



Term Two Online Learning at Williamstown High School Frequently Asked Questions (FAQ)

As the term progresses, we will share with our community the most common questions and responses related to online learning. The questions have been asked by students, parents and guardians of our school community.

Question:

What do I do if I cannot remember my passwords to access the school's network?

Answer:

You need to email our Librarian using the following email and your passwords can be reset.

Reid.Alice.A@edumail.vic.gov.au

Question:

What is school's position on student's use of mobile phones during online learning?

Answer:

Unless a student needs to access their phone for learning purposes, mobile phones are not required. The online learning platform the school has in place provides several opportunities for students to communicate effectively and in a timely manner with students, teachers and our families.

Question:

How can I ask my teacher a question or send a message in class through the Google Suite without the whole class seeing it on the class Google Classroom post?

Answer:

If you have a question or want to send a message to your teacher during class and don't want your peers to see it through the Google Classroom post; use the following steps:

1. Go to www.hangouts.google.com (this is part of the Google Suite)
2. Click on the green cross – New Conversation
3. Type and select the name of your teacher (a conversation box will appear on the right side of the screen)
4. Begin typing your message where it says "send your message" at the bottom on the screen on the right hand side.
5. Don't forget to press enter.
6. Your teacher will receive your message and respond following the same procedure.

Further Questions:

If you have any further questions please send via email to delacy.laura.l@edumail.vic.gov.au which we will endeavour to answer in a timely manner.