

Tutor-Student Continuing Instruction from a Distance (Prepared by ProLiteracy with additions from other Literacy Organizations) As of 7/23/20

Communication Tools and Platforms – Mobile Phone Accessible

Many of our LVVS students 1) don't have a computer at home, or 2) don't have an email address or do not frequently use email. The challenge then is to engage students in remote learning using their cell phones, which is a more commonly accessible communication tool. This document is a collection of resources for remote learning, all which are cell-phone friendly (presuming they also have cell phone-based access to the internet). While this is not an exhaustive list, these are some of the more popular, free tools to explore for helping programs continue communication between administrators, instructors, and learners.

Zoom

A web-based software that allows groups to communicate via phone and/or video. Students do not need an email to participate; they only need the link to join the meeting, which you can send via text. The free, basic version of Zoom is unlimited for up to 2 people; otherwise there is a 40-minute time limit. Download the app at <https://zoom.us/pricing>. The Tutor can use features such as Raise Hand for questions, Share Screen for reading, Whiteboard or Chat features to do writing.

[Zoom's YouTube channel](#) for step-by-step videos

Spanish ZOOM instruction videos Spanish zoom instructions.

<https://www.youtube.com/watch?v=RkRKXKJTsV0>

<https://www.youtube.com/watch?v=KzqUbGbM3EU>

Google Hangouts or Google Meet

Google Hangouts is an easy-to-join way to conduct video calls and messages between instructors and learners (phone or computer). Many people use this tool, especially if they are PC or android based – easy to set up – no download needed. Hangouts are built into Google+ and Gmail, and mobile Hangouts apps are available for iOS and Android devices. <https://hangouts.google.com/>. Hangouts is limited to 25 people and is not as sophisticated at large-scale video conferencing and screen sharing as Google Meet (free with Gmail Account). Meet: <https://meet.google.com/>

Google Duo

Duo allows for unlimited amount of time on a video call on a phone or computer, but only up to 12 people. Designed for easier family use vs Google Meet but there is no screen sharing. You do need to have the person's phone number and email address in your contacts. There is no screen sharing. Good for 1:1 video chats. Classroom is good for multiple students. <https://duo.google.com/>

Google Voice

To set up Google Voice you need a Gmail account. Here's [instructions](#) on how to set up a Google Voice Account – there is a charge to make phone calls. It is a separate phone number. You can ask your students to call and practice leaving a message that is transcribed and you can review.

Skype

Similar to Zoom or other software, Skype is an easy way for instructors and learners to video chat or text. It does require an email account to set up. You can send attachments. You can download and access Skype for free. (<https://www.skype.com>)

Talking Points

A text messaging system that keeps students' numbers private, and has a multilingual feature allowing translation in students' home languages. Check out their [website](#) for info.

WhatsApp

This is a good free alternative especially for international students who may be using WhatsApp to make calls internationally – can be downloaded on phone and computer.

<https://www.whatsapp.com/>. You will have to add in all of your student phone number initially, to then either text them individually or a group. One advantage for a tutor is that you can attach documents (from the computer version) to send to your student's phone

Free Conference Call

Free Conference Call (<https://www.freeconferencecall.com>) is a conference call solution which allows up to 1,000 participants to participate in a phone conference for free. There is a web-based version which allows for screen sharing, which gives instructors the ability to show learners documents needed for instruction. [There is a suggested donation.]

Remind

Remind is a private mobile messaging platform that aims to help teachers and students to communicate with everyone at once. Two-way communication for updates, instruction, and more. You can send reminders, instructions via a text through the app and the student does not need an email <https://www.remind.com/>

Facebook Messenger

If you and your students are on Facebook, you can easily chat with them using the Messenger app (phone) or tool (web).

FaceTime

FaceTime is a call/video communication tool that can be used on phones and tablets. It is on iPhone and iPads (Apple products) and uses your phone number.

<https://apps.apple.com/us/app/facetime/id1110145091>

Resources for Helping Learners Access the Internet

Resources may be free or have costs for advanced services. Several internet providers are offering discounts or free internet services during the time of the COVID-19 pandemic.

Everyone On

EveryoneOn (<https://www.everyoneon.org/>) offers broadband service to income-eligible families (for example, those that qualify for free or reduced school lunch, or who live in public housing) at a cost of around \$10-12 per month (varies from state-to-state). Some states also offer very low-cost laptops or desktops (\$100-200).

Comcast

Comcast offers income-eligible families internet access at \$10-12 per month. (<https://www.internetessentials.com/>)

AT&T

All AT&T consumer home internet wireline customers, as well as Fixed Wireless Internet, can use unlimited internet data. Additionally, AT&T will continue to offer internet access for qualifying limited income households at \$10 a month through the Access from AT&T program.

Xfinity Wifi

Xfinity WiFi hotspots across the country will be available to anyone who needs them for free—including non-Xfinity customers. For a map of Xfinity WiFi hotspots (<https://wifi.xfinity.com/>)

Verizon

Visit [verizon.com/about/news/our-response-coronavirus](https://www.verizon.com/about/news/our-response-coronavirus) for information about Verizon's services during the pandemic.

Northstar Digital Learning

Site that provides assessment and training on digital computer skills and internet (some free and some fee) [.https://www.digitalliteracyassessment.org/](https://www.digitalliteracyassessment.org/)

Libraries

Internet access in public libraries is also free. Of course, libraries are closing as well. Learners are able to use portable devices just outside libraries even when they are closed.