



# Remote Support

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Working with students remotely



## Units of Sound - Supporting Students Remotely

### Introduction

- Units of Sound is ideally suited to remote support because the program is online and there is a high level of independent work for students.
- Tutors can access the student's records and see how much work they have done, when they did it, and where they need support from the tutor.
- You will need to use a screen sharing program to conduct a lesson, which ideally includes options for transferring keyboard and mouse control, and sharing program sound.
- Online lessons can be more intense than face-to-face and so 30-45 minutes is recommended, especially for primary aged students.
- NB: If working with a new student, this guide should be used alongside the Getting a Student Started on Units of Sound document + video in the Library, which sets out in detail what to do in the first 6 or 7 sessions.

### Technology



- When a student is in school or college, you have complete control over the technology used: computer, mouse, headset, internet connection i.e. none of the equipment is supplied by the student.
- With remote learning the student is providing their own equipment and you may have to work around limitations and resolve problems such as a slow computer and headset issues.
- As always, technology takes time, and setup conversations and practice runs are needed to enable smooth running online lessons.

### Screen Sharing



- Screen sharing means showing your desktop screen to your student (or the other way around) so that it is like both of you are looking at the same computer as you do in the classroom.
- There are a number of choices for screen sharing programs such as Skype, Zoom and Microsoft Teams. Many are free or have free options for individual use.
- Essentially, all these products do the same thing and the differences are mostly around features for video conferencing.

- Pick one and spend some time looking at their support videos and practicing on it before contacting students.
- If you are using Skype then students/parents will also need to install it on their computer before you can have a connection.
- Set up and practise the screen sharing technology with your student or the parent so that you both know how to use it before working with the student.
- Make sure the student knows how to minimise the screen sharing software icons so that they don't obscure the view of Units of Sound.

## Audio



- Headsets are best for both student and tutor for sound quality. Microphone and speaker are set to the headset.
- To do this for Windows:
  - Open the Playback Devices by right clicking on the speaker icon, bottom right on your desktop
  - Set Playback to speakers
  - Open Recording
  - Set Recording to headset
- Both student and tutor need the ability to share computer sound' as well as transmit their own voice. Zoom, Skype and Microsoft Teams have this facility.
- Audio settings on the screen sharing program also need to be set to the headset.



## Starting a Lesson

- Establish contact with the student and link via the screen sharing program.
- Check your audio levels and make sure the student is comfortable about the exercise.
- Both you and the student can use the cameras if you want to see each other, especially at the start of the session when you are talking.

## Placement

- Placement is the first activity with a student and so is conducted before a student has any experience of using the Units of Sound features and interface. For that reason, it is recommended that placement is conducted on the tutor's computer.



- The tutor logs in to Units of Sound using the student's log in details and shares screen and computer sound. Make sure that the student is not also logged in to Units of Sound.
- Reading: The student reads the words aloud and the tutor marks them right or wrong in the usual way.
- Spelling: Bring up the spelling placement screen and explain the process to the student.
- Hand keyboard and mouse control for your computer to the student.
- The student works through the spelling placement in the usual way.
- When placement has finished, take back control of your computer and point out key features of their Welcome screen.
- Log out of the student's program and log in as a tutor-show the student's Overview chart and discuss the results.

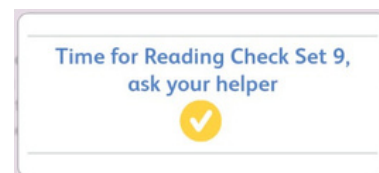
## Reading

- Enable the student to share his screen-make sure they enable 'share computer sound'
- The student logs in to Units of Sound and works through the activities
- NB: If working with a new student get the student to first watch the Screen Tutor for each new activity when they get to it. This applies to all skills.



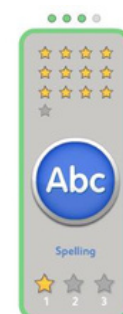
## Reading Check

- Log in as a tutor and open the Reading Check Set from the Check student's Reading Record
- Share your screen. You have control of the mouse and you work through the Reading Check exercises with the student reading aloud and marking in the usual way
- Since this activity has to be conducted on the tutor's computer, it is not possible for the student's voice to be recorded. Explain this to the student in advance.



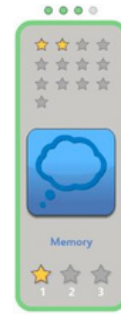
## Spelling

- The student shares screen and computer sound
- Student works through the activities following Good Practice



## Memory

- The student shares screen
- Memory has no program sound and so this is a simpler process
- The student works through the activities



## Dictation

- The student shares screen and computer sound.
- The student works through the activity following Good Practice.



## Hints and Tips

- Screen sharing software usually gives you the option of which screen to share, which can be a specific application. This means if you want to open something else as well such as a word document, then this will not be shared automatically. Choosing the desktop option for sharing should get around this issue.
- To avoid a possible conflict in records, only have one Units of Sound login open at a time.
- When working with a new student, start with the Spelling program first as it is quick to get into and can also open up Memory and Dictation. This allows the student to get familiar with the Units of Sound interface and processes before starting Reading, which involves using a microphone.

## Support



- You can contact the Unit of Sound support team via the message box when logged in as a tutor or the Contact Us page on the Units of Sound website.