://www.xfinity.com/wifi).
  2. [The National Digital Inclusion Alliance](#) publishes a list of vendors who provide free or low-cost residential internet. Some are income-based, but others are low-cost in response to the COVID-19 pandemic.
- Look into purchasing a **Hot Spot** to add to your cell phone plan.
- See which carriers have the **strongest signals** at YOUR home, and then see what offers they have. You can do a [coverage check here](#).



## Q: What if my student is struggling with attention/focus?

A: Your teacher will use **\*\*all\*\*** his/her skills and tools to get them back on track - just like s/he does in person! Here are some examples, as well as some ways you can help at home:

- Please **sit next to your student** for the first 2-3 weeks of learning online. Make it quality time with them! Give them positive feedback, help them with technology issues, and ask them to repeat back to you what the teacher asked them to do.
- Ask your student to **“teach” you**. When kids get silly, channel that energy and ask them to teach you what the teacher just explained. Have a less than perfect response rate so they can “correct” you and show they know more than you!
- Your teacher will have students **integrate movement** e.g. take a wiggle break, or ask them to do some work while hopping, clapping, jumping, or “drawing” letters in the air.
- Particularly with younger students, your teacher will break your student’s sessions into more manageable **chunks of time** broken up with learning games, reading to them, wiggle time, etc.
- Reinforce the positive! Parents and teachers can both set up **incentive systems** to encourage the behavior we want to see.
- Try a **headset**. Some students who struggle with focus do better when they can block out the world around them.
- Provide a **distraction-free environment**. Have students work in a quiet room with just a parent present.

**Thank you for your patience,  
your creative ideas, and your hands-on parenting  
as we partner with you to master remote learning together**

