

FAQs : ONLINE SESSIONS

How long is each session?

Each session is 30 minutes long.

Do I have to schedule an online session?

While it is not mandatory to schedule an online session, it is recommended. It can be demotivating for students to work remotely for long durations without having any interaction or guidance.

Do I need to create an ID for using Zoom?

No, you do not need to do create an ID for Zoom.

Do I have to pay anything to use Zoom?

No, you do not have to pay anything at all. The Zoom platform is completely free.

Which devices can I use for my online session?

You can use a laptop, iPad, or your mobile phone to sign in for your session. With experience though, we have found that laptops tend to work the best.

How do I schedule an online session?

Effective Apr 20th, we have migrated to an online scheduler. You can access it by [clicking here](#). The link is also easily accessible from our [home page](#). Filter by class selection which matches your child's Kumon level (if not sure, please check with us), select the day/time that works for you and you are all set! It is that simple.

How many sessions a week can I schedule?

Based on your child's need and availability, you can schedule one session per subject, but no more than two. We want to make sure that every child has an opportunity to sign up for the sessions.

How do I know when to schedule a session?

You can now schedule regular sessions on an ongoing basis to develop a Kumon routine for your child, just like before. Our online scheduler gives you the ability to do so, for example: every Monday @2:30pm. This also makes it easier for planning purposes.

For scheduling our new concept sessions, look at your child's work for the coming week. If it has a star on it, it is recommended to be done during an online session. Depending on when that is due to occur, you can schedule an additional/alternate session for that week. It also helps to let the child review the upcoming work so he/she can tell you if something new is coming up.

I have registered my child but I haven't received any information about meeting login for Zoom.

The link for the zoom meeting is sent to you the night before the session. If you don't receive a link by 8am of the morning of the sessions, please let us know ASAP via email or text.

How late can I book a session?

You can book a session as late as the night before. If you are booking a session for the same day, it is best to follow it up with a text to 203 350 9210 and let us know. However, there is no guarantee that we would be able to send you the meeting link in time.

What if I need to cancel/reschedule a session?

You can easily do so by accessing your information on the online scheduler. However, you may not be able to cancel if the session is less than 12 hours away. In that case, we would appreciate if you could send us an email to let us know.

Should my child do the work for that day before or during the session?

Your child should ideally do that day's work during the session.

Can my child ask questions during the session instead of doing a packet?

Of course, it is your child's time to interact with the instructor and if he/she has a lot of questions or is having trouble with a concept, he/she can discuss that instead of doing a packet.

How should my child prepare for the session?

Here are some best practices:

- Keep the Kumon pouch with all the future packets handy
- Be ready with the day's work
- If your child home grades, keep the answer book handy
- Always have an extra pencil/eraser
- Be ready to work in an area free from distractions
- If not working on a laptop, make sure the device can be angled so that the instructor can observe the worksheet while your child is working
- Be on time

My child is young (Grade 1 and below). Do I need to be around during his session?

We do recommend that for our very young students, there should be an adult caregiver around, preferably the same person who normally works with the child on his homework. Since we are not physically present with your child, there may be certain tasks we won't be able to assist with like pointing to the word or number, reading the directions on the page, ensure the pencil grip is correct etc. Working together with you, we can provide the best experience for your child.

Also, from the feedback received, parents have picked up tips from these sessions on how to do the worksheets correctly with their child. Having said that, even during these sessions, our aim is have the parents as hands-free as possible.

If I have concerns after my session, or my child has questions that still need answering, what should I do?

As always, please feel free to email me at manjukapur@ikumon.com or text at 203 350 9210. If need be, more sessions will be scheduled for the week.