

Hybrid Learning FAQ

Frequently Asked Questions



Video Conferencing

My student is having difficulty connecting to a synchronous, live class, session. What are some ways we can troubleshoot, or fix, the issue?

There may be a variety of solutions for addressing this issue, they may include:

- Clear the cache/history -
 - Open a New Tab at the top of your Chrome Browser.
 - Press CTRL + H
 - Choose “Clear Browsing Data”.
 - Tick all of the boxes, then under “Time Range” choose “All Time”.
 - Click “Clear Data”
- Restart the device
- Limit the amount of tabs open in the web browser (i.e. only have tabs open needed for class including Zoom, Google Classroom and close tabs that are unnecessary for class)
- Turn off video when not need (mute video button in lower left corner)
- Verify connection to home network (wifi indicator in the system tray next to the clock)
- Restart the home router/gateway
- Move closer to the home router/gateway
- Contact techassist@mpsct.org or 860-638-1480 for additional support.

What is the expectation for my student attending synchronous, live class, sessions?

Students should make every attempt to attend their scheduled live class sessions. If a student cannot attend a live class session they should communicate this with their teacher(s). If this an ongoing conflict for a student, families should reach out to the principal for support.

What are the district behavioral expectations for students participating in live class sessions?

Middletown Public Schools is committed to having all learners reach their potential regardless of the environment in which they participate. Therefore, the MPS District Online Learning Expectations can be accessed [here](#).

Communication

I emailed my student's teacher and have not received a response. How quickly are teachers expected to respond to communications from families?

Teachers are delivering instruction throughout the school day and as a result, cannot immediately respond to email requests. Please give teachers 24-48 hours to respond to your communication. If you have immediate tech issues please email techassist@mpsct.org or call Tech Assist at 860-638-1480. If you have a personal matter that is time sensitive and requires an immediate response, please make that clear in the subject line of your email and copy the building principal on your email to the teacher.

A member of the Technology Department is available throughout school hours and can be reached by:

- Tech Assist Phone:
 - 860-638-1480
- Tech Assist Email:
 - techassist@mpsct.org

Additional Technology Support

For training documentation please visit the MPS Instructional Technology website:

- <http://middleowntech.weebly.com/>

We need additional technology support. How can the district support our family?

If more in-depth technology learning is needed for you or your learner, please contact Steve Matthews, matthewss@mpsct.org for one-on-one technology training. This training will be made available via video conference or Mr. Matthews will contact you to discuss how your training needs can be addressed.