



## Technology Onboarding Plan for Families

At Great Hearts Online, families are integral partners in the learning process, and we want to make sure you feel confident in that role. Online learning involves new technologies and routines, and rest assured, you and your child(ren) will get all the guidance and support you need to be successful in this new environment.

Our initial support plan has three parts:

- a self-guided orientation course in Canvas, our learning management system,
- a drop-in session specifically for tech support,
- special in-class and independent lessons designed to help students practice the organizational and technological skills they'll need to be successful.

These three support opportunities will be available on the following schedule:

### **August 5th: Family Orientation Canvas Course**

Enrolled families will receive an email with sign-in instructions that will guide you through logging into Canvas for the first time and creating an observer account. Once in Canvas, you'll be able to participate in the Family Orientation Course. This course is intended for students and their families. It should be completed before the first day of school on August 11, but ideally it will be completed ahead of the Meet the Teacher events happening August 5th and 6th. The course will take up to two hours.

### **August 5th: Tech Support Drop-In Session**

From 4:30 – 7:00 (TX and AZ times) technology support staff will be available via an open Zoom session to answer questions. You will receive an email from your child(ren)'s homeroom teacher with the Zoom details.

### **August 11-13: Online Learning Lessons**

During the first three days of school, scholars will engage with activities that will help them learn about digital citizenship, academic success in an online academy, and digital learning tools. These skills and routines will be rehearsed and reinforced throughout the year, but the first days of school are specifically focused on them.

In addition to these offerings, tech support will be available all year via phone and email. We also look forward to using surveys and short interviews to learn about and improve your experience throughout the year. Online learning is an exciting journey, and we appreciate your trusting us to be your partners and guides. We're here to help every step of the way. Send your questions to [techhelp@greatheartsonline.org](mailto:techhelp@greatheartsonline.org).