



## 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 if you are uncomfortable with coming in center. 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?*

A sign up genius will be sent every month through email. You can sign up for classes for the whole month and change your sign up if needed.

*How many sessions a week can I schedule?*

Online classes are on Tuesdays and Thursdays. Based on your child's need and availability, you can sign up for classes on both Tuesdays and Thursdays. Each session is 30 minutes, so book 1 session for 1 subject, and two sessions for 2 subjects.

*How do I know when to schedule a session?*

We send a link to our sign up genius where you can sign up for classes. We usually send this two weeks before the new month begins. You can sign up for the whole month at once.

*What do I do if the Zoom ID isn't working?*

Please call me at 704-992-9856 or email me at [maamestephens@ikumon.com](mailto:maamestephens@ikumon.com) and I'll try my best to help you.

*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 571-723-1142 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 sign up genius. 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 [maamestephens@ikumon.com](mailto:maamestephens@ikumon.com) or call at 704-992-9856. If need be, more sessions will be scheduled for the week.