

# Student Help Guide

Nossal High School  
Digital Delivery Day

Date: XXXX

Term 1, 20XX

Year 9



Dear Student,

On **Wednesday the XXXX of May**, school will be a little different. You can get out of bed a little later, and not feel guilty. With Mum or Dad's permission, you will be able to work from home via your computer and home internet connection. The school day will still run the same time as a normal Wednesday; from 9:00 am to 1:20 pm. Except, at the end of your last class, you most likely will already be home.

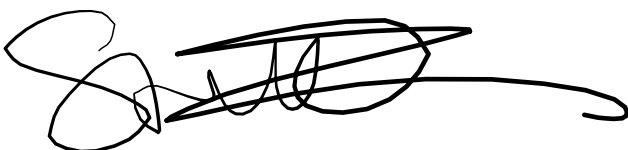
On the morning of the **Digital Delivery Day**, you should log on to **Teams by 8:45**. Each of your teachers will be working with you via your **Class Team**. Class will begin a meeting from within the General Channel. From this link you will be able to **"Join"** the meeting and see and hear your teacher. You must enter the meeting with your video and microphone off, speakers on (and turned up). Your teacher may also ask you to use video and audio in some responses throughout the session. They will let you know what you are doing over the next hour of class time. **Your timetable will run as normal**. For example, if you have Maths in period 2, then expect to be completing Maths work online from 10:00 am to 11:00 am as your teacher instructs.

The rest of this document is a **Guide** and set of answers to some **Frequently Asked Questions** about what to do on the **Digital Delivery Day** should issues arise or if you are unsure what to do.

This day will be an exciting opportunity for you to show us that you have the skills to **learn independently** using the technology at your disposal. Your teachers have worked extremely hard in preparing effective online classes. Your online class experience may seem a little different to the class experience you would normally experience in the day, however, the online tools should at least be familiar to you. It is an important event for our school and we need your full support in order for the day to be a success.

**We firmly believe that as students of Nossal, you are up to this task.**

Good luck and we hope you enjoy the day!



Stuart Fankhauser

Director of Digital Development and Innovation

Nossal High School

## Frequently Asked Questions

### ***What do I need to participate in DD Day?***

- A computer (with microphone and video is preferred) – either a PC or a MAC will be fine
- **MS Teams**
- A good internet connection
- You should know your logon and network password
- You should be able to check email
- Connected to Teams from 8:45 am through to 1:20 pm

### ***What to do if something goes wrong?***

Keep an eye on Teams throughout the day. If something significant occurs to the meeting service, we will attempt to use Teams to provide you with a clear explanation of any issues we encounter.

If something goes wrong with the entire Teams service, look to your email. (portal.office.com or Outlook).

We will have both phone support available for you and email support.

Please call our IT Support Technician Mark Mosselman on **03 8762 4670**.

You can also email [support@nossalhs.vic.edu.au](mailto:support@nossalhs.vic.edu.au) and we will respond as quickly as we can.

### ***Is there a student roll marked?***

As long as you are in the Collaborate room, your teacher will be able to take the roll. If this is not possible, make sure you email your teacher (and [stuart.fankhauser@nossalhs.vic.edu.au](mailto:stuart.fankhauser@nossalhs.vic.edu.au)).

### ***What if I am not present?***

If you are not present online, you will be marked as absent for the day. It is, for all intents and purposes, a normal school day as far as attendance is concerned.

### ***What if I am sick on the day?***

If you are too unwell to sit at your computer, we will be expecting a note or phone call from your parent/guardian.

### ***What if the system doesn't work for me?***

You must ensure that you know your username and password and that you are enrolled in the correct courses on Teams **prior to the day**. If there is an issue with access on the day, make sure that you try some known websites, such as [www.theage.com.au](http://www.theage.com.au) to verify whether it is your internet access, or Teams that you are having trouble accessing. Remember, you should phone support or email us to let us know if issues persist.

### ***What if I don't finish the work in the allotted time?***

Sounds like you've got some homework then...

### ***Do I have to log on when class begins?***

You should be in your Class Team General Channel at the time that your normal class is scheduled to begin. Join the meeting with your microphone and video off, sound turn up.

### ***Do I have to wear Uniform?***

Only if you're into that sort of thing when you're at home.

### ***Do I have to be at home?***

You must have the capacity to work online uninterrupted through the school day. If you are going to work in a place where you can not listen to audio/video or participate without other people providing a distraction, you are not in the right place. Your internet and computer must be reliable.

### ***What if I don't have access to the internet at home?***

You can either work from an alternative location that has internet (not McDonald's or Fountain Gate!) - famil or friends places are fine if you are permitted to do so by your parents.

### ***What if I experience computer problems on the day?***

Before the day you should test your internet access and access to Teams from home.

**DO NOT** install "free" programs that may interfere with the operation of your internet access. If you are having any connection issues at all, see the IT Services Department and they will assist you in fixing the issue.

### ***Can I use an iPad, iPhone or some other tablet or smart phone?***

**Yes.** Teams works superbly through apps on tablets and phone - just make sure your screen is large enough. You might want to try joining the meeting from your tablet por phone and save your computer for using with OneNote.

### ***How will I know what to do?***

Your teacher will speak to you from the Teams Meeting, which you need to join, in your Class Team General Channel. From here you will know what to do next and what is generally expected of you over the next hour. It is important that you are completing the work at the time allocated for the class as we will be conducting a student roll via the participants in the Team meeting.

### ***What if I am not in the correct classes on Teams?***

Message me urgently and I will be able to make the required changes. You could also email me directly on [stuart.fankhauser@nossalhs.vic.edu.au](mailto:stuart.fankhauser@nossalhs.vic.edu.au) if you do not have chat access for whatever reason.

### ***I do not know my email address and don't check it... What should I do?***

Definitely come and see the IT Services Department as soon as possible and they will show you how to get access. It is extremely important that you are able to access both email and Teams well before any Digital Delivery Event.

Do you have any more questions? Please email me on the above address and I will add them to this guide. I will also put up a message in Teams as well to remind you what is required. Hope you all have a great day.