



Instructor Handbook

Welcome to TGH
2024-2025



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Hello New Instructors and Course Administrators!

Thank you for joining Tech Goes Home and supporting our mission of empowering communities to access and use digital tools to overcome barriers and advance lives! Instructors are a vital part of our mission.

You know your communities and the strengths & challenges that make it unique. Who better to represent Tech Goes Home than a community expert on the ground with daily interactions with its constituents?

This handbook is designed to help you become familiar with running a Tech Goes Home (TGH) course at your organization. Recognizing that the communities we serve have diverse and unique needs, we entrust you, our community expert, with the flexibility to tailor the TGH program to best suit your specific context. Within these pages, you will find comprehensive guidelines and best practices to assist you in administering, designing, and innovating your courses. Use this handbook not just as a set of instructions but as a resource to inspire creative approaches and solutions that will empower and uplift your community. We believe that your expertise and insight are crucial to the success of the TGH program, and we are excited to see the impact you will make.



Welcome to the TGH family!

Sincerely,

Learning and Evaluation Team

The Learning and Evaluation Team
Tech Goes Home



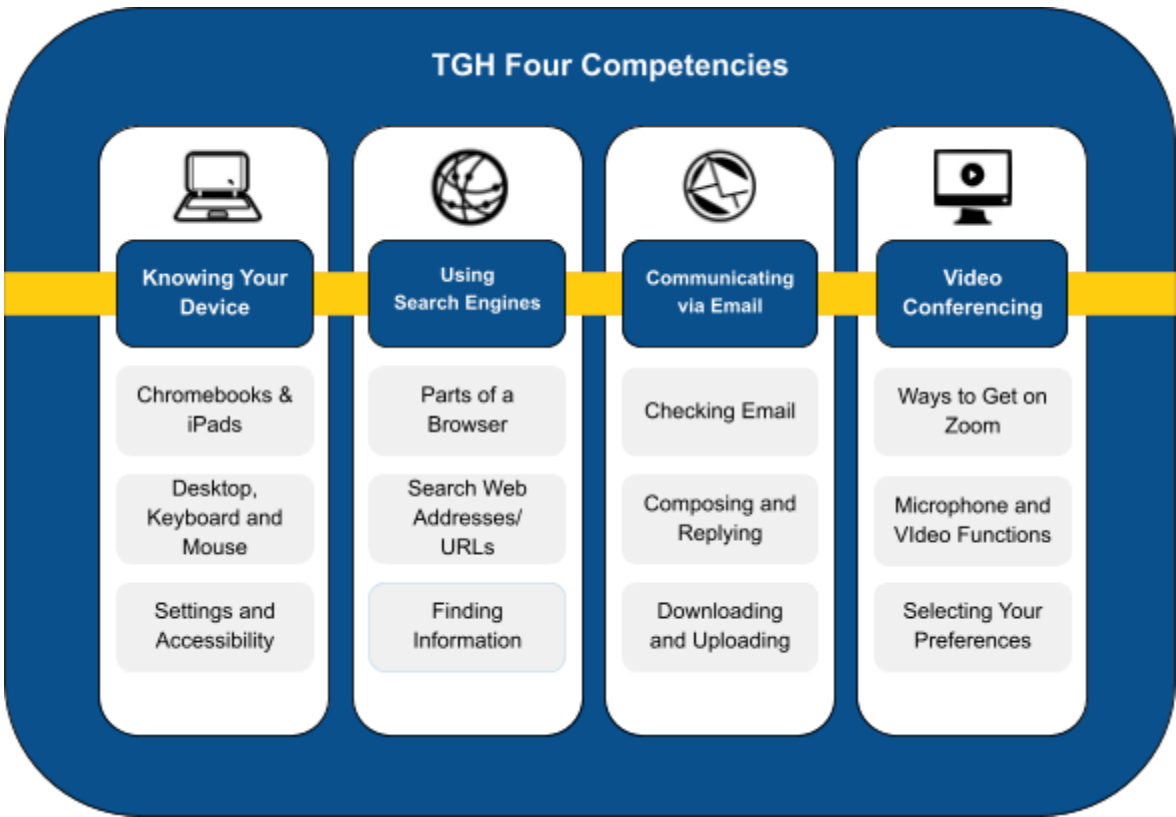
OUR PROGRAMS AND LEARNERS

TECH GOES HOME MISSION

Tech Goes Home empowers communities to access and use digital tools to overcome barriers and advance lives. Simply put, we bring computers, Internet, and training to those without so students can do homework, adults can find jobs and manage finances, and seniors can connect with loved ones.

OUR PROGRAMS

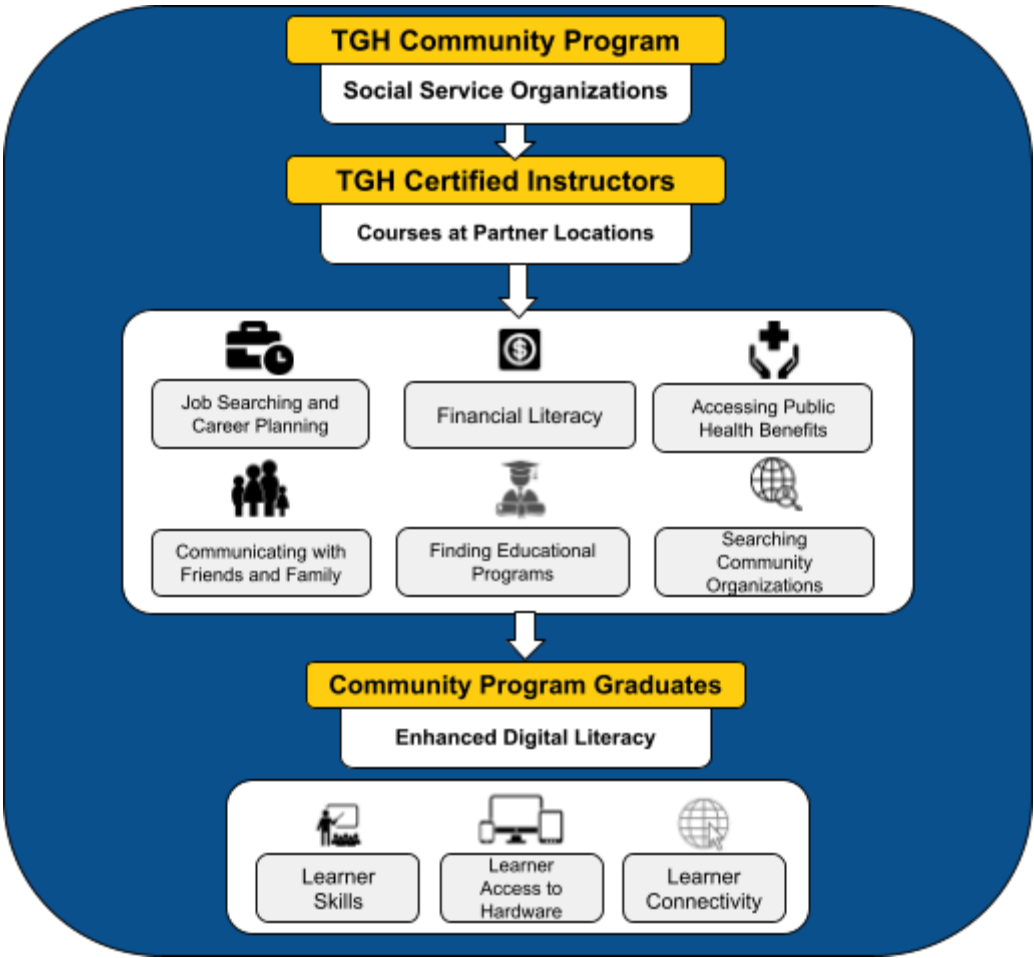
Tech Goes Home works to achieve digital equity by bringing digital skills training, tools, and access to those without. Through partnerships with schools and community organizations, learners develop skills and habits required for smart technology and Internet use. Learners receive fifteen hours of classroom training, a Chromebook or iPad, and access to low-cost internet access. To accommodate learners' needs, TGH runs the following four programs and all courses are specially designed by Instructors to meet the needs of their particular learners.





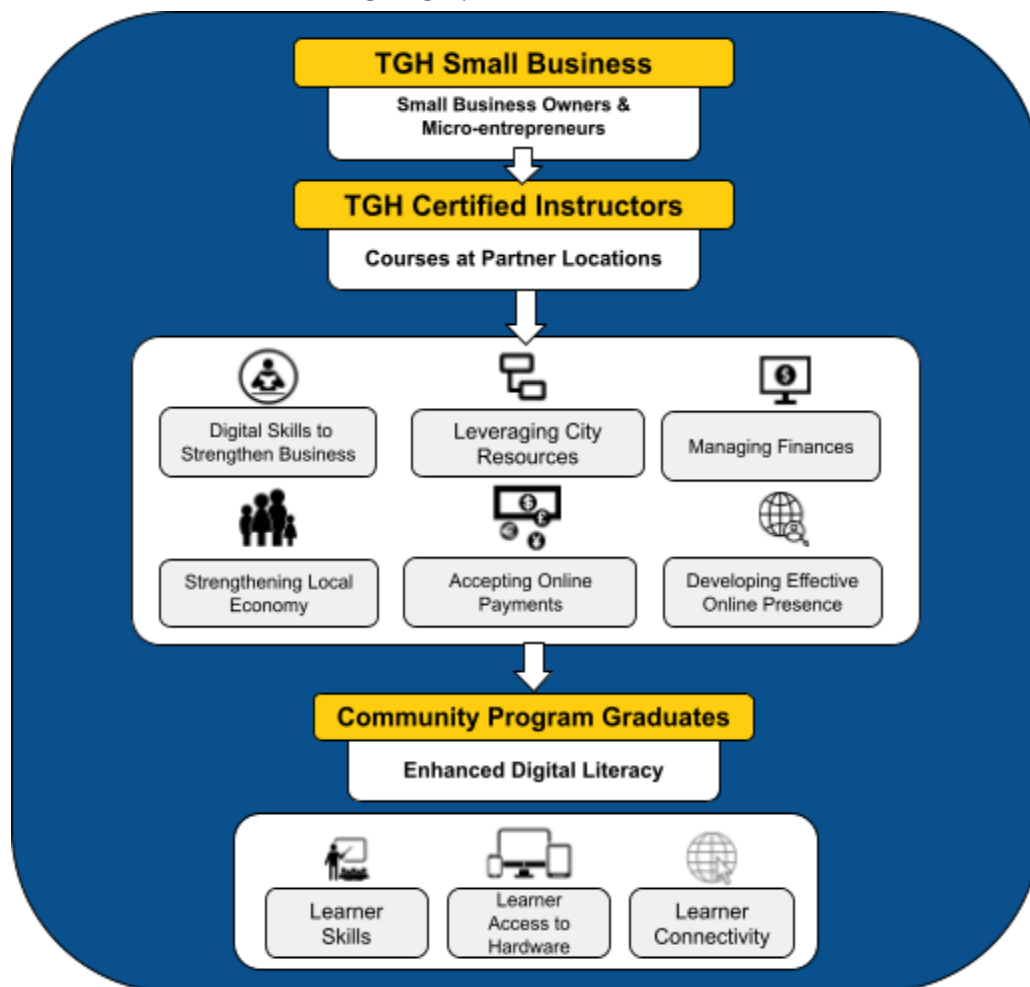
TGH Community Program

The TGH Community Program partners with social service organizations in Greater Boston to deliver a course focused on fundamental digital skills for adults. Taught by TGH certified Instructors at our partner organizations, course topics include, but are not limited to, job searching, financial literacy, communicating with friends and family, accessing public benefits, and finding educational programs. Courses are offered at locations such as libraries, community centers, public housing, and other nonprofit organizations. Upon completion of 15 hours of TGH curriculum, graduates are able to keep their Chromebook at no cost and can receive assistance in signing up for low-cost Internet.



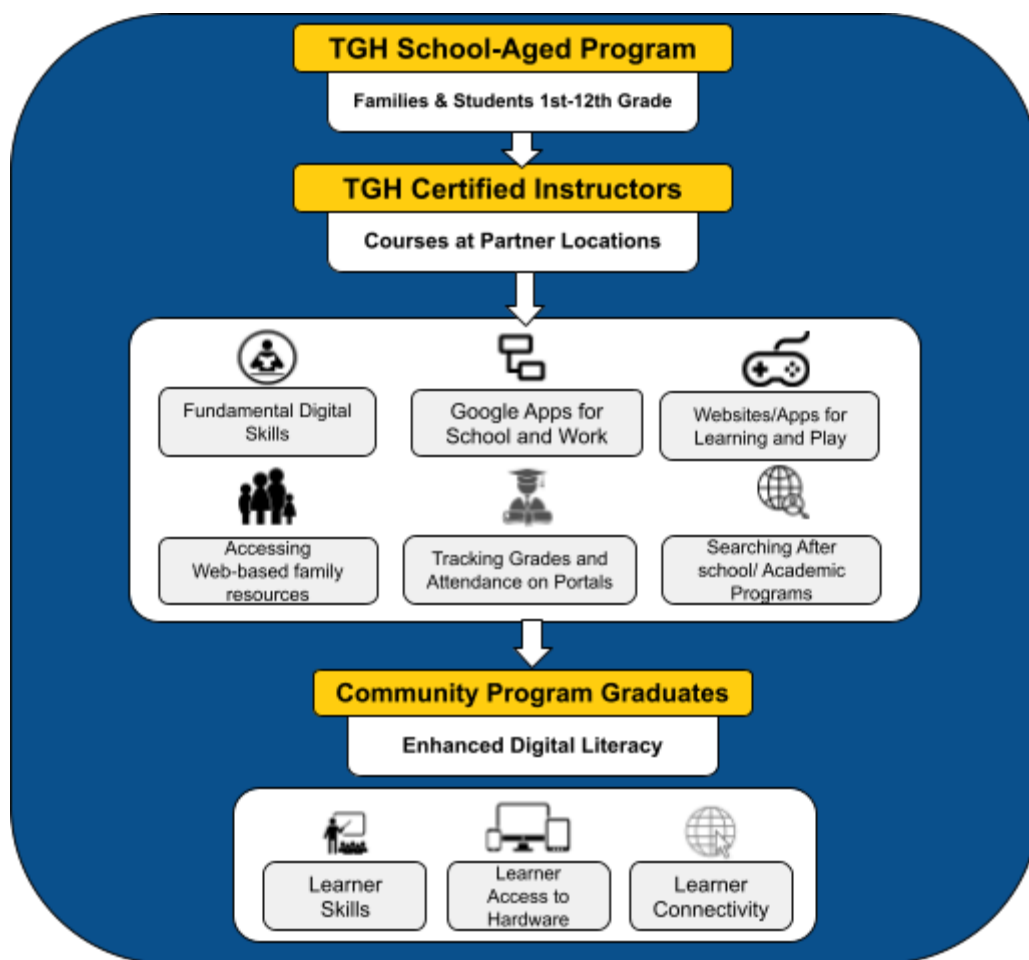
TGH Small Business Program

The TGH Small Business Program offers customized digital skills training for local small business owners, micro entrepreneurs, and people interested in starting a business or nonprofit. Graduates of the program gain digital skills to strengthen their businesses and, in turn, the local economy. The curriculum focuses on leveraging city resources, managing finances, developing an effective online presence, accepting online payments, and more. Upon completion of 15 hours of TGH curriculum, graduates are able to keep their Chromebook at no cost and can receive assistance in signing up for low-cost Internet.



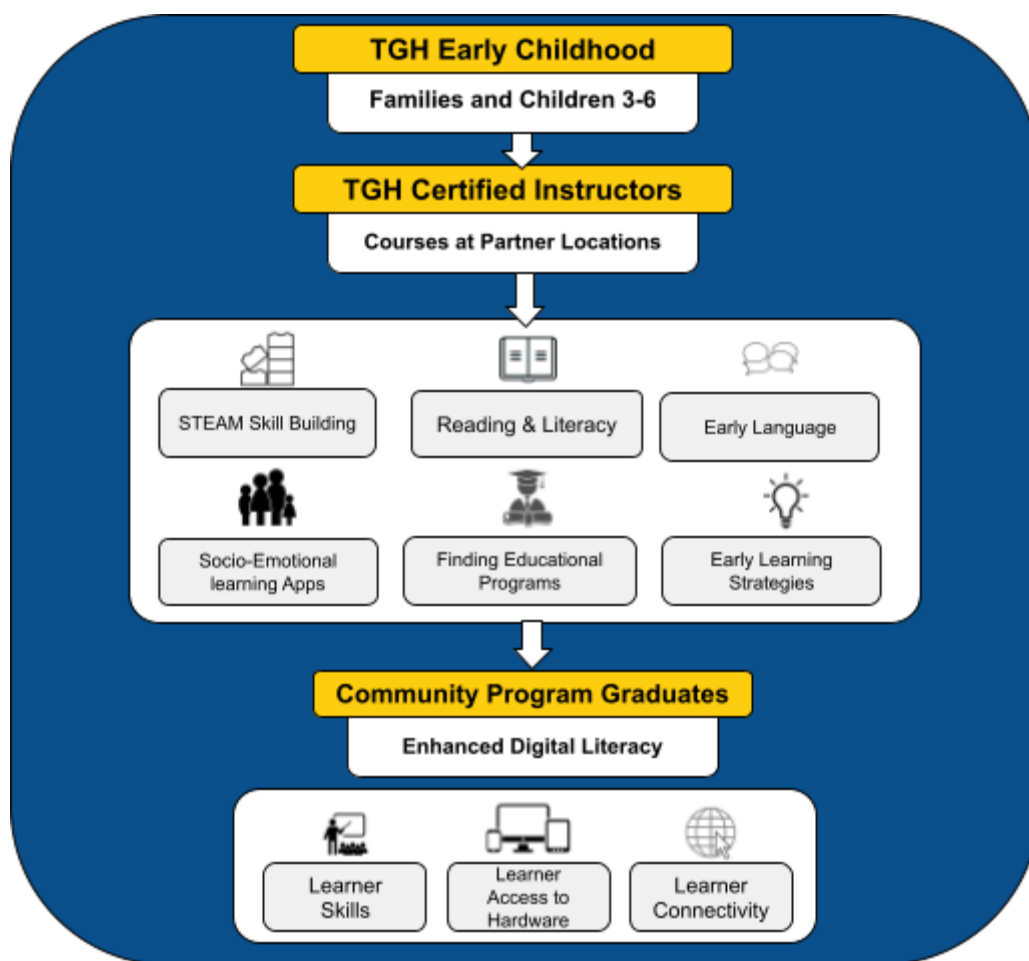
TGH School Program

The TGH School Program is hosted at partnering schools and courses are taught by school personnel who are TGH certified Instructors. Families with students in grades 1 - 12 enrolled at a partner school can sign up to attend an afterschool TGH course. This program encourages parent-school engagement and gives the student and adult caregiver an opportunity to learn together. The curriculum focuses on fundamental digital skills and topics such as using Google apps for school and work, finding apps and websites for learning and play, tracking grades and attendance online, finding after-school programs, and accessing web-based family resources. Upon completion of 15 hours of TGH curriculum, each family is able to keep their Chromebook at no cost and can receive assistance in signing up for low-cost Internet.



TGH Early Childhood Program

The TGH Early Childhood Program is for families with young children ages 3-6. The course is taught using iPads by early education specialists who are certified TGH Instructors. Designed for the parent/caregiver and their child, the curriculum is built around educational and social-emotional learning apps that focus on early language, literacy, and STEAM skill-building. Families practice early learning strategies and discuss challenges and opportunities in parenting with technology. At the completion of a 15 hour course, each family may keep their iPad at no cost loaded with educational apps and can receive assistance in signing up for low-cost Internet.





OUR LEARNERS

Tech Goes Home serves residents of Boston and surrounding communities who have been excluded from the digital world and the opportunities it provides. They are adults, seniors, and families with children in kindergarten through high school. Together, TGH and its partner sites graduated 3,500 learners in 2022.

Of the learners we serve:

- 1 in 3 do not have internet at home
- A majority of household incomes are under \$35,000/yr
- 85% are people of color
- Nearly half are immigrants

TGH focuses on enrolling learners who:

- Have low-incomes
- Are unemployed/under-employed
- Have special needs
- Are limited English speakers
- Do not have a computer/Do not have internet access

TGH STAFF

To see a list of TGH staff members, please [visit our team page](#).

SUPPORT FOR INSTRUCTORS

Contact Us

The easiest and fastest way to reach us is through email. If you have a question, please email us at program@techgoeshome.org.



Instructor Support Network

Instructors looking for additional support can find it through the Instructor Support Network. This network provides newsletters, group meetings, and professional development opportunities on a quarterly basis. To learn more about the Instructor Support Network, please look at the information below.

Instructor Support Model Outcome

This instructor support model ensures that instructors are continuously supported, have access to the latest resources and training, and are recognized for their efforts, fostering a culture of continuous improvement and excellence in digital learning.

Quarterly Meeting Outcomes

To ensure that our instructors remain at the forefront of digital education, we've established a recurring initiative that takes place during the third week of the last month of each quarter. These weeks are dedicated to piloting new ideas and curriculum, fostering collaboration, and gathering ongoing feedback to continuously improve our digital learning offerings.

Collaborative Space for Sharing Ideas

During the same meeting, we facilitate a collaborative space where instructors can come together, share insights from their pilots, and brainstorm solutions to common challenges. This space could take the form of virtual workshops, forums, or in-person meetups, where instructors from different disciplines and experiences can exchange ideas, support one another, and co-create new strategies for delivering high-quality, learner-centered content. The focus is on community building and peer learning, encouraging cross-pollination of ideas and innovative approaches across the team.

Ongoing Feedback Collection

To ensure continuous improvement, we prioritize gathering ongoing feedback during and after the pilot period. TGH Instructors, learners, and partners are invited to share their experiences and observations through surveys, feedback forms, polls and focus groups. This feedback is used to assess the effectiveness of the new approaches and to identify areas for refinement. By

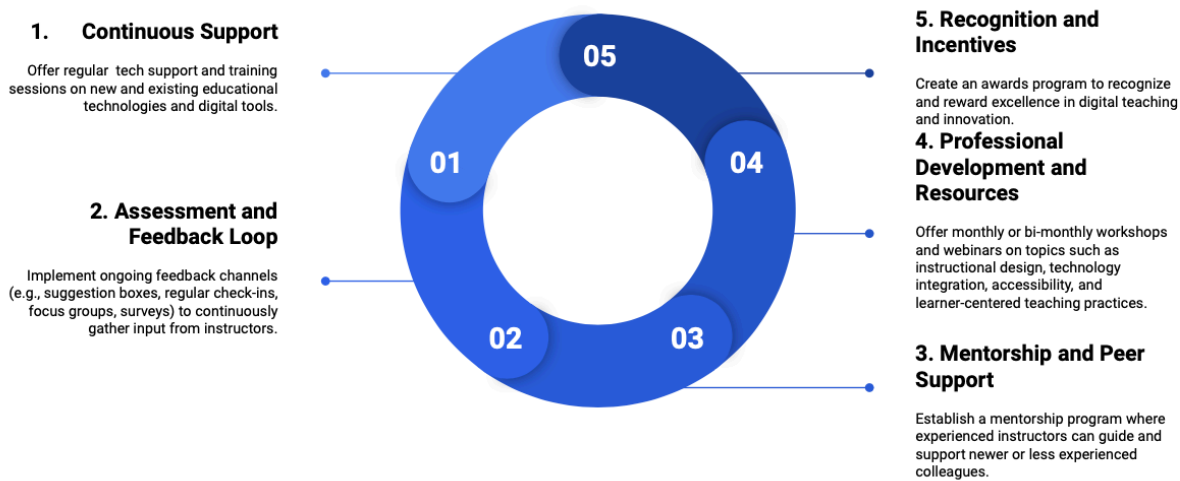


embedding a feedback loop into this process, we ensure that new curriculum ideas are rigorously tested and adapted based on real-world results.

By setting these dedicated weeks each quarter, we create a structured, supportive environment for innovation and collaboration, while continuously refining our teaching practices and ensuring our curriculum evolves to meet the highest standards of quality and accessibility.

Instructor Support Model

This model works on an annual basis. It involves five key components. This model ensures that instructors have ongoing professional development, access to high-quality resources, and support for creating and delivering effective digital learning materials. Below is our structured support model:



You can also find extensive information about the model here:

[TGH Instructor Support Model](#)



HOW TO INSTRUCTION VIDEOS

Our team has created a vast selection of videos that can support you in your onboarding process as well as ongoing professional development. Please hover and click the links below in order to learn more about how to navigate becoming a TGH Instructor and supporting students..

Getting to Know TGH

- ▶ What is TGH?
- ▶ Tech Goes Home 30 Sec Introduction
- ▶ Tech Goes Home: Who we are and what we do in 90 seconds.
- ▶ TGH: Our Story
- ▶ Bridging the Digital Divide with Tech Goes Home
- ▶ The Instructor Experience at Tech Goes Home
- ▶ Supporting Families through Digital Inclusion at Tech Goes Home
- ▶ Supporting Job Training through Digital Inclusion at Tech Goes Home
- ▶ Supporting Seniors through Digital Inclusion at Tech Goes Home

Instructor Course Management

- ▶ Manage Your Course with Ease
- ▶ Applying for TGH Sponsored Comcast Internet Essentials
- ▶ Using the Instructor Portal
- ▶ Creating a Learner Interest Form for your TGH Class

Early Childhood Orientation

- ▶ Early Childhood Orientation: Your First Day of Class TGH
- ▶ Early Childhood Orientation: What is Tech Goes Home?
- ▶ TGH Early Childhood Orientation: App Demonstration and TGH Resources

Classroom Resources

- ▶ How to Use Google Translate
- ▶ Google Doc: How to Download a PDF
- ▶ Google Drive: How to Create Folders and Documents



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- ▶ Google Drive: How to Upload a File
- ▶ Google Classroom: How to use
- ▶ Google Calendar Tutorial
- ▶ Google Drive: How to Download Files Tutorial
- ▶ Using Google Voice
- ▶ How to Use Google Sheets
- ▶ Using Google Suite to Teach Virtually Online with Zoom
- ▶ How to use Chrome Browser, Google Search, & Google Translate
- ▶ How to use Gmail
- ▶ How to use Google Drive , Webinar by a Google Employee
- ▶ Know Your Chromebook, TGH Webinar presented by a Google employee
- ▶ Google Search
- ▶ How to use Google Hangouts and Google Meet on your phone and computer.
- ▶ Adding Zoom to your Chromebook

Instructor Professional Development

- ▶ The Intersection of Disability & Trauma
- ▶ Understanding Autism
- ▶ Understanding Universal Design for Learning
- ▶ Introduction to Disability & Inclusion
- ▶ How to Plan and Teach a Lesson Online
- ▶ Create an Interactive Learning Environment
- ▶ Building a Curriculum Based on Your Learners' Needs
- ▶ TGH For Students with Visual Impairments

Webinars for Students

- ▶ Webinar: Be Safe Online!
- ▶ Introduction to Coding with Google Grasshopper
- ▶ Facebook Marketplace - Buy & Sell Secondhand (How To)
- ▶ How to order restaurant delivery through DoorDash
- ▶ How to shop with Amazon Prime
- ▶ Using the Boston Public Library's Online Resources
- ▶ How to Order Groceries Online for Delivery with Peapod



Healthcare for Students

- ▶ Finding a mental health app that is right for you with mindapps.org
- ▶ How to use the CDC Website: Center for Disease Control & Prevention
- ▶ Webinar: Walgreens Online Pharmacy

Career Development for Students

- ▶ Create an Eye-catching Cover Letter in Google Docs
- ▶ Using Templates in Google Docs to Create and Share Your Resume
- ▶ Applying for a Job on Indeed
- ▶ Introduction to Resume Writing Webinar
- ▶ Making a Resume in Google Docs Sponsored by Tech Goes Home and the Boston Public Li...

BECOMING A CERTIFIED TGH INSTRUCTOR

Before starting the application

- All instructors must be employees or long-term volunteers of an official TGH Partner Site.
- Make sure your organization is an official TGH Partner Site. Please check with your supervisor, director, or head of school to confirm.
- TGH has four different programs and you must be certified to teach in each one. Read the program descriptions on the [overview page](#) to determine which program(s) best fits your organization's and participants' needs.

1. Complete an Online Instructor Application

- This is the link to [the Instructor Application](#).
- You can pass this application link along to coworkers who want to become a TGH instructor. If you have questions about the application, please email program@techgoeshome.org
- Please only fill this form out ONCE. If you have additional information to update TGH about, reach out to us directly via email.
- The instructor application will collect some general information about you, your supervisor, and your participants.



- The application will ask you to complete an *Internet Basics assessment* and input your score into your application.
- Completing an application does not guarantee that you will become a TGH Certified Instructor.

2. Complete the Internet Basics Assessment

- Carefully follow the instructions in the Instructor Application so that you complete only the required Internet Basics assessment.
- On average, the Internet Basics Assessment takes about 15 mins to complete
- You must achieve a passing score of 85% or higher.
- Please take the assessment in a quiet environment where you can concentrate.

3. Attend an Instructor Orientation

- Instructor Orientations are monthly. The frequency could change.
- A TGH team member from the Education team will personally invite applicants who are a good fit to attend an Instructor Orientation.
- We ask that you do not extend your invitation or share any links with other people, since all attendees require pre-approval.
- These orientations provide a comprehensive review of all the responsibilities, logistics, and steps required to run a TGH course.
- Attending an orientation does not automatically certify you to be an instructor. Please wait for a follow-up email to update you on your application status. Emails will be sent no later than five business days after each orientation.

4. Submit Documentation for a Background CORI Check

- In order to comply with federal law, TGH is required to conduct CORI checks for all instructors.
- You will be asked to complete the CORI Acknowledgement Form after attending an orientation.
- You will need to provide a government-issued picture ID such as a Driver's License, Passport, State ID, or Legal Resident Card.
- You will receive an email letting you know whether or not your CORI has been accepted by TGH.
- If you have a CORI record, please know that TGH will make decisions compassionately.

5. Receive a Decision Regarding Your Application

- Once all the steps above are complete TGH will make a decision on your application.



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- In some instances, TGH may ask for additional steps or follow up before making a final decision.
- You will receive an email letting you know if your application has been approved or denied.
- Your approval email will also contain information and instructions on the next steps to start running TGH courses at your site.

Instructor Status

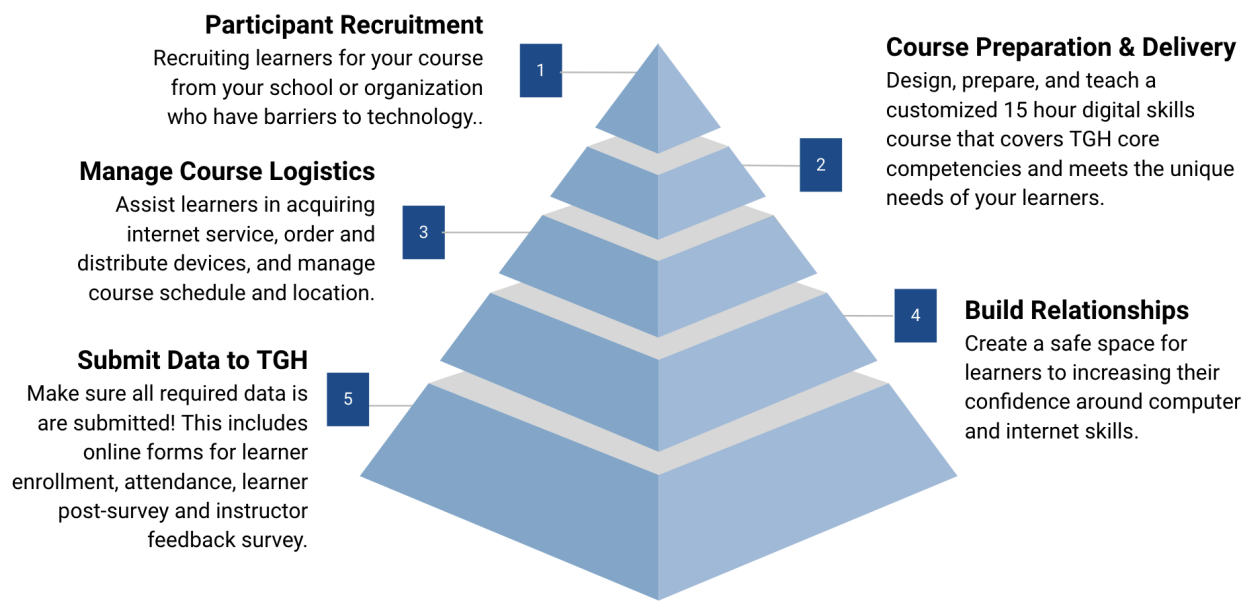
- We will update you on your application status after each step via email. You can also email us with questions and clarifications.
- Your instructor status might become "expired" if you do not teach a course within a year of attending an orientation.
- To remain certified, run at least one TGH course a year.
 - For example, if you run and complete a course from May 1, 2023 to June 30, 2023, you are certified until June 30, 2024.
- If your instructor status becomes expired, you may contact TGH and we will let you know what is required to bring your instructor status up-to-date and renew your certification.

TGH may update or change the instructor requirements. If a new requirement is added, we will let you know.



OVERVIEW OF A TGH INSTRUCTOR'S ROLE

Overview of a TGH Instructor's Role



- 1. Participant Recruitment**
Recruiting learners who have barriers to technology for your course from your school or organization.
- 2. Course Preparation and Delivery**
Design, prepare, and teach a customized 15 hour digital skills course that covers TGH core competencies and meets the unique needs of your learners.
- 3. Manage Course Logistics**
Assist learners in acquiring internet service, order and distribute devices, and manage course schedule and location.



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4. Build Relationships

Create a safe space for learners to increase their confidence around computer and internet skills.

5. Submit Data to TGH

Make sure all required data are submitted. This includes online forms for enrollment, attendance, learner post-survey and instructor feedback survey.

TGH INSTRUCTOR CHECKLIST

USING THIS CHECKLIST



click on this icon to watch a short corresponding how-to-video



click on this icon (works best if you click to the immediate left of the letter “i”) to go to the corresponding TGH instructor orientation slide



click on this icon to jump to the handbook section with more information and tips corresponding to this topic

STEP 1: GET ORGANIZED

1. Bookmark this checklist in your browser for future reference
2. Sign up for access to the TGH instructor
 - a. Browse the portal for materials to prepare for your upcoming course
3. Review the Distance Learning Orientation materials for
 - a. TGH Community
 - b. TGH Early Childhood
 - c. TGH School
 - d. TGH Small Business

STEP 2: GET READY FOR YOUR COURSE 🔍

1. Figure out your course schedule
2. *Submit your course application by the deadline* 🔍

Note: Your course must be approved by TGH before completing any of the steps below


3. Customize our [sample flyer](#) to use for recruitment 🔍
4. Identify and recruit eligible learners
 - a. Eligibility requirements
 - b. Eligible locations
 - c. Use our [sample learner interest form](#) to keep a list potential learners (on how to edit the form and view responses). [Click here to make a copy of the form.](#)
5. Identify your virtual meeting platform (TGH recommendations)
 - a. Visit Google's [Teach from Home](#) ([English](#) and [Spanish](#)) or [Educating Over Zoom](#) to prepare for your class. 🔍
6. Create your lesson plans. Visit the instructor [portal](#) for lesson plan samples 🔍
 - a. Ideas on what to teach 🔍
 - b. How to teach from the TGH website

STEP 3: PREPARE YOUR LEARNERS


1. Finalize who is in your class
2. Set up your communication channels and add your learners 🔍
 - a. Create a [Google voice number](#) to communicate with learners.
 - b. Create a [WhatsApp business](#) / [Google Hangout](#) / [Telegram](#) group to manage the first stage of communication before learners get their computers or create a Gmail account.
3. Set boundaries and learner expectations. Finalize your virtual office hours (i.e 8am - 6pm) to maintain work life balance 🔍
 - a. **Review** the [Distance Learning Learner Agreement](#) with learners

Note: Please do not share the Learner Agreement with learners as it is already included in the Learner Enrollment form




4. *Enroll learners in TGH 
 - a. Text/email/chat learners their TGH learner enrollment link
 - b. *This step must be completed for learners to qualify for internet/devices

STEP 4: INTERNET AND DEVICES FOR LEARNERS

1. Internet Options for Learners: 
 - a. Find out what each learner's internet needs are and how many learners who cannot afford internet will need one **or** the other:
 - i. TGH-sponsored Comcast Internet Essentials
 1. Send to learners to redeem their TGH promo code
 - ii. TGH prepaid mobile hotspot
 1. Learners will request through the Learner Internet Request form after completing their 15-hour requirement. The form can be found on your course management page

Disclaimer: The form is specific to each course; therefore, ensure the learners are enrolled in the course that the link is specialized for.

2. Submit your device order so learners can receive it in time for their first virtual class 
 - a. Please refer to your Course Management page to find your course specific device order form.
 - b. If you require internet to run your course, instructors can email program@techgoeshome.org to request approval. Once we have approved your request, you can complete the Bulk Hotspot order form attached to their course management page.
 - i. These devices must be kept on site until the learner has completed 15 hours.
 - ii. Unused hotspots must be sent back to Verizon through the return shipping label provided in the box. You must fill out the device return form so we can deactivate these.
 - iii. Instructors will be responsible for adding the IMEI number of the device to the learner on the attendance sheet.



- c. If you are shipping devices to learners, after TGH approves the order, you'll receive an email from TGH to complete a direct shipping form for each individual learner
3. Set up devices for learners
 - a. Browse [TGH's setup page](#) and find the instructional video links to text/chat/email to learners
 - b. Set aside some time to offer tech support to learners who have trouble

STEP 5: LAUNCH YOUR FIRST CLASS

1. Set up a join meeting link for your classroom
 - a. Text/chat/email the link to your learners and send reminders the day before about the time of the first class
2. Consider creating an agenda and reviewing it with learners at the beginning of the class
3. During the class, review how to use the video meeting platform with learners [i](#)
4. Here are tips for effective remote instruction [i](#)
5. At the end of the class, review what you taught, answer questions, and remind learners the date/time of the next class
6. After your first class, take a deep breath! Review how it went and adjust changes for your upcoming classes

STEP 6: MANAGE YOUR COURSE 🔍

1. **Complete attendance hours for learners after each class session*
 - a. *Notify TGH if there are duplicates in names listed on your roster*

Note: Learners must have 15 or more hours on the attendance sheet to be considered as a graduate and qualify for TGH devices/internet

2. If your course start date has changed, or if you've cancelled or paused your course, notify TGH immediately at program@techgoeshome.org
3. Keep communication flowing between you and your course assistants and/or volunteers
4. Adjust your lesson plans as you go, be prepared to slow down or speed up depending on your learners' skills



5. At the end of each class, review what you taught, answer questions, and remind learners the date/time of the next class
6. Assign a final project to allow each learner to practice the skills they've learned 🔍

STEP 7: ENDING YOUR COURSE 🔍

1. **Text/email/chat your learners the learner post-training survey* 🔍


Note: Each learner must complete this survey to graduate from the course

2. Plan a time for each learner to present their final project to the class
 - a. Share final projects with TGH with permission of students
3. Please take time to discuss the available self-pay internet options with learners. This ensures they are informed and prepared to maintain connectivity beyond the sponsored period.
 - a. An overview of self-pay options can be found [here](#). More information can be found at the bottom of our website [here](#).
4. Consider providing e-certificates of completion. Go to the Documents section in the instructor [portal](#) for templates
5. Share photos/screenshots of your course with TGH and we'll upload on our social media and Flickr accounts [i](#)
 - a. Remember to only send TGH photos of students who gave permission
6. Share your experience teaching the course by completing the [Instructor Post-Training Feedback Survey](#) 🔍
7. Receive an email from TGH about the completion of your course




STEP 1: GET ORGANIZED

Using this handbook

 click on this icon to watch a short corresponding how-to-video

i click on this icon (works best if you click to the immediate left of the letter “i”) to go to the corresponding TGH instructor orientation slide

Getting organized

As your course gets started, it’s important to keep track of related information that is emailed to you. To keep track of key TGH information and related links, try bookmarking materials in the browser that you use. We recommend this  on learning how to organize bookmarks.

Contacting TGH

Different TGH team members can support you in different areas related to your course. Always start by emailing program@techgoeshome.org with questions and concerns. We will then direct your email to the appropriate team member. Please refrain from emailing our team individually.

Orientation materials

Review the Distance Learning Orientation materials for

- TGH Community
- TGH Early Childhood **i**
- TGH School
- TGH Small Business

TGH General Resources

All TGH instructor materials can be found [here](#).

Items for instructors

Find the following tools for instructors on the [Items for Instructors page](#):



- Course application link
- Course flyers in multiple languages for learner recruitment
- TGH Instructor Post-Training Survey
- Lesson planning templates and examples
- Learner completion certificate templates... and more!

Distance Learning Resources

[This page](#) includes information related to instructors who are teaching remotely. You'll find:

- Distance learning flyers for learners in different languages
- Video platform introduction slides for your learners
- Links to forms

Small Business Resources

The [Small Business resource page](#) includes information for instructors teaching the TGH Small Business program. You'll find:

- Customizable flyers in different languages for learner recruitment
- A video reviewing a sample Small Business curriculum
- Links to forms

STEP 2: GET READY FOR YOUR COURSE

TGH Four Core Competencies

Core Competency #1: Know Your Device

- NOTE: Based on the TGH course the device may be a Chromebook or an iPad.
- Beginner basics
 - turning device on/off properly
 - using a keyboard and mouse
- Settings:
 - type size,
 - WiFi,
 - accessibility options,
 - etc
- Apps and Programs
 - Where to find your programs/apps
 - How to install new programs/apps



- Where to save your files:
 - Documents folder
 - Downloads folder
 - Google Drive

Core Competency #2: Chrome Web Browser and Google Search Engine

- How to use a web browser:
 - Where to put the web address,
 - how to use the back button,
 - how to open new tabs,
 - how to save bookmarks, etc
- Google Search :
 - How to find information on the internet

Core Competency #3: Gmail

- NOTE: Having a GMail gives you access to the entire Google Suite of Apps and emails are needed to create accounts for apps and websites. A Gmail account is required for using a chromebook!
- Email messages
 - Send and receive emails
 - Upload and download an attachment

Core Competency #4: Platform for Distance Learning

- Google Meet, Zoom, or Microsoft Teams, etc
- How to log in/out, mute, turn camera on/off, use the chat, etc

What to teach

At Tech Goes Home, we refer to our learning materials as a “learning buffet.” Just like a real buffet, we invite our instructors to be selective with what they choose to go over with their learners. What is helpful for one community might not be relevant for another. With the exception of Gmail, it’s up to you to decide which materials to go over during your 15 hours of class time.

Before your course starts, spend some time with the TGH learner pages:

- [TGH Early Childhood](#)
- [Topics](#) under Learners for TGH Community and School



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- [TGH Small Business](#)
- [COVID Resources](#)

Know your audience

What you choose to teach is heavily dependent on who you serve. The goal for instructors is to be able to customize the content of your TGH course to the needs of your learners. Spend some time thinking about websites, apps, and online resources that you think are important for your audience. Here are some suggestions on what to teach for the types of audiences below:

Older Adults

Learning objectives

- Communication and de-isolation
- Digital life skills
- Internet safety

Examples

- GMail, Google Meet
- Accessing medical information, using Google maps and other transportation apps to get around
- Identifying phishing emails and fake urls

Adults

Learning objectives

- Workforce readiness and productivity
- GED/HiSet or post-secondary education
- Economic mobility
- Financial literacy / banking
- Parenting resources/skills

Examples

- Google Docs and Google Sheets for work or school
- How to apply for jobs, how to create a resume and cover letter
- Online banking and budgeting
- For parents, how to check your kids' grades online, find after school programs, etc



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Young Adults

Learning objectives

- Post-secondary education
- academic skills
- life skills, budgeting
- communication skills,
- job skills

Examples

- How to find scholarships, fill out school applications and apply for financial aid
- Google Docs, Sheets and Slides for school
- Writing resumes and filling out online job applications
- Maybe more advanced stuff like coding!

For School-Aged families (Kids 7-18 attending with an adult)

Learning objectives

- Homework/studying skills and programs
- Access to post-secondary education
- Research
- Parent involvement, parent learning, parent resources
- Digital citizenship

Examples

- Common Sense Media, Google Classroom
- Where's My School Bus?
- Using the digital resources at the Boston Public Library, Including [e-cards](#) for membership for every resident of Mass

For Early Childhood families (Kids 3-6 attending with an adult)

Learning objectives

- Math, science, early literacy
- Arts and music
- Social-emotional skills
- Parenting skills



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Examples

- Elmo Loves 123, Letter School
- Draw & Tell, Toca Band
- Daniel Tiger's Grr-ific Feelings
- PBS Parents

Small Business & Entrepreneurs

Learning objectives

- Business plan & set up
- Marketing, communication
- Payments & transactions
- Taxes
- Budgeting and managing finances

Examples

- Creating social media accounts
- Creating a simple but professional website on Google Sites
- Using Google Sheets to track expenses for taxes
- Creating budgets
- Using apps to collect money for goods and services

Managing class diversity & needs

Keep in mind that patience is important since most adult learners have not been in school for years and need to re-adjust to a classroom setting. Some learners may also be English language learners and/or first-time computer users. When this is the case, anticipate a slower pace.

If you are working with learners that vary on digital literacy skill level

- Separate the class into multiple groups based on abilities and plan different activities and assignments catered to their skill level.
- All assignments can be based on the same tool, but differentiated in specific tasks to tailor them to each group.
- Pair up advanced users with less advanced users to have them help each other.

If you have first-time computer users, help them find basic computer instructions (e.g. parts of a computer, typing exercises) that they can explore in their free time even if you can't cover them in class. For example, www.gcflearnfree.org is a good site for beginner technology



tutorials. And www.grovo.com has short video tutorials about popular websites. If you don't want to create an account, you can use the TGH's login email (grovo@techgoeshome.org) and password (techgoeshome).

For English language learners, use "Free Rice" as a tool to practice vocabulary.

Content Areas

The following suggestions are grouped by topic and content areas.

Computer Basics

Mousercise

[Mousercise](#) is a great place to start if you are working with a new computer owner, or if you are working with someone not familiar with a keyboard and mouse but are familiar with navigating the internet on a smartphone or tablet.

The TGH tutorial on Mousercise will cover how to get started, but the majority of the learning in this area will come directly from the [Mousercise website](#). Encourage your students to take some time early on to learn about how to use a mouse.

The Mousercise tutorials can be found on the TGH School and TGH Community page.

Typing.com

Learning to type faster is a great way to improve efficiency and enjoyment while on a computer. If your learners type with one finger on each hand or if they regularly look at the keyboard while typing, then typing lessons might be just the thing for them. Learning to type fast won't happen overnight and usually takes a lot of practice. Understanding the basics can help ensure that your learners are practicing helpful habits whenever they type at a computer.

Once they have learned some of the basics, be sure to encourage them to keep the correct hand posture in mind when typing at work or sending messages to loved ones. This will be one of the fastest ways to help them learn.

The Typing.com tutorials can be found on the TGH School and TGH Community page.



Keyboard and computer shortcuts

Just about every operating system and computer program has its own “keyboard shortcuts”. These are little tricks built into the program or device to help complete certain tasks that can usually be done quickly. Using “Control+C” and “Control+V” to copy and paste text is an example. Many of these shortcuts are common across various types of devices, while some are specific to certain companies, devices, or software.

Whenever a new learner is sitting with a new device or at a new keyboard, it is a helpful practice to look up the keyboard shortcuts for that device. This can help them get the most out of their personal devices and can also help them save time getting things done.

When looking up new keyboard shortcuts, it is easy to search online using Google or other search engines, although it is usually most helpful to go directly to the source and look at support pages published by the manufacturer of the product.

Here are a helpful resources that you can use as reference:

1. Chromebook shortcuts guide ([English](#) or [Spanish](#))
2. Mac shortcuts guide ([English](#) or [Spanish](#))
3. Windows shortcuts guide ([English](#) or [Spanish](#))

Getting Online

The Internet can be a rewarding but intimidating place. Just about every job in the 21st century requires an online application, and so many aspects of everyday life have moved online. In this section, we will review a few of the basics that can help make the most of everyone’s time online.

Internet Browsers

Most of the time, when you “get online” on a computer or a smartphone, you are using what is called an “internet browser”. An internet browser is simply the program or application (also known as an “app”) that lets you access the World Wide Web. Examples of internet browsers are Google Chrome, Safari, Mozilla Firefox, and Internet Explorer.

Google Chrome

Tech Goes Home has a tutorial made specifically to cover the Google Chrome internet browser as this is the default browser that comes with the Chromebooks that most of our TGH graduates receive.



The Google Chrome Browser tutorials can be found on the TGH School and TGH Community page.

Gmail and email

Being comfortable and proficient with email is one of the most helpful skills TGH learners can have in today's age of digital communication. Being comfortable with email can make the difference in getting a new job or in getting ahead when a learner starts a new job.

Gmail is the only mandatory tool (except for TGH Early Childhood) in the Tech Goes Home training. When reviewing Gmail with your learners, please encourage them to follow these steps:

1. Create a professional login name
2. Write down their login and passwords so they can remember it

Similar to other tutorials, TGH has a tutorial available for Gmail, as we feel this is the most helpful email service for our graduates to get to know. There are many other email services available, and most offer the same basic features, though some have features that others do not. Other examples of email service providers that your learners may not have heard of or used are hotmail.com, aol.com, and Microsoft Outlook.

One additional note on email providers is that many workplaces and schools use Gmail as their organization's email service. For example, this is what we do at Tech Goes Home; for each of the Tech Goes Home staff, we go to Gmail.com to log into our work email accounts, and then type in our "name@techgoeshome.org" email address to log in. Gmail is the most popular email service currently for employers, and it is a helpful skill for many jobs.

For practice, try having learners send an email to you. It can be as short as putting "hello" in the text of the email. Once they can send simple emails, have them practice sending longer email messages.

The Gmail tutorials can be found on the TGH School, TGH Community, and TGH Small Business pages.

Digital Tools for Everyday Life (and Work)!

At Tech Goes Home, we recommend that all TGH learners become familiar with the various tools that Google offers. Gmail, Google Docs, and Google Drive are some of the primary tools



that TGH uses internally for our everyday work, and we wouldn't recommend it if we didn't believe in its importance both professionally and personally in our everyday lives.

Many of the tools that Google makes are available for free and are compatible with Google Chromebooks. On top of that, each of the software that are referenced below are also usually available on smartphone devices, so you can use them on a computer or a phone. That said, Google is just one of many companies that provides these types of online and software based tools. For each of the Google resources below, we will also recommend alternatives that might suit your professional or personal interests.

Google Docs

Google Docs is a “word processor” that is similar to Microsoft Word or Apple's Pages. These are the programs that can be used if your learners want to create a text document like a resume, meeting notes, or an essay. One of the key advantages of Google Docs is that your learners can “share” their document in real time with others over the internet so that multiple individuals can view the same document at the same time and see the changes that others make. This can be helpful for things like sharing meeting or class notes or working collaboratively on a project together.

The Google Docs tutorials can be found on the TGH School, TGH Community, and TGH Small Business pages.

Google Sheets

Spreadsheets are a type of document that organizes information into tables that have columns and rows. Some examples of spreadsheet software are Google Sheets, Microsoft Excel, and OpenOffice Calc. These types of documents can be very helpful in professional settings for organizing a large amount of data like mailing lists or class rosters. Spreadsheets can be used to organize/update inventory or budgets.

Similar to Google Docs, Google Sheets can also be viewed and edited by multiple individuals in real time.

The Google Sheets tutorials can be found on the TGH School, TGH Community, and TGH Small Business pages.



Google Calendar

Google Calendar is an online calendar and time management platform. There are few comparable online calendars (such as Microsoft Outlook) that are as widely used. Google Calendar can be used at work for personal organization. Google Calendar can also be used individually or “shared” with others like co-workers or family members. The “sharing” feature allows others to have a glimpse of your schedule and be invited to a mutually attended event. It can be very helpful to have Google Calendar synced on a mobile device with notifications enabled as a reminder for an upcoming event.

The Google Calendar tutorials can be found on the TGH School, TGH Community, and TGH Small Business pages.

Google Maps

Google Maps is an app that helps people get directions to their destinations. It can provide real time directions on a trip by using a device’s location services. Google Maps has various options for how to get to your destination. You can choose to drive, walk, bike, take public transportation, or even fly to your desired location.

In addition to Google Maps, there are different options available for map and navigation software. Common examples are MapQuest, Waze, and Apple’s Maps.

The Google Maps tutorials can be found on the TGH School, TGH Community, and TGH Small Business pages.

Google Drive

Google Drive is an online file storage and organization service from Google. The most common alternative to Google Drive is Dropbox, and there are many others. Google Drive and other online storage services let you save and organize your files and documents online, or on “the cloud”. Rather than saving files and documents directly on the computer’s hard drive like you might with something like a Microsoft Word document, with Google Drive, you can save your document online on Google Drive. Those files can then be retrieved from any device that can connect to the internet. Google Drive can be very helpful in both your learners’ personal life and in professional settings, and we recommend most TGH learners explore and become familiar with this tool.

Parent Resources

Engage adult caregivers in a discussion around parenting in a digital world. Screen time is a good place to start. Here are some open-ended questions for group discussion in your class:



- How much screen time should be allowed per day?
- When should screen time be allowed?
 - Ex: Not right before bed or during dinner
- What type of screen time is allowed?
 - Learning vs. entertainment vs. play
 - Mobile devices vs. computer with keyboard
- Are there areas of the home that should be technology free (tech-free zones)
 - Ex: Bedroom, bathroom

Below are additional resources for TGH families:

- [PBS for Parents](#): Age-by-age tips & activities for social/emotional skills, character development, literacy, math, science, and arts.
- [Learn at Home with PBS Kids](#): At-home learning topic with activities, games, and articles — featuring your favorite PBS KIDS characters like Daniel Tiger, Elmo, and the Kratt brothers — to keep your child learning through play
- [Common Sense Media](#): Expert reviews, objective advice, helpful tools, and so much more.
- [WGBH Resources for Early Learning](#): exciting, engaging media-rich learning opportunities for educators, parents, and caregivers of children. From detailed lesson plans to simple, everyday activities, you will find everything you need to help your children succeed.
- Parental Controls: [Parental control set up for iOS \(English, Spanish\)](#), [guide to setting parental controls](#), [parental control for Google Play](#)

Building your lesson plans

Lesson plans help frame an educational goal or objective. TGH has developed the following materials for instructors to use. These materials can also be found through the instructor portal.

- [Lesson Plan Structure Guide](#): Suggestions on how to organize each session. Use this with the templates below.
 - [Lesson Plan Detailed Template](#): Blank template. Download it or make a copy and save it to your Drive to edit.
 - [Lesson Plan Detailed Sample](#): Sample of what a first 3 hour session might look like.
 - [Lesson Plan 1 Pager Template](#): This copy is customizable in Google Slides.
 - [Lesson Plan 1 Pager Template](#): This copy is a fillable PDF.



Pick a virtual meeting platform (Distance Learning only)

You'll want to pick a virtual meeting platform that you're most comfortable with to host your distance learning course. Some popular options among TGH instructors are Google Meet, and Zoom. Once you've decided on a virtual meeting platform, familiarize yourself with its features and functions. Consider testing out a virtual meeting with friends, family, or with just yourself.

Depending on how you run the class, you may need two platforms, one for hosting video conferences/meetings and one for file sharing. Here are some recommendations:

Video conferencing (required)

- Zoom: visit [Educating Over Zoom](#) for ideas
- Google Meet: visit Google's [Teach from Home \(English\)](#) and [Spanish](#) for ideas
- Microsoft Teams

File sharing (optional)

- Google Drive
- Google Classroom
- Or another platform of your choice (Dropbox, Box...etc.)

Final Projects

As a part of the Tech Goes Home training, we ask instructors to require each learner to create a final project (optional for TGH Early Childhood). The final project should help the learners practice using the skills and tools they have learned throughout the training. Examples of the expectations a learner might have for the final project include the following:

- Researching information of interest
- Sharing new knowledge with the rest of the class
- Creating a resume or cover letter
- Offer a presentation using Google Slides
- Uploading pictures/videos

Feel free to be creative when crafting a fun project for your learners. Below are examples of projects that have worked with our learners.

TGH Community/School Final Project Examples:



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1. Plan a weekend with your family where all the events you attend are free. Use Google Slides or Google Docs to present the itinerary to your fellow learners. Feel free to make the weekend themed based. For example, do an entire weekend of music or art.
2. Create a monthly budget using Google Sheets.
3. Find five jobs that interest you using online job sites and create a Google Slides presentation with one slide about each job. If finding new jobs is of no interest to you, perhaps look for five volunteer opportunities.
4. Using Common Sense Media, research the top five pieces of media that your children consume. This could include books, music, apps, video games, movies, and more. Create a presentation about what you found.
5. Sign up for a free Boston Public Library account and check out books using the online catalog.
6. Using Google Calendar, create a family calendar that lists all important dates and events including doctors' appointments, work schedules, birthdays, school events, etc.

TGH Small Business Final Project Examples:

1. Research small business resources available through websites in the TGH curriculum. Find two to three resources that are relevant to your small business and share them with the class.
 - a. Ex: "Here is a map of my business's local competition that I made using SBA Learning Center's 'Analyze Your Business' tool" OR "Here is a list of steps from mass.gov that I need to take to prepare my business for tax season" OR "Here a loan from Dorchester Bay EDC that I am going to apply for."
2. Show the class your new social media page for your business.
 - a. Ex: "Here is my business's new Facebook page including the About section, photos, and a post" OR "Here is my business's Yelp page, including hours, location, and photos."
3. Using Google Calendar, create a business calendar that lists all important dates and events and share it with the class
 - a. Ex: "Here is my business's calendar of holidays, sales, and special events."

TGH Early Childhood Final Project Examples (final projects are optional for this program):

1. Share your ScratchJr. project with the class.
2. Using Common Sense Media, research the top five pieces of media that your children consume. This could include books, music, apps, video games, movies, and more. Create a presentation about what you found.
3. Share a piece of art or music that was created using the apps on the iPad.



Figure out your course schedule

Tech Goes Home courses are at least 15 hours long to ensure that learners can take away basic digital skills to be used with their device. Some instructors might determine that more than 15 hours are necessary to support the learning of their learners.

How sessions are divided is up to the instructor. Our recommended length for each session is 1-2 hours for in-person courses, and 1-1.5 hours for distance learning courses. Our recommendation is to go with a schedule that works for you as the instructor. You might decide to schedule a course that starts and ends in the same week, or spread out over the course of three months. It's always best practice to work out a schedule that isn't too overwhelming for you – we want you to have fun too! Keep in mind that individual sessions cannot go beyond 3 hours for in-person courses, and 2 hours for distance learning courses.

Here are some guidelines for scheduling your TGH course:

- Minimum of 15 hours of TGH instruction (schedule more hours if needed)
- Keep in-person courses 1-2 hours long, and distance learning courses 1-1.5 hours long.
- Do not exceed 3 hours per session for in-person courses and 2 hours per session for distance learning courses
- Schedule make-up sessions ahead of time and include them in your course application. Make-up sessions don't count towards the 15 hour minimum requirement.
- Schedule your make-up sessions before the last day of your course so learners can finish together
- Set a deadline for learners to make-up what they missed in order to graduate.

Integrating Tech Goes Home into existing programming

Do you have an ongoing program at your site that can benefit from Tech Goes Home? Integrating the 15 hour TGH curriculum into your existing program might be just the right thing for you. Many of our partners find integrating TGH into existing programming beneficial because the audience is already there.



Learner Recruitment & Eligibility

When recruiting learners, we ask instructors to use their own discretion and take into consideration staff time, capacity, and space when planning to run TGH courses. When you are ready to start recruiting learners, please give priority to those who:

- ✓ Have low-incomes
- ✓ Are unemployed/under-employed
- ✓ Have special needs
- ✓ Are limited English speakers
- ✓ Do not have a computer
- ✓ Do not have internet access

Customizable flyers in different languages for recruiting can be found in the [instructor portal](#). These flyers can be downloaded and edited to include the site and instructor's contact information. Previous instructors have found distributing flyers at local libraries and communities to be very effective. Word of mouth from graduates always works too!

You may want to consider creating an informal intake form to keep a list of potential learners. An intake form can help you determine the eligibility and readiness of learners. You can also use this as a way to gather a waitlist for future courses. Feel free to [make a copy](#) of our sample learner interest form.

Learner eligibility & enrollment

From time to time, you may get a request from a learner who has already taken a TGH course. Individuals who have participated in a TGH program (Community, Early Childhood, School, and Small Business) in the past 2 years are not eligible for a second device. If you have room in your course, feel free to have them learn with the TGH device they have already received. Please be clear with them that they are not eligible for a second device.

Learners are welcomed to attend multiple TGH programs (for example, a learner might attend a TGH Community program in the fall, and sign up for a TGH Small Business program in the spring). However, they are only eligible to receive one device. Individuals interested in enrolling in multiple TGH programs cannot attend multiple courses simultaneously.



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For TGH School and Early Childhood programs, families with more than one child can have each parent/guardian attend with a child. If both parents/guardians attend the same TGH course with both children, they are eligible for two devices. Single parent/guardian households with multiple children must take the course with each child in order to qualify for the device. For example, the single-family parent/guardian can attend a TGH School course in the fall with Child 1, and a TGH School course in the spring with Child 2. In this case, the family would be eligible for a device for each child.

Who is NOT eligible for TGH enrollment and devices?

- Staff members of their site are not eligible to participate in the TGH program that their site is running.
- Family members of instructors cannot enroll in the same program that their relative is facilitating (However they can attend a course that another instructor is facilitating).
- TGH graduates who have received a device in the past two years are eligible to enroll in a course but are not eligible for a device.
- Volunteers and Course Assistants cannot assist and participate in a course at the same time. If you have someone who is interested in both participating in TGH and assisting a course, please have them complete the TGH course as a learner first. They can then become course assistants for future courses.

Program Completion Requirements

To complete the Tech Goes Home training program, each learner must complete 15 hours of TGH training. Those who have a partial completion can make up the hours at another TGH course or schedule additional time with their TGH instructor. If you have a previous TGH learner who is making up hours in your course, please email us at program@techgoeshome.org so we can combine their hours.

For Early Childhood, the adult attending the course must complete 15 hours of TGH.



Learner Eligibility Frequently Asked Questions

What if I'm running a TGH Community program and I have someone who is under the age of 18 that is interested in signing up?

Please contact us at program@techgoeshome.org about a parent/guardian permission form or refer them to a TGH School program.

I want to run the TGH School or TGH Early Childhood curriculum with families (adult & child), but my site is not a school. Can I still run these programs?

Yes! But please contact us at program@techgoeshome.org first so we can provide information about running these programs at a community site.

I have a family that wants to participate in my TGH School or TGH Early Childhood course, but the parent/guardian cannot make it. Is there another adult that can take it with the child instead?

Yes! The child will need their legal guardian's permission to run with another adult. Contact us at program@techgoeshome.org for a parent/guardian permission form. The adult must be someone of significance in the child's life (adult sibling, another family member, Big Brother, Big Sister...etc.)

I have a learner who was only able to complete part of the 15 hours, can their hours be rolled over to a course at another location or can they finish their hours with my next cohort?

Yes to both! Please let us know their first and last name, and the course they were originally enrolled in and we will move their attendance to the new course.

Class size

Class size for each TGH program will vary and will depend on the comfort level of instructors and the skill level of learners. Below are class size recommendations for each TGH program, however, instructors should use their own discretion when determining the right size. Distance learning courses have a maximum requirement for each program. Please see the information below.

TGH Community: maximum of 15 individuals per instructor

TGH Early Childhood: maximum of 15 families per instructor



TGH School: maximum of 15 families per instructor
TGH Small Business: maximum of 15 individuals per instructor

Submit a course application

Once you’ve finalized your course schedule, you can let us know by submitting a [course request application](#). Make sure to submit an application for each cohort by the deadline. Watch a [video](#) on how to complete the course application form. Here is the deadlines calendar:

TGH Calendar	Q1 Winter			Q2 Spring			Q3 Summer			Q4 Fall		
Instructor Orientations	Nov	Dec	Jan	Feb	Mar	April	May	Jun	July	Aug	Sep	Oct
Course Requests Due By	12/1	1/1	2/1	3/1	4/1	5/1	6/1	7/1	8/1	9/1	10/1	11/1
Course Approval Notifications Sent	12/10	1/10	2/10	3/10	4/10	5/10	6/10	7/10	8/10	9/10	10/10	11/10
Course Start Date	1/1 - 3/31	2/1 - 4/30	3/1 - 5/31	4/1 - 6/30	5/1 - 7/31	6/1 - 8/31	7/1 - 9/31	8/1 - 10/31	9/1 - 11/30	10/1 - 12/31	11/1 - 1/31	12/1 - 2/28

Note: Any applications that are submitted after the deadline will automatically be rejected.

Here are some things to keep in mind:

- Submit one application per cohort. For example, if you have a morning and afternoon session with a different group of learners, you’ll have to submit two course applications.
- Have more than one instructor for the course? Only one course application needs to be submitted although all co-instructors should have an approved instructor application.
- If you are missing any materials from previous courses, such as an incomplete attendance, missing learner post-surveys...etc., your course application will automatically be marked pending until you complete your incomplete course.

If your course is in-person, here are some things to keep in mind:



- Do NOT put your personal phone as the number for learners to call on the application form. The phone number you'll share with us will be published on our website as a way to help recruit learners to your site. It's best to leave your site's main office number.
- Let us know when your course is full so we can list it as closed on our website so potential learners can contact another site to sign up for a TGH course.

Once the course application is submitted, it will go through a review process by Tech Goes Home. You will receive notification of your course's status through email. **Your course must be approved by TGH before completing any of the steps below.** If your course has been approved, your initial notification email will include your course management page link and further instructions on preparing for your course. Please remember to save this email for the duration of your course and bookmark the relevant links.

Course Assistants

If you are running the TGH School Program or the TGH Early Childhood Program, you will receive an email with a link to the course assistant application once your course has been approved. If you'd like a course assistant and have recruited one, please forward the link to them to complete. They will receive further instructions from TGH about their application process and approval.

Those who become course assistants only need to submit the assistant application once. After they've been approved, please list their name in your upcoming course applications. Although course assistants do not go through a TGH instructor orientation, they must complete their assistant application and be approved by TGH **before** the first day of the course and cannot assist with a course if they have not been approved by TGH. Course Assistants cannot be a learner of the course while they are assisting TGH instructors. Once an assistant application has been reviewed by TGH, an approval email will be sent to the instructors and the assistant.

CORI Check

In order to comply with all government laws, TGH must complete their own background check for all Instructors, Co-Instructors, Course Assistants and Volunteers who have contact with learners. Course Assistants must have an acceptable CORI determined by TGH to be approved. A new CORI must be completed every 3 years.



STEP 3: PREPARE YOUR LEARNERS

After finalizing the list of learners in your class, start communicating with learners about getting ready for class.

Distance Learning Class Setup

Setting up a Google Voice account for your TGH class

Phone communication is often the first step to setting your learners up to participate in your course. Individual or small group phone support can be used to begin initial communication with your learners. Google Voice is free and can be used for individual and group text messages. Before the first day of class, you can use Google Voice to communicate about:

- Devices and internet setup (ex. sending the link of the [TGH setup page](#) to learners)
- Class schedule
- Downloading and using a video platform like Zoom or Google Meet

Mobile Group Messaging Platforms

You can also invite learners to download a group messaging app to start communicating. These apps can promote additional communication throughout your course as well. Some popular choices are:

- WhatsApp (check out the Business Edition version)
- WeChat
- Telegram

Setting Boundaries

It's helpful to be clear about your role as a TGH instructor and review expectations before the class starts. Set aside some time before or on the first day of class to review expectations for how learners can engage with you throughout the program. Avoid sharing your personal cell phone or chat accounts with learners and be clear about the times during the day when you can be reached.

Here are some tips around setting boundaries:

- Set up “office hours” and let learners know when it's appropriate to contact you.

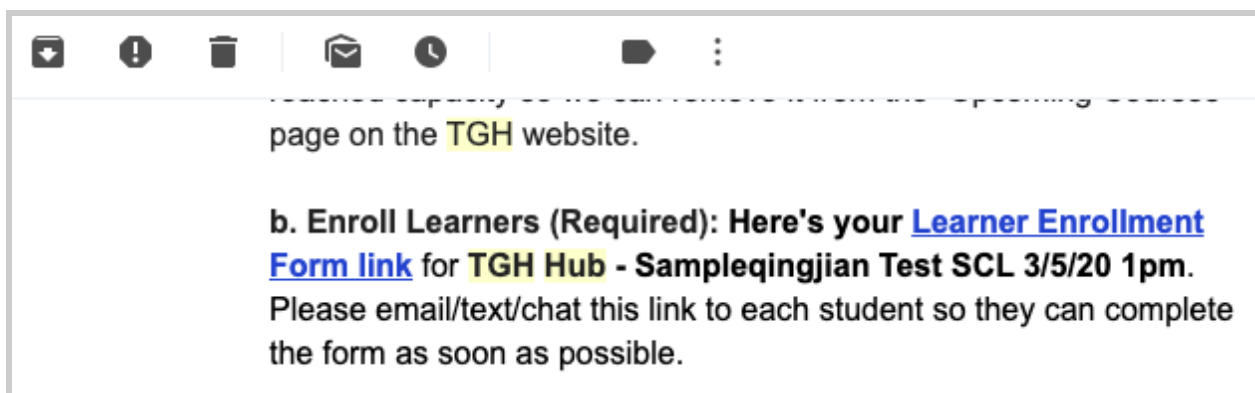


- Have “Do not disturb” hours and turn off your notifications during this time.
- When you reach your max class size, create a waitlist and notify learners that are placed on the waitlist
- Use your best judgment on who will be a fit in your class (for example, if there are warning signs that a learner cannot commit to the class, do not accept them as a learner)
- Know that distance learning might not be for everyone. That goes for both learners and instructors. Acknowledge that people thrive in different environments and recommend in-person classes once those options become available.
- Review the [Distance Learning Learner Agreement](#) with learners. All learners will have to sign this agreement through the learner enrollment process, but it’s always helpful to go over it as a group.

TGH Learner Enrollment

Each learner must complete a learner enrollment form to qualify for a device and internet. ***This form must be completed by the end of the first day of class.***

Once your course has been approved by TGH, you’ll receive an approval email with the subject line: Starting [name of your course]. Look for the learner enrollment link for that specific course in the email:



(You can also find the enrollment link on your course management page)

Text, email, or chat all the learners who will be participating in the class that is listed in the email. Because your learners may be new to using technology, please plan to set aside some time to help each learner complete this form.



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If you are running multiple courses, you'll receive a different learner enrollment link for each course. Please make sure to send the correct link so your learners end up in the correct course attendance roster.

When submitting the form, remind learners to click on "Submit" only once and wait a few seconds for the completion page to appear. This will help avoid any errors in the form's submission.

Learner confidentiality

Some learners may feel uncomfortable sharing personal information on the learner enrollment form and the TGH learner post-training survey. Please let learners know that Tech Goes Home collects this information for internal purposes, such as being able to contact learners about upcoming events, or reaching out to them to measure our program impact one year later.

Tech Goes Home reports on the kind of impact we are making to stakeholders such as our partner sites, individual supporters, and funders, but the data is an aggregate. Stakeholders will see statistics like "75% of TGH learners have a household income under \$25,000." An individual learner's data is kept confidential.

Media Release Consent

TGH instructors, course assistants, and learners all have an option to opt out of having their photos used for TGH materials. If your learner does not consent to the media release, please make sure to never send us photos of them.



STEP 4: INTERNET AND DEVICES FOR LEARNERS

Internet and device cost

Eligible TGH learners will have the ability to earn a device and one year of sponsored internet service at no cost.

Disclaimer: Instructors can only request internet options for learners. Instructors do not qualify to receive internet.

Internet options for learners

TGH learners may fall into the following categories when it comes to access to the internet:

1. No access to get online (no internet or cell phone)
2. Limited or restricted access to get online (limited cell phone data plan, using a school laptop with restricted access...etc.)
3. Existing internet access, but trouble affording the monthly subscription
4. Full access to fast and reliable internet, no financial assistance needed

TGH can help learners obtain internet access if they fall into categories 1-4 as listed above. Learners can choose to enroll in TGH-sponsored Comcast Internet Essentials, or receive a TGH prepaid mobile hotspot.

Internet Option 1: TGH-Sponsored Comcast Internet Essentials (Comcast IE)

About Comcast IE:

- Comcast is considered the best service option because it is a modem that is installed in your home. Provides learners with Wifi for one year that can be utilized by approximately 2-4 people in a household.
- Please see eligibility requirements [here](#).

Learners who choose to receive TGH-Sponsored Comcast IE will get:

- 1 year of Comcast Internet Essentials paid by Tech Goes Home (after 1 year, regular rates apply and the monthly charge is \$9.95)



- Internet speed at 50Mbps (typically covers web surfing, email, social networking, video streaming for approximately 2-4 people/5-7 devices)

Below are eligibility requirements for TGH-sponsored Comcast IE. Please ensure that your learners qualify for the items below before requesting this option from TGH:

- Income based application. Anyone with the National School Lunch Program, housing assistance, Medicaid, SNAP, and others are eligible.
- TGH learners must have completed the required hours during in-person classes or have completed the learner enrollment form for our distance learning program.
- [Located](#) where Comcast offers Internet service.
- Have a social security number or a [valid form of ID accepted by Comcast Internet Essentials](#).

Internet Option 2: TGH-Sponsored Prepaid Mobile Hotspot

Hotspot may be preferable option if:

- You are unhoused or in between housing
- You live in an area that does not support Comcast services
- You do not qualify for Comcast IE
- TGH will provide you with a hotspot to receive 1 year of service at no cost. You will receive your hotspot at your preferred shipping address.

Learners that are not able to get internet through any other option (ex. not eligible for TGH-Sponsored IE, experience housing instability, etc.) can be considered for a TGH prepaid mobile hotspot, with one year of service prepaid by TGH. The type of hotspot will depend on availability and will vary. Get a sense of which learners need a hotspot so that you can include a hotspot with their device order. Share hotspot setup instructions with learners by directing them to the [Verizon Hotspot Support](#) or **800-922-0204**. Hotspots have a 30 day warranty, after this date learners will be responsible for purchasing a new Verizon compatible hotspot if there are any issues and contacting us to switch over their service to the new device.

Disclaimer: Instructors are not able to request hotspots.

If you face issues with any of the internet options, please contact us at program@techgoeshome.org with the hotspots' IMEI #(s).

Requesting TGH-Sponsored Internet



Instructors can find the Learner Internet Request Form on the course management page. Please ensure the learner receives the correct link since the form is specific to each course.

Disclaimer: The learner must first complete the TGH course (15 hours min.) before requesting any form of Internet unless approval has been granted.

Learner Internet Request Form ([Learner's completed attendance must be a minimum of 15 hours before they complete the form](https://techgoeshome.tfaforms.net/5033601?courseid=a0s2M00000abLRM)):

<https://techgoeshome.tfaforms.net/5033601?courseid=a0s2M00000abLRM>

Once your learners are ready to request internet, completed their 15 hour minimum, here are a few things to ensure that the process goes smoothly:

- You must ensure your learner's completed hours are submitted. If not, our team will reach out to you.
- Your learner must ensure their first name, last name, and email address are the same as the one they entered into the enrollment form.
- If your learner decides to select the hotspot option, they must ensure their shipping address is entered correctly.
 - Orders are typically placed every Wednesday and typically arrive Tuesday or Wednesday the following week. Learners will need to be present to sign for the device.
 - If there is fear a learner may not be home, these can be ordered to the course site, which we recommend to ensure the learner has received their device.

First Name/ nombre de pila/ premye non/ 名 *

Last Name/ apellido/ siyati/ 姓 *

Email/ correo electrónico/ imel/ 电子邮件地址 *

I would like to receive 12 months of free internet through TGH / Me gustaría recibir 12 meses de internet gratis a través de TGH/ Mwen ta renmen resevwa 12 mwa entènèt gratis atravè TGH/ 我想通过 TGH 获得 12 个月的免费互联网连接 *

- ☐ Yes/ Sí/ wi/ 是的
- ☐ No/ 不

I agree that I have read through the internet options and selected the best service option for me./ Acepto que leí las opciones de Internet y seleccioné la mejor opción de servicio para mí./ Mwen dakò ke mwen te li opsyon entènèt yo epi mwen chwazi pi bon opsyon sèvis la pou mwen. *

☐ I understand that I cannot change my response once I submit the form./ Entiendo que no puedo cambiar mi respuesta una vez que envío el formulario./ Mwen konprann mwen pa ka chanje repons mwen an yon fwa mwen soumèt fòm lan./

Submit

After the form above is submitted, your learner will receive a follow-up within a 1-2 week timeframe.

If your learner selected Comcast I.E., you and the learner will receive the following email:



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Hello Samplename2,

Here is your TGH promo code for TGH-Sponsored Comcast Internet Essentials: TGH123456. This code must be redeemed by 10/24/2020.

Watch [this video](#) on how to redeem your code and additional important information regarding the service. Written instructions are also attached.

For application assistance, please call Comcast at 1-844-936-0178 and have your promo code ready. **Please do not share this phone number with others.**

If you are already an existing Comcast Internet Essentials customer, your application will not be accepted online. Please email your TGH instructor(s) with the following information:

- Full name on Comcast Account
- Comcast Account Number
- Street address, apt/unit #, City, State, Zip Code
- Phone number

If the learner encounters issues, please have them call the Sponsored Service Support Team (844-963-0178):

- Hours of operation: 9am-8pm EST Monday - Friday
- The learner must have their TGH promo code when calling
- **Please do not share this number publicly**

TGH Device Information and Policies

Learner Devices

Learners who complete the TGH Community, Small Business, or School program will receive an unopened Chromebook along with a laptop case, and a mouse. Learners who complete the TGH Early Childhood course will receive an iPad.



Instructor Devices

Tech Goes Home offers devices for each instructor who has an active TGH course running.

Once a course application is submitted and approved by Tech Goes Home, the instructor(s) running the course will be eligible for a personal teaching device. Instructors can request a new device every two years and can order the device by emailing us at program@techgoeshome.org or including it with an upcoming device order.

By requesting a teaching device, each instructor agrees to the following conditions: If the course that the teaching device is being ordered for is canceled and not re-scheduled and completed within 90 days, then the instructor will be invoiced the retail price of the device and will have to pay the invoice within 30 days. Once the device has been ordered, it becomes the TGH instructor's property. Tech Goes Home is not responsible for lost, damaged, or stolen devices.

Ordering Devices

For distance learning courses:

You will need to get learners set up with internet service and chromebooks before the course starts.

For in-person courses:

If you have a computer lab, we recommend teaching most of the course in your lab. Then towards the middle of the course you can introduce learners to their chromebooks. But do not allow learners to take them home until they complete their 15 hours!

If you do not have a computer lab, order TGH chromebooks before your course starts. Teach on them, but do not let learners take them home before they complete their 15 hours.

Option 1: Deliver to Site (iPad Order Form Only)

1. Calculate how many devices you are ordering for your class.
2. Identify the day for the devices to be delivered (Monday-Friday).
 - a. Most instructors will schedule the delivery for the last day of the course, or in the middle of the course so learners can spend some time getting acquainted with the new device.
 - b. If your course starts on a Monday and ends on the same Friday, place your device order before your course starts.



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3. Assign a point person. Work with your organization to identify a point person to manage the device ordering process. To avoid confusion, the best person to manage device orders would be TGH instructors. But if you are not available, make sure to prepare instructions for the person who will take over this responsibility.
4. Schedule your device delivery between 10AM – 2PM and have your contact person available at this time (For example, 10am - 12pm, 12pm - 2pm, etc.).
5. Submit your device order using the unique link on your course management page.
 - a. Each order link is specific to each course. Please review the course title and dates to ensure you are placing the order for the correct course.
 - b. Once submitted, your order is considered final as submitting multiple order will disrupt our records. If you need to adjust your order, you must email program@techgoeshome.org immediately.
6. You will receive a phone call from HiQ Computers when they are nearby to make the delivery
 - a. **No funds will be exchanged during deliveries.**
 - i. Optional donation - learners may donate to Tech Goes Home at: <https://www.techgoeshome.org/donate>

Option 2: Ship to Site

1. Calculate how many devices you are ordering for your class.
2. Assign a point person. Work with your organization to identify a point person to manage the device ordering process. To avoid confusion, the best person to manage device orders would be TGH instructors. But if you are not available, make sure to prepare instructions for the person who will take over this responsibility.
3. Submit your device order using the unique link on your course management page.
 - a. Each order link is specific to each course. Please review the course title and dates to ensure you are placing the order for the correct course.
 - b. Once submitted, your order is considered final as submitting multiple order will disrupt our records. If you need to adjust your order, you must email program@techgoeshome.org immediately.
4. You will receive a confirmation email once your order is approved and processed by our team.
 - a. If you don't receive a confirmation email, please reach out to us at program@techgoeshome.org.

Option 3: Ship to Learner(s)

1. Calculate how many devices you are ordering for your class.
2. Assign a point person. Work with your organization to identify a point person to manage the device ordering process. To avoid confusion, the best person to manage



device orders would be TGH instructors. But if you are not available, make sure to prepare instructions for the person who will take over this responsibility.

3. Submit your device order using the unique link on your course management page.
 - a. Each order link is specific to each course. Please review the course title and dates to ensure you are placing the order for the correct course.
 - b. Once submitted, your order is considered final as submitting multiple order will disrupt our records. If you need to adjust your order, you must email program@techgoeshome.org immediately.
4. After you submit your initial order, our team will review your order and send the direct shipping form for you to enter each individual learner's shipping information.
 - a. Please fill out one form for each learner.
 - b. Once our team receiving the shipping information, you will receive a UPS tracking number for each learner.

One-Year Warranty on TGH iPads and Chromebooks

Each device has a limited one-year warranty and will cover any defects that came with the device (some examples include defective screens, trackpad, or keyboard). The one-year warranty does NOT cover damage caused by normal wear and tear, accidents, misuse (including failure to follow product documentation), neglect, disassembly, alterations, and external causes such as but not limited to water damage, extreme thermal or environmental conditions.

In the event of the device not responding or other defects, the learner must call HiQ Computers at 617-951-4650 and press 3 at the prompt for Technical Support and Repair Services. HiQ will provide assistance if the defect occurs within the one year coverage period. The learner must have their serial number at hand before calling.

HiQ Computers cannot repair defective devices after the one year warranty ends. Instructors should inform learners about connecting to a local computer repair service.

Contact TGH (program@techgoeshome.org) for:

- Changes to your device order (Ex: changing the date of delivery for a later date, the number of devices, or the delivery location)
- Questions regarding your upcoming device order (Ex: tracking number, when to expect your delivery, etc.)

Returning Devices

Any extra devices left over from your course must be returned. This might happen if you have a learner who opened their TGH device but did not complete their 15 hours. In this case, you would have to fill out the TGH Device Return Form found on your course management page.

Please ensure you complete the correct device return form by carefully reviewing the course title and dates. Additionally, kindly submit the form only once, as multiple submissions for the same course may disrupt our records. If you need to update your submission, please contact program@techgoeshome.org for assistance.

For all orders and returns, please be aware of the following TGH office closures:

- **New Year's Day** – January 1st
- **Presidents' Day** – February 17th, 2025
- **Patriot's Day** – April 21st, 2025
- **Memorial Day** – May 26th, 2025
- **Juneteenth** – June 19th, 2025
- **TGH Summer Holiday** – June 30th - July 4th, 2025
- **Labor Day** – September 1st, 2025
- **Indigenous Peoples' Day** – October 13th, 2025
- **Veterans Day** – November 11th, 2025
- **Thanksgiving** – November 27th - 28th, 2025
- **TGH Winter Holiday** – December 22nd, 2025 - January 2nd, 2026

FAQs - Learner Devices

1. *When do I order my devices for the learners?*

Disclaimers: Instructors must order devices 2 weeks to the start of the class to have all learners receive their devices by the first day of class.

2. *How long does it take for devices to arrive at learners' homes?*

Disclaimers: Most learners receive their devices between 3-10 business days based on the proximity of the learner's residence to our warehouse. Therefore, some will receive it early, on the day of shipping and others, up to 10 business days.

3. *How do I ship a device to a learner who does not have a reliable or permanent address?*

Email TGH with the details of the situation and some proposed alternatives that might work with the learner. TGH will review each situation and recommend next steps.



4. *Can you ship more than one device to the same address?*
TGH provides 1 device per household. However, if the learners live in the same building or if there is a special circumstance, please let us know and then complete the shipping form.
5. *Are instructors able to choose both delivery and direct shipping options on the device order form for a single course?*
Yes. Please complete the device form twice. Select “delivery to site” on the first form submission and “direct shipping to learners” on your second form submission. After selecting “direct shipping to learners” on your second form submission, TGH will send you the direct mailing form to fill out for each learner.
6. *Can a learner device be mailed to an instructor’s address?*
Yes. The instructor needs to email TGH first with the details and TGH will proceed from there with HiQ computers.
7. *I entered the wrong address for one of my learners, what do I do?*
Email TGH, with the correct address, as soon as you find out.
8. *The direct shipping UPS tracking says the device is delivered, but the learner says they have not received it. How should we proceed?*
Please contact UPS as soon as possible. Have the tracking # available when calling. Keep TGH up-to-date about whether or not the device can be recovered from UPS.
9. *I had a learner join the class after I placed the order. Can I submit another order for this learner?*
Yes. If you have already placed a “Deliver to Site” order, please submit a new order for “Direct Shipping to Learners”. If you have already submitted a “Direct Shipping to Learners” order, you may submit another direct mailing form and notify TGH about the add-on.
10. *My learner missed the direct shipping UPS delivery, what can they do?*
Contact UPS with the tracking # to find information on the status of your order. Email TGH with any updates.

11. I have extra devices left over, what do I do?

Utilize the device return form on your course management page and follow the instructions within the form.

12. I have a large family taking my School/Early Childhood course, can I order more than one device?

For TGH School and Early Childhood programs, families are allowed to have a maximum of 2 devices per household. To qualify for both devices, two adults must participate with both children so there is a one adult to one child ratio.

13. A learner received a Chromebook or an iPad in a previous course, can the same learner receive a different device from the previous course they took?

Yes, the learner can receive, for example an iPad in the current course if they received a Chromebook in their previous course and vice versa.

14. I'm an instructor and I missed the HiQ delivery at my site, what do I do next?

Please contact Tech Goes Home ASAP so we can put you on the list to pick up your machines. Trainers that missed their machine delivery can pick up machines at HiQ Computers in Medford after contacting Tech Goes Home.

FAQs - Instructor and Partner Devices

1. Can I request an instructor device before putting in an order for learners?

Yes. Please email TGH to inform them about placing two orders and the course you are ordering for. Then, you can submit two order forms. The first for the instructor device, and the second for the learner devices.

2. How many devices can one instructor request?

Each instructor can request one TGH teaching device every five years. If an instructor is teaching both Chromebook and iPad based courses, they may have one of each.

3. Can I order device(s) for my course assistant and or volunteer?

No. TGH does not provide devices for course assistants or volunteers.

4. Can my organization order a device that's not tied to an instructor? How many can we request?

Partner sites are also allowed to have one device every five years to be shared by instructors, course assistants, or volunteers.



5. What happens to a requested instructor and/or partner site device if I cannot run my course?

If the course that the teaching device is being ordered for is canceled and not rescheduled and completed within 90 days, then the instructor and/or the partner organization will be invoiced the retail price of the device and will have to pay the invoice within 30 days.

6. Are instructors allowed to order a partner site device and an instructor device at the same time?

Yes, please make sure that there isn't already a partner site teaching device. Check with your co-instructors to figure out who will place the partner site device order.

7. What if a device gets stolen at my site?

After you've received the devices, make sure to keep them in a secure location until learners can take them home. Once the machines have been delivered, any lost or stolen machines become the site's responsibility, so it's important to keep them locked between classes.

iPad set up for TGH Early Childhood

Tech Goes Home iPads will be loaded with apps listed under the [TGH Early Childhood curriculum](#). We recommend a general overview of how to use an iPad on the first day of class with the adult caregivers.

When families receive the iPads, DO NOT have them sign into iCloud or use Apple ID until each family completes the 15 hours of TGH. This step will prevent iCloud user settings to sync with the iPad and will help TGH reset the iPad if it gets returned to us if the learner does not complete the course. The apps for the Early Childhood program do not require iCloud sign-in to use.

The apps in the TGH Early Childhood curriculum are fully preloaded and most do not require WIFI access to use. Apps that do require Wi-Fi are YouTube Kids and PBS Video.

iPad Remote Connection with HiQ/TGH & FAQ's

Tech Goes Home works with HiQ to upload our TGH Early Childhood apps onto each iPad distributed to learners after they complete the program. HiQ uses a server to distribute the



apps to TGH devices so we can get the iPad to each family in a fast and efficient manner. Participants will see a "management profile" in their settings.

1. *Can HiQ or TGH see what I'm doing on my TGH iPad? For example, can they see what other apps I'm downloading?*

No. The remote server can only send out information to the iPads, it does not receive any information about how it's being used.

2. *What happens if I remove the management profile from my device?*

3. The apps on the iPad will continue to work, but the pre-loaded TGH apps cannot be updated. If the iPad is reset, the pre-loaded TGH apps will be deleted from the device. Please contact HiQ directly to remove the management profile.

4. *I removed the management profile. How do I get it back?*

Please contact HiQ directly to reload the apps.

App Updates for TGH Preloaded Apps

Updates for TGH pre-loaded apps will automatically be completed through the HiQ remote server and pushed out to each device if the device is connected to Wi-Fi. Apple ID sign-in is not required for this step.

If learners are not able to receive an update for an app, please help them trouble-shoot by following these steps:

- Make sure the iPad is connected to the internet
- Reboot the iPad
- Free up space (at least 700MB)
- Upgrade to the latest version of iOS if none of the above works

Setting up Apple ID

Once the families complete the TGH program, please help each family sign up and/or sign-in with an Apple ID. In addition to being able to access software updates, this will allow them to access the Apple Store and iTunes. Participants do not need to sign in to update existing apps, but do need to sign-in with their Apple ID if downloading new apps.

Here are instructions for how to create, sign-in, and manage your Apple ID: [English](#), [Spanish](#)



Here are instructions for setting up and using Parental Controls: [English](#), [Spanish](#)

Device and Internet Setup

Learners who are enrolled in distance learning will need tech support in setting up their devices once it has been delivered to them.

Email, text, or group chat the [TGH Setup page](#) to your learners so they can access video and written instructions to setting up their TGH devices and internet. This page has PDFs (in multiple languages) and Videos (in English) to help your learners set up their chromebook, connect to the internet, and add Zoom or Google Meet so they can join your course.

Set aside one-two hours of “tech support time” so learners can reach you if they have trouble setting up their devices for class.

STEP 5: LAUNCH YOUR CLASS

The first distance learning class session

If you are running a distance learning course, make sure you set up and test your virtual meeting link for your classroom. Once everything looks good, send along the meeting link information (including the meeting passcode) to your learners. A couple of days before the class starts, send a reminder to your learners about the class start date and time along with directions on how to join the virtual meeting. On your first day of class, introduce and review how to use the video meeting platform with learners (here are [sample slides](#) you can adapt). Go over features such as screen sharing, chat, audio mute/unmute, and how to start/stop video. After your first class, take a deep breath! Review how it went and adjust changes for your upcoming classes.

Enrolling learners into your course

If learners in your class have not completed their learner enrollment form by the time you begin the first class, please set aside at least 30 minutes to help learners complete this form. You can view more information on how to do so [here](#).




Developing positive class culture

Have learners introduce themselves to each other. Try some icebreakers and interactive activities throughout each class so learners can get to know each other. Encourage learners to help each other and cheer each other on. Building a positive peer-to-peer culture will help you manage a class with varying skill levels, and increase teamwork among learners.

Start/end class with a roundtable discussion to encourage community. At the beginning, allow time for introductions and review of last class. At the end, have everyone share a few key resources they learned how to use that day so others can explore these independently at home.

STEP 6: MANAGE YOUR COURSE

Managing your course

Each time your course has been approved by TGH, you'll have access to an attendance webpage that will allow you to manage your course (watch a  on how to access and use this page). This page will allow you to:

- View your course status and course schedule
- Update your learner's attendance
- Check off which learners received a Hotspot by adding the devices IMEI number to the attendance form
- See who has been a previous TGH graduate or learner
- See who signed a media release that gives permission to share photos and other media with TGH
- Links to:
 - Learner Enrollment Form
 - Learner Post-Survey Form
 - Add a session
 - Add a course assistant
 - Request Comcast IE codes and more

Note: Please bookmark your course management page for easy access since you will need it throughout your course.



Taking attendance

After your first class session is completed and your learners are enrolled, go to your “Starting [your TGH Course]” email and click on your attendance link. All the learners who have completed their enrollment form will appear on your attendance sheet for that course. **Bookmark this page in your browser for easy access.**

2. Course Management and Attendance Roster: This is your [Course Management link](#) for TGH Hub- Natalie Petit (Test) SB 8/19/16 2:00 PM. As of **December 1, 2022**, you can change your course start/end dates, add sessions, and request to have sessions deleted all on the same form linked at the bottom of your Course Management page.

***NEW Hotspot Procedure for 2023:** If you order hotspots for this course, please let us know which learners receive them in the new 'TGH Hotspot?' column.

Once on your course management page, scroll to the middle of the page:

Learner Name	Media Release?	Received TGH device in last 2 years?	TGH Hotspot?	Total Hours Completed	
Adult One (adult with Child Test One)	Yes	No	<input type="radio"/> Yes <input checked="" type="radio"/> No	10.00	
Child Test One			<input type="radio"/> Yes <input checked="" type="radio"/> No	10.00	Remove
Test Chantale Test (adult with Test Kay Test)	Yes	No	<input type="radio"/> Yes <input checked="" type="radio"/> No	9.00	Remove
Test Kay Test			<input type="radio"/> Yes <input checked="" type="radio"/> No	6.00	Remove

Enter the total number of completed hours a learner has done for the course after each session.

Note: If this is an Early Childhood course, please make sure to match the child's attendance with the adult's hours.

Changing your course start date and adding sessions to your course schedule

Any number of things can happen before or during your course. Don't sweat it! You can adjust your course schedule right from your course page. Scroll down to "Links to Manage Your Course" and copy the link for "Change Course Start Date and Add Sessions". Paste the link into a new tab.

Change Course Start Date and Add Sessions:

<https://techgoeshome.tfaforms.net//5014193?courseid=a0s2M00000abLRM>

Once you are on the *Change Course Start Date and Add Sessions* page, you can add regular and makeup sessions.

Examples of when you would need to edit a session:

- You are out sick or on vacation

An example of when you would need to add a makeup session:

- One of your learners needs to make up an hour of class time

Note: Makeup sessions do not count toward the 15-hour course minimum requirement.

Change Course Start Date and Add Sessions

Course Name

TGH Hub- Natalie Petit (Test) SB 8/19/16 2:00 PM

Instructions

Updating your course sessions will update your course start date and end date.

- Type the new class dates in the **Class Date** boxes below, overwriting the previous class dates
- Update start time (if applicable)
- Update class duration (if applicable)
- Click the blue "Schedule Another Class" at the bottom of the form only if your course now has additional sessions
- If your course has fewer sessions, leaving any extra session blocks, select Yes in the "Delete Session?" question and the TGH program team will delete the session.
- Please do NOT click on the blue link to remove course sessions (*this will not delete the session from our records*)
- Click the submit button

Session Information

Class Date *

08/19/2016

MM/DD/YYYY

Class Start Time *

2:00 PM

HH:MM AM/PM

Class Duration *

3 hours

Make Up Session?

Delete Session?



Delete a session

There are times when you may need to delete a date that was originally in your course schedule. You can also delete sessions on the *Change Course Start Date and Add Sessions* page. Go to the session you wish to delete, select “Yes” under “Delete Session?”, and save.

Delete Session?

☒ Yes

☐ No

This may take up to 72 hours to be updated in the system.

Canceling a course

If you have an approved TGH course but can no longer offer it, please notify TGH immediately at program@techgoeshome.org.

STEP 7: ENDING YOUR COURSE

Planning your last class session

The last day of the TGH course is a time for celebration. Although it’s completely optional, most instructors plan a potluck for learners, and some hand out completion certificates. The last day of the course is also when some learners will receive their devices, and that brings a lot of excitement to the group. If you plan to distribute electronic or printed certificates, you’ll find templates on the instructor portal.

At the halfway mark of your course, you will receive a course finalization email from TGH about final requirements:



Hello Natalie!

You're almost at the end of your course: **TGH Hub- Natalie Petit (Test)**
SB 8/19/16 2:00 PM, please complete the following.

1. Use this link (*new*) to make the following updates: [TGH Hub- Natalie Petit \(Test\) SB 8/19/16 2:00 PM](#) ([Video](#) on using this link)

- a. Learner course completion hours (**15 or more required for graduation**)
- b. Learner post-survey: **complete the survey with learners before or on the last day of class! At least 80% of your learners are required to complete the post-survey.**
- c. Put in your device order (s)
- d. Instructor feedback survey

2. Final Project:

Ensure all learners have completed their final projects before the last day of class. Let them share it with you and set aside a time for them to present to the class.

3. Device Order: Click the links below to place your device order. Please review our [device policy](#) for additional information. [Watch this video](#) on how to complete a device order.

1. [Chromebook Order Form](#)
2. [iPad Order Form](#) (TGH Early Childhood program only)

4. Update TGH at program@techgoeshome.org about the following:

- a. Extending your end date
- b. If the course has been cancelled
- c. A change to your device order
- d. Any other updates that can't be changed through your [course management page](#).

For a comprehensive guide on completing a TGH course, check out and bookmark the [TGH Instructor Handbook](#).

Thank you for all your work!

Tech Goes Home



Learner Post-Training Surveys

On the last day of your course, please direct each learner to complete the learner post-training survey. You'll find the link to the survey on your course management page under "Links to Manage Your Course":

Post-survey link to send to learners on the last day of class:	https://www.tfaforms.com/4625329? tfa_1427=a0s4100000A6UB5&tfa_220=TGH%20Hub&tfa_1491=School&tfa_1669=TGH%20 Hub%20-%20Sampleqingjian%20Test%20SCL%203/5/20%201pm
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Copy and paste the link into an email, text, or chat message to our learners.

Learner post-surveys provide TGH with feedback about each individual's experience with their training. Therefore, we look to check if at least **80%** of your learners have completed the post-survey. As a reminder, have your learners complete the survey before they leave your course on the last day so you can reach the minimum completion rate.

It's very important that the learner completing the survey put down the **same first name, last name, and birth date** as they did in the learner enrollment form. This will help our database match their post-training survey to the survey they completed in the beginning of your course.

We're happy to share post-training data with you. If you'd like to see the post-surveys from your course, email us at program@techgoeshome.org.

Post-TGH Sponsored Internet Options

Please take time to discuss the available self-pay internet options with learners. This ensures they are informed and prepared to maintain connectivity beyond the sponsored period.

An overview of self-pay options can be found [here](#). More information can be found at the bottom of our website [here](#).

Instructor Post-Training Surveys

We also look forward to feedback from instructors as well; please share your experience with us by completing the [Instructor Post-Training Survey](#) after every couple of courses you complete. We use your feedback to inform program decisions and improvements. *Note: Optional.*



Sharing photos & final projects with TGH

We encourage our instructors to share your success with us! Tech Goes Home hosts a public Flickr page (www.flickr.com/techgoeshome) and encourages partners to send us their TGH photos. Many instructors will also send learner final projects to TGH as well. To share photos and/or final projects, email: program@techgoeshome.org. Please ensure that you only share materials with us if your learner has agreed to the media release information.

Course Completion

After your last day of class, TGH will review your course to ensure that all attendance has been completed and that your device order matches the number of students who completed the required hours. TGH will also check that all learners have completed their post-training surveys. Once everything looks good, you'll receive an email from TGH about the completion of your course.

If your course logistics need to be completed, you will receive an email from TGH asking you to complete the incomplete logistics.

Example emails:

- Missing Attendance for "[Course Name]"
- MISSING: Learner Post-Surveys for "[Course Name]"
- Question about machine order: "[Course Name]"

If your logistics are complete but do not receive an email, please get in touch with us at program@techgoeshome.org.

Disclaimer: If your logistics are incomplete for previous courses, it may delay your next course application decision.