




An Overview of Remote Learning for Families

Information and tips to support your child's learning at home.



Remote Learning Table of Contents

The following presentation contains important information and resources to support children Birth through 12th grade in their remote learning.

Label	Audience	Slide Number
Birth-5 	Infants, toddlers, 3-year olds, and 4-year-olds turning 5.	3 - 7
K-12 	Students in Kindergarten through 12th grade.	8 - 19
Birth-12 	All students in the DOE.	20 - 30



Remote Learning for Birth - 5

The following section contains information specific for infants, toddlers, 3-year-olds, and 4-year-olds turning 5.

What does Remote Learning look like for young children?

Remember children love to play—anytime, anywhere, and with almost anything. As they play, they're learning about the world around them and practicing important skills.

Your home is already full of opportunities for learning! You can explore resources on the next slides to support learning by:

- Keeping a daily routine that works for you and your family so everyone knows what to expect.
- Helping your child stay connected with others through phone calls and video calls. Maintaining strong attachments helps children remain resilient and thrive.
- Speaking with your child about the novel coronavirus (COVID-19) and why schools are closed.
- Offering ample opportunities to learn through play.



Activities for Young Children

Check out the [Early Childhood: Learn at Home](#) page for guidance on how to help your young child learn at home.

- The [Learn at Home: Early Childhood Instructional Resources](#) document has activities organized by age and topic. These activities involve no materials or materials that may easily be found at home.
- You can also explore the [Learn at Home: Additional Resources](#) page for fun digital and online activities to supplement your child's learning. It also includes NYC programs and services, and helpful parenting information.

Special highlight: Check out the [Growing Up NYC](#) page for brain building activities to incorporate into everyday moments.



Talking about COVID-19 with Young Children

Find suggestions for how to talk to your child about COVID-19 in this [Guidance for Families of Young Children During School Closures](#).

You can also find coronavirus updates on the [Growing Up NYC: Coronavirus Updates](#) page, including up-to-date information on:

- Childcare
- Food
- Housing
- Emotional support
- Other critical supports



NYC Department of Education
Chancellor Richard A. Carranza

about what scares them.

Some language to share with children

- "There is a new germ, like the germs that give us the flu or a cold and it's called Coronavirus, or COVID-19."
- "It can make people cough or have a fever, but if a person stays for long."
- "Grown-ups are working hard to keep everyone safe."

Coronavirus Updates

As news about coronavirus (COVID-19) changes, the resources below can help guide you and your family with up-to-date and accurate information and support.

Updates
We update this page often. To get more regular official updates:

- ✓ Text "COVID" to [692-692](tel:692-692)
- ✓ Para español, envíe un mensaje de texto con la palabra "COVIDESP" al [692-692](tel:692-692)
- ✓ Download the [Notify NYC app](#)

General Information
For information on how to help stop the spread of coronavirus, available resources, and other updates, visit the [COVID-19 Citywide Information Portal](#).

Menu:

- General Information ▶
- School and Child Care ▶
- Food ▶
- Cash and Benefits ▶
- Housing ▶
- Emotional Support ▶
- Help for Immigrant New Yorkers

Connecting with your Young Child's Program Staff



Your child's program staff are available to support you. You can talk with them about:

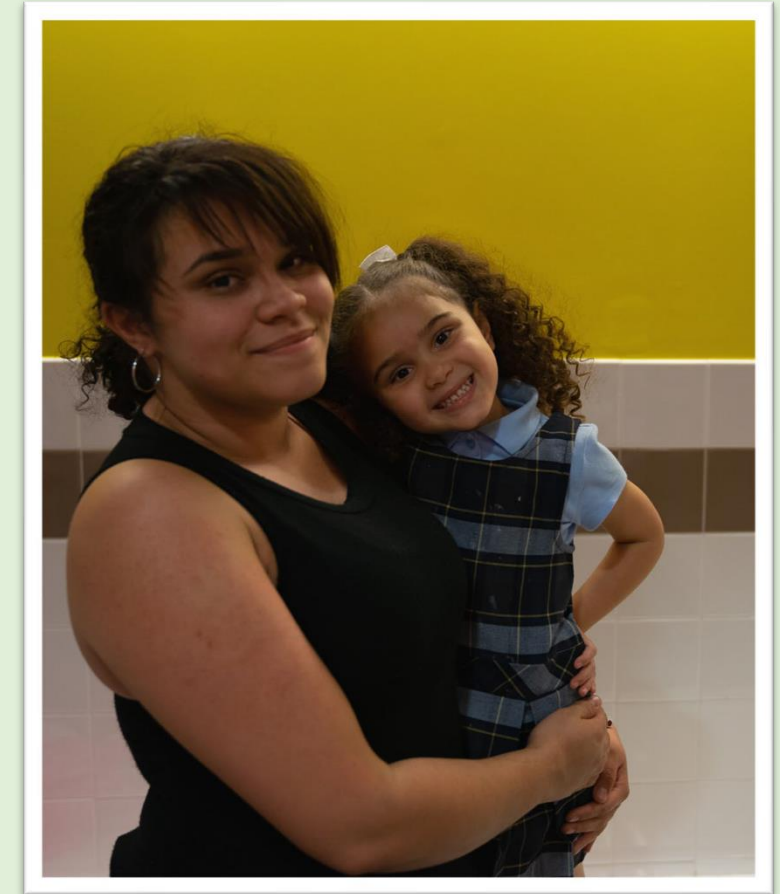
- Setting up a daily routine
- Celebrating an activity you and your child completed
- Questions you have about learning at home

Staff are recommended to have **two** interactions with each child or family every week.

- Weekly interactions will count as your child's attendance.

Communicate with program staff by your preferred method (phone, email, or other digital communication).

- If your child is not able to participate in remote learning interactions provided by the program, please notify the program and they will make accommodations to suit your family's needs.



Remote Learning for K-12

The following section contains information specific for students in Kindergarten through grade 12.

Remote Learning

- **Remote learning** allows your child to continue learning from their teachers online. Your child will be able to participate in lessons and complete assignments from home.
- Your child can access remote learning through devices such as computers, phones, and tablets.
- Each school has its own online platform for remote learning. Many schools use Google Classrooms.



What does Remote Learning look like?

Your child's remote learning can be “**asynchronous**”, “**synchronous**”, or a combination of both.

In **asynchronous** learning, your child participates in lessons during a time they choose.

- Lessons might look like pre-recorded videos, a selection of materials for students to read, and online discussion boards with their classmates.

In **synchronous** learning, your child participates in lessons with their teacher and classmates during a scheduled time.

- Lessons might look like teachers and students using video cameras and responding to each other.

Activities for K-12 Students

Our [Activities for Students](#) page has materials and resources that families can use to support their child's learning at home.

Activities are available for each grade level and subject area.

These activities do not replace what your child is learning when they are at school or learning remotely with their teachers.

There are also activities to support [students with special needs](#) and [English Language Learners](#).



The screenshot shows a webpage with a yellow header bar containing a warning icon and the text "Learn at Home for All Students". Below the header is a breadcrumb trail: "Home > Learn at Home > Activities for Students". The main heading is "Activities for Students". The text below explains that the materials are supplementary learning resources for students who may be home from school, intended to help them continue their education through elementary, middle, and high school. It lists various activities like reading, writing, social studies, and science. A list of materials includes suggested study schedules, instructional activity guides, educational television shows, and links to books, magazines, and websites.

Remote Learning Portal

The [Remote Learning Portal](#) has all of your child's online learning tools.

Students need their [DOE Student Account](#) to log into the Remote Learning Portal. This account ends in "[@nycstudents.net](#)".

You can find your child's **Username** or **Password** with the [Student Account Self Service](#) page.

You can find your child's 9-digit **Student Identification (OSIS) Number** on your child's report card, student ID card, or [NYCSA account](#).



Visit our [Technical Tools and Support](#) page for more information.

[Remote Learning Portal](#)

Sign In

User name

_____@nycstudents.net

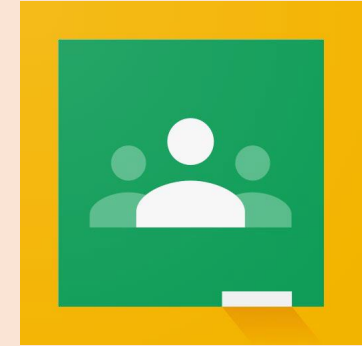
Password

Sign In

What is in the Remote Learning Portal?

When your child logs into the Remote Learning Portal, they will have access to three important learning tools.

- Google Classroom
- TeachHub
- Microsoft Office 365



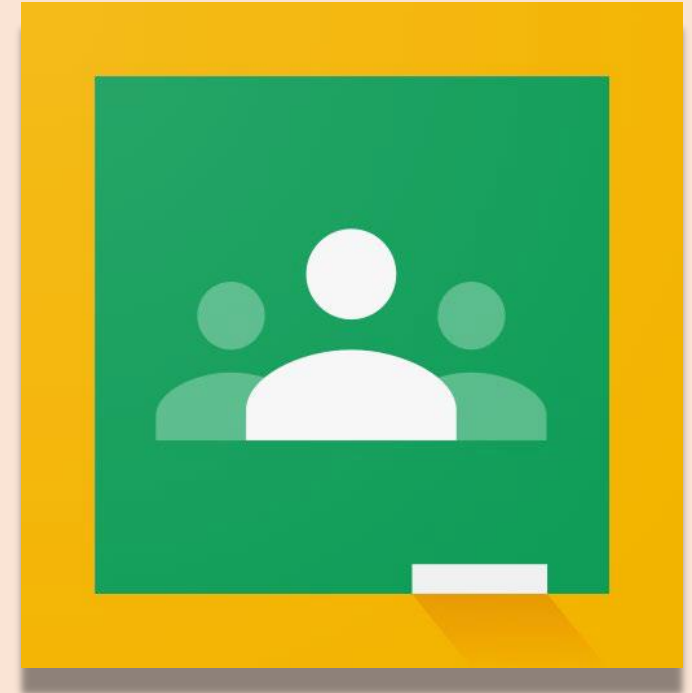
Google Classroom

[Google Classroom](#) is an online platform where students:

- Complete and turn in assignments
- Participate in lessons
- Communicate with their teachers
- Keep their classwork in online folders



You can also use Google Classroom on [iPads](#), [iPhones](#), and [Android Devices](#).



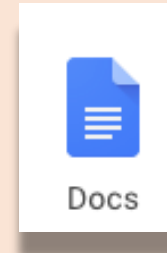
Available Tools in Google

In addition to Google Classroom, your child automatically has an account to many online tools in the Google platform. Some of them include:

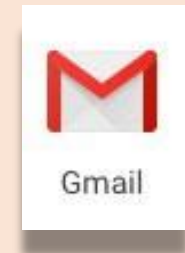
- [Docs](#) for viewing and creating documents.
- [Gmail](#) for emails.
- [Drive](#) for storing their online files.
- [Slides](#) for viewing and creating presentations.
- [Forms](#) to complete or create online surveys or quizzes.
- [Sheets](#) for viewing and creating spreadsheets.
- [Meet](#) to use as a secure way for video or audio meetings with teachers and classmates.



Reminder: each school has its own plan for remote learning and may have recommended an online tool instead of one that is available in Microsoft 365.



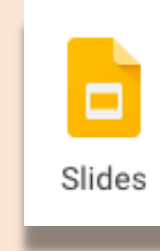
Docs



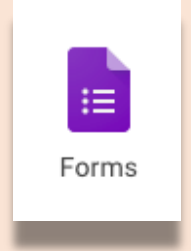
Gmail



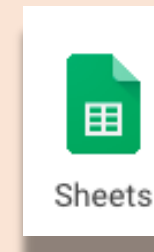
Drive



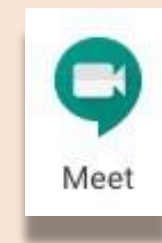
Slides



Forms



Sheets



Meet

TeachHub

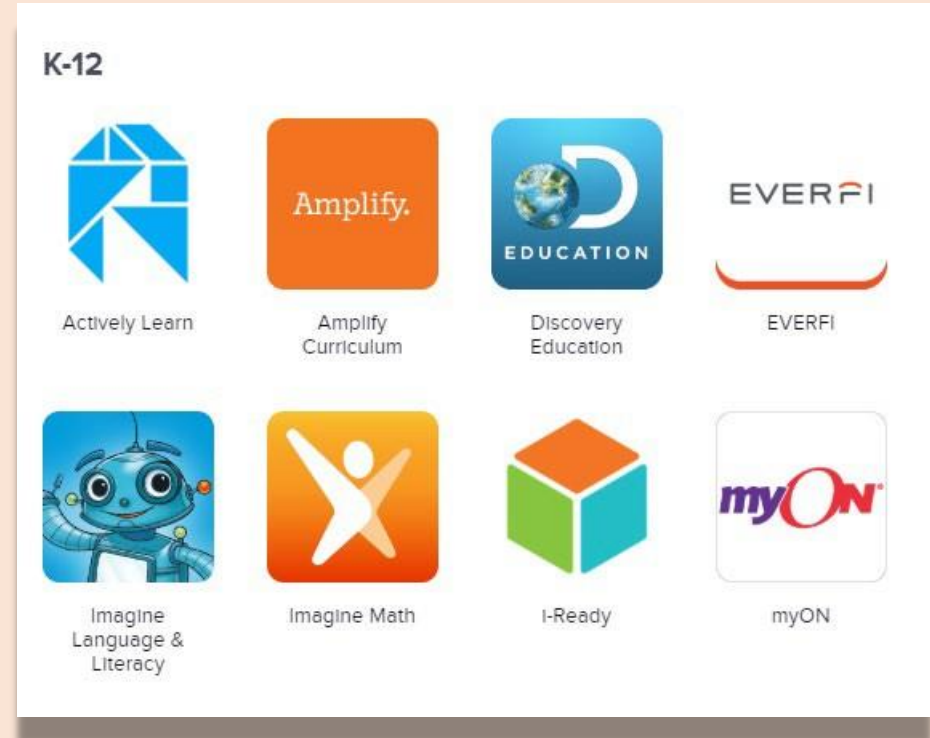
[TeachHub](#) is an online platform with learning resources across multiple grades and subjects.

Students can use these tools to access resources such as online books or educational games to practice what they learned.

Teachers may also use some of these resources to support their lessons.



You can also use Google Classroom on [iPads](#), [iPhones](#), and [Android Devices](#).



Microsoft Office 365

[Microsoft Office 365](#) provides your child access to online tools such as:

- **Word** to create or review documents.
- **PowerPoint** to create presentations.
- **Teams** as a secure way to participate in video or audio meetings with their teachers and classmates.
- **Excel** to create or review spreadsheets.
- **OneDrive** to store their online files.



Many of the tools in Microsoft Office 365 serve the same purposes as the tools in Google Classroom. Your child may be asked to use only the tools within Google Classroom or Microsoft Office 365.



Word
Bring out your best writing.



PowerPoint
Design professional presentations.



Teams
The customizable, chat-based team workspace in Office...



Excel
Discover and connect to data, model and analyze it, an...



OneDrive
Store, access, and share your files in one place.

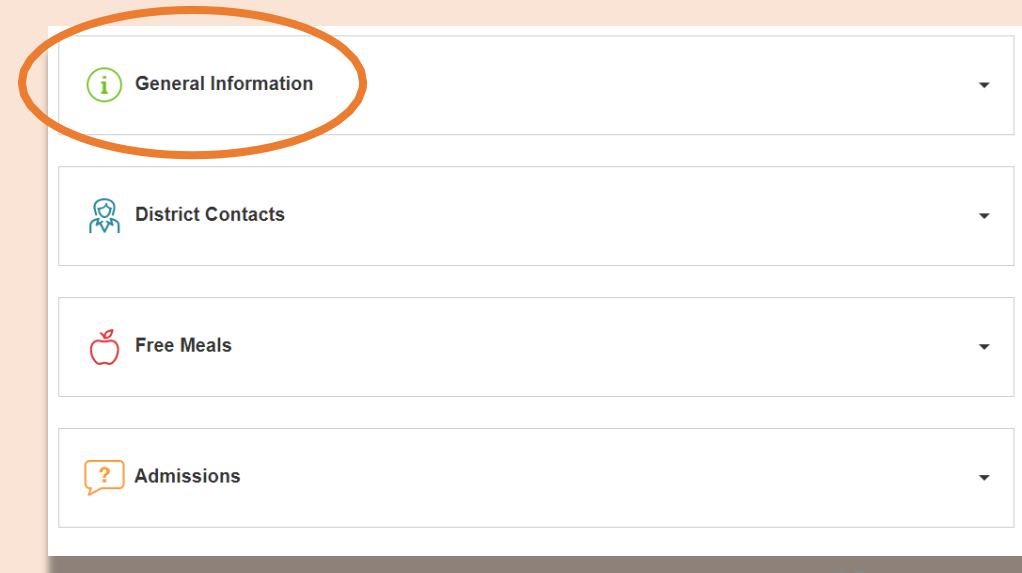
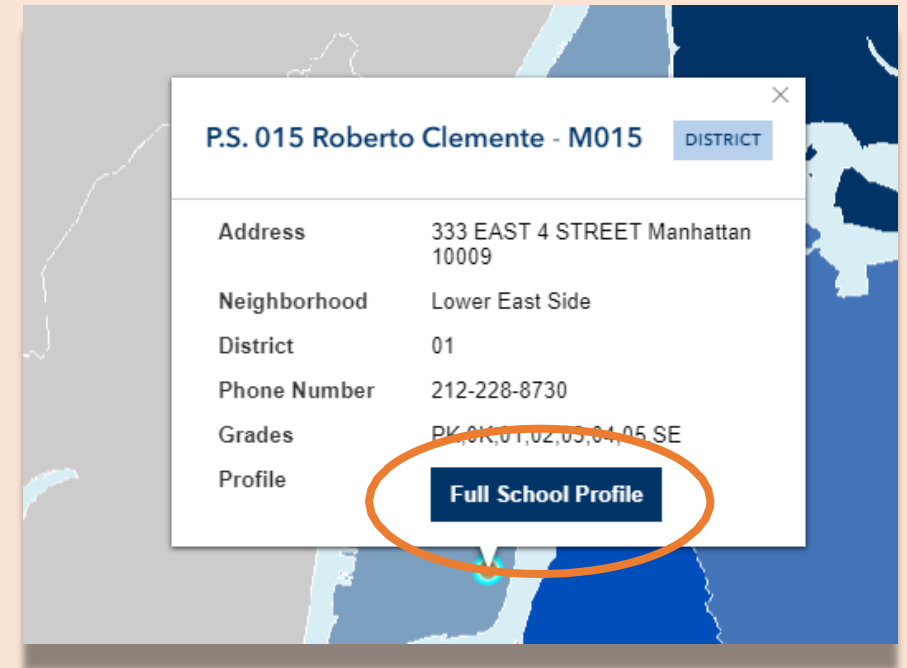
Communicating with your School

You can continue to request online meetings or phone calls with your school to discuss ways to support your child.

Every school has a communication plan, which includes details on how families can contact their teachers, such as by email, phone, or text messages.

If you do not know who you should contact, email your school's **Parent Coordinator**.

- Find your school's contact information and website by using the [Find a School](#) page.
 - Click "Full School Profile" then "General Information"



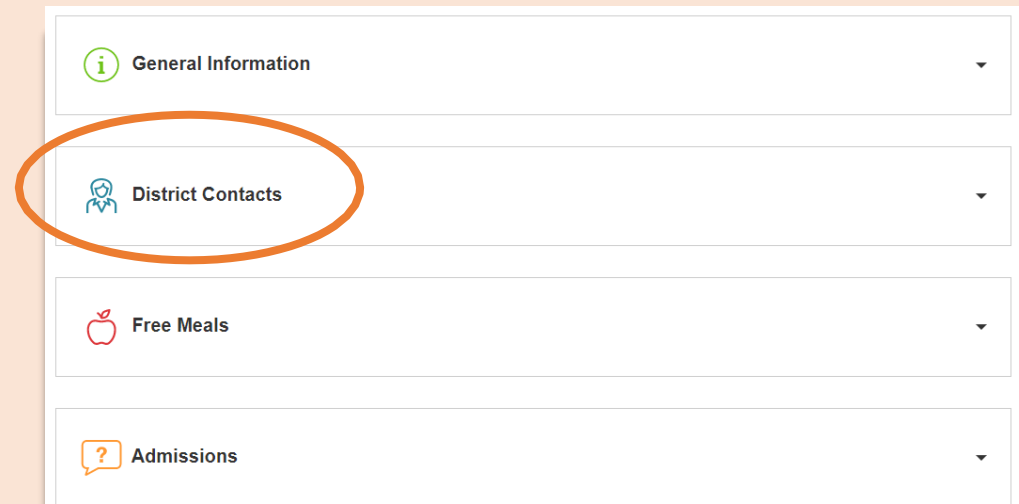
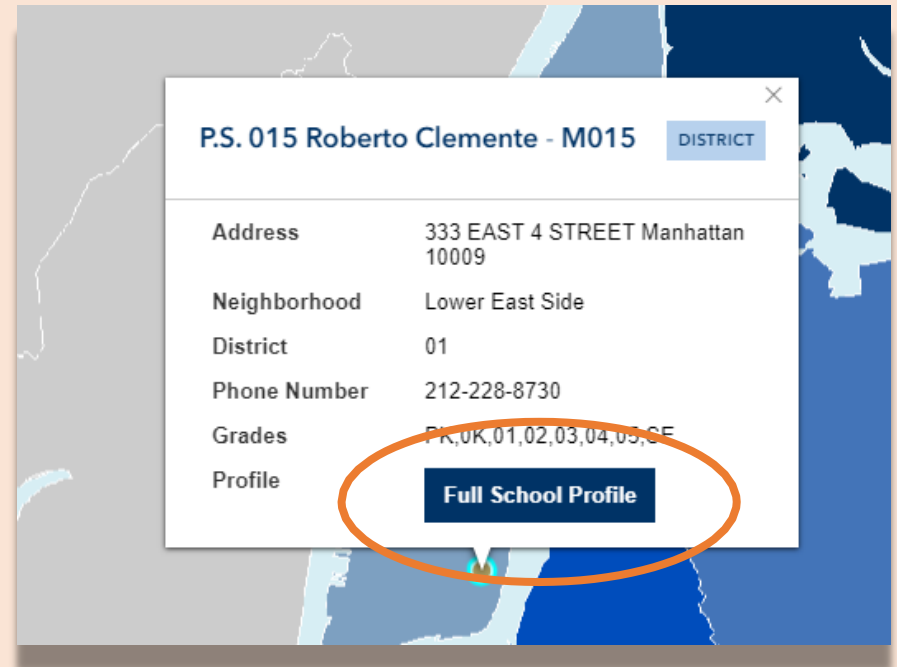
Communicating with your District

If for any reason you are unable to reach your school, contact the District Office for your school, or call 311 or the Parent Support Hotline (718) 935-2200.

Contact the **Family Leadership Coordinator** or **Family Support Coordinator** from your District office.

You can also find their contact information using the [Find a School](#) page.

- Click “Full School Profile” then “District Contacts”.



Remote Learning for Birth – 12

The following section contains information relevant for all DOE students.

Important Information on Remote Learning

On March 23, 2020, New York City public schools launched remote learning for all students through the end of the 2019-2020 school year. Visit www.schools.nyc.gov to receive the latest information on remote learning.



Our [main page](#) shares important updates related to our schools and your child's learning.



All New Yorkers can get three [free meals](#) a day, from Monday through Friday. [Find a Free Meal](#) location near you.



Visit our [Activities for Students page](#) for resources to support your K-12 child's learning at home, or the [Early Childhood: Learn at Home](#) page for how to help your infant, toddler, and preschooler learn at home.



Families who need a device with internet for their child's remote learning can request one by completing the [Device Request Form](#) or calling 718-955-5100 extension 5.



Our [Frequently Asked Questions page](#) shares answers to questions around accessing remote learning and services for students.



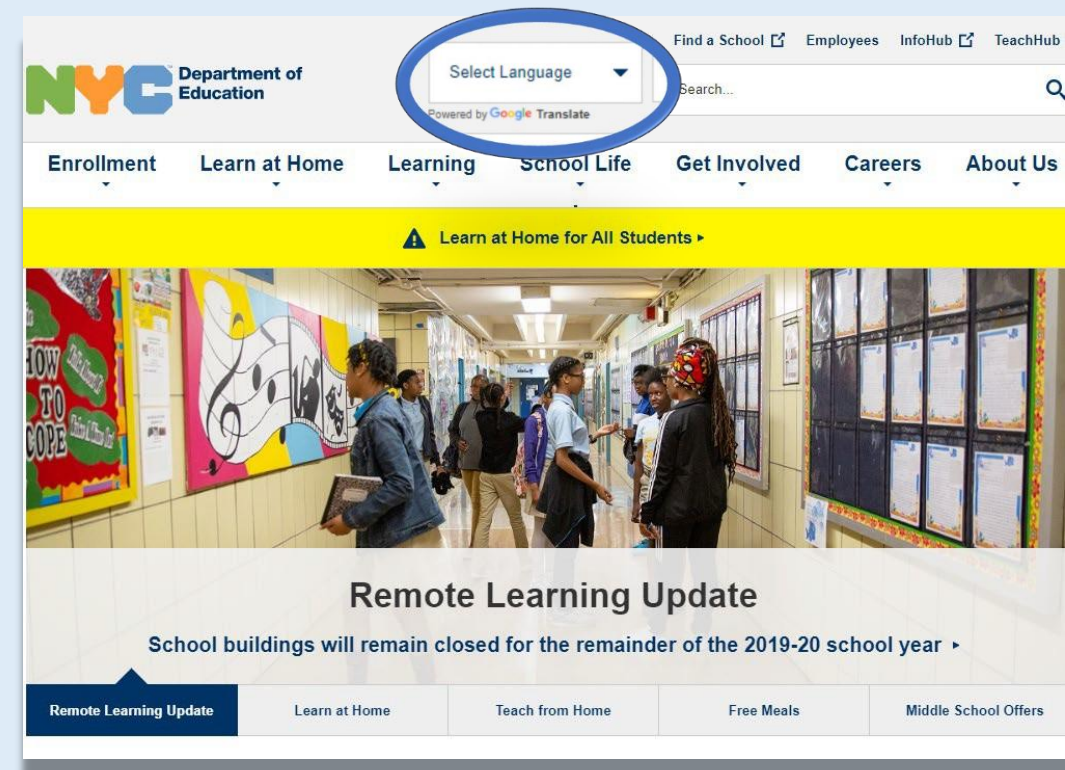
[Regional Enrichment Centers](#) (RECs) offer childcare for first responders. If you think you may be eligible, [complete the REC survey](#).

Stay Updated

Visit www.schools.nyc.gov to receive the latest information on remote learning.

Text “COVID” to 692-692 to receive regular updates on COVID-19.

Our website is supported by Google Translate. You can select a preferred language at the top of the page.



The screenshot shows the top navigation bar of the NYC Department of Education website. The logo for NYC Department of Education is on the left. To the right is a search bar and a "Select Language" dropdown menu, which is circled in blue. Below the navigation bar is a yellow banner with a warning icon and the text "Learn at Home for All Students". The main content area features a photograph of students in a school hallway. Below the photo is a "Remote Learning Update" section with the text "School buildings will remain closed for the remainder of the 2019-20 school year". At the bottom, there is a horizontal menu with five items: "Remote Learning Update", "Learn at Home", "Teach from Home", "Free Meals", and "Middle School Offers".

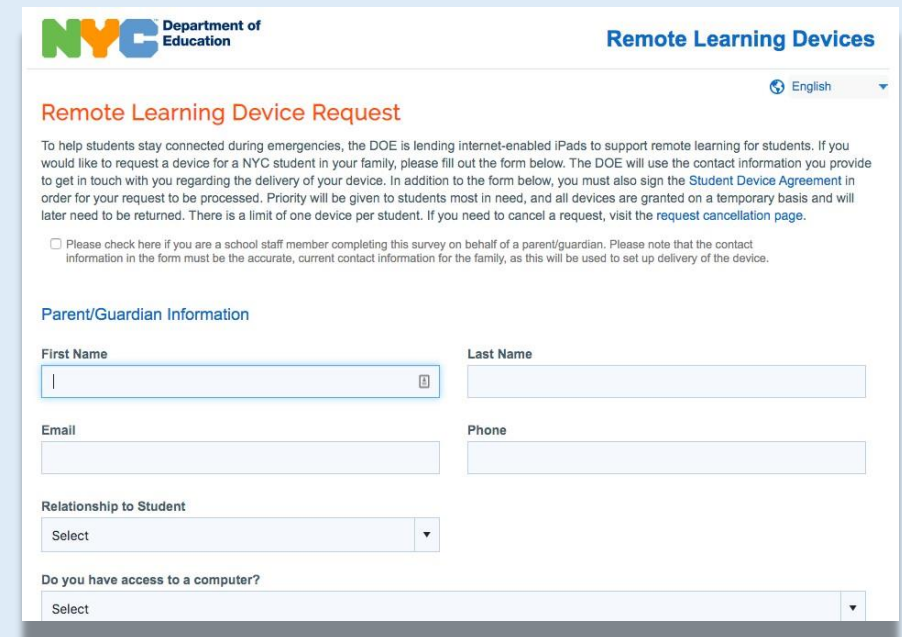
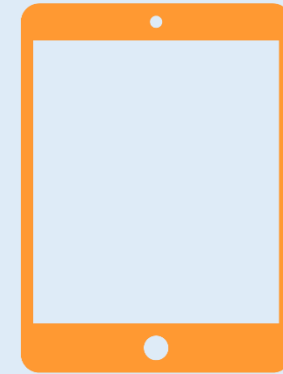
Devices for Remote Learning

Families who need a device for their child can request one by completing the [Device Request Form](#) or calling 718-955-5100 extension 5).

- These devices are “internet-enabled” and do not need home internet services to access remote learning.
- Instructional activities will be printed and mailed to students who are awaiting devices.

The Device Request Form will ask you to agree to the [Student Device Loan Agreement](#). This agreement is in multiple languages and shares how students should use the device.

Learn more on our [iPad Distribution](#) page.



The screenshot shows the 'Remote Learning Device Request' form from the NYC Department of Education. The form includes a header with the NYC logo and 'Department of Education' text, and a title 'Remote Learning Devices' with a language dropdown set to 'English'. The main heading is 'Remote Learning Device Request'. Below this is a paragraph explaining the purpose of the form and a checkbox for school staff. The form fields are organized into sections: 'Parent/Guardian Information' with fields for 'First Name', 'Last Name', 'Email', and 'Phone'; 'Relationship to Student' with a dropdown menu; and 'Do you have access to a computer?' with a dropdown menu.

Get Technical Support

Review our [Technical Tools and Support](#) page for support on any of our digital learning tools, including Google Classroom, Microsoft Office 365, Zoom, and the Remote Learning Portal.

If you continue to have issues, complete a [Technical Support for Families form](#) and a staff member will contact you to help solve the problem.

A screenshot of the 'Technical Support for Families' form on the NYC Department of Education website. The page header includes the NYC Department of Education logo and the title 'Technical Support for Families'. A language dropdown menu is set to 'English'. The main heading is 'Technical Support for Families'. Below this, there is a paragraph of instructions: 'Please fill out this form to let us know what issues you are having with NYCDOE iPads, other devices, or other technical problems. We will use the contact information you provide to get in touch with you and try to solve your problem. Please type all information correctly and answer all required fields (marked with an *).' Another paragraph states: 'Staff can fill this form out on behalf of parents. Staff who need help their own technology issues should log into the Technology Page on the InfoHub.' A third paragraph says: 'If you need to request a device, please submit a Remote Learning Device Request form.' Under the 'Main Topics' section, a dropdown menu is open, showing the following options: 'Issue with an Application', 'Select topic', 'Status of iPad Request', 'iPad Delivery', 'Cannot Use iPad or Device', 'No Longer Have iPad or Device', and 'Issue with an Application' (which is highlighted in blue).

NYC Department of Education

Technical Support for Families

English

Technical Support for Families

Please fill out this form to let us know what issues you are having with NYCDOE iPads, other devices, or other technical problems. We will use the contact information you provide to get in touch with you and try to solve your problem. Please type all information correctly and answer all required fields (marked with an *).

Staff can fill this form out on behalf of parents. Staff who need help their own technology issues should log into the [Technology Page](#) on the InfoHub.

If you need to request a device, please submit a [Remote Learning Device Request form](#).

Main Topics

- Issue with an Application
- Select topic
- Status of iPad Request
- iPad Delivery
- Cannot Use iPad or Device
- No Longer Have iPad or Device
- Issue with an Application

Regional Enrichment Centers

[Regional Enrichment Centers](#) (RECs) are places where the children of first responders, food delivery and restaurant staff, and many other front-line workers can be safely cared for while their parents continue to serve the city.

RECs are open from 7:30AM to 6:00PM, Monday through Friday, and are available in every district.

If you think you may be eligible, [complete the REC survey](#) which includes a full list of eligible workers.



Regional Enrichment Center Enrollment Form

Thank you for your service in keeping New Yorkers safe during this extraordinary time. Please complete this form to enroll your child(ren) at a Regional Enrichment Center (REC). Regional Enrichment Centers are only open to children who are New York City residents, and whose parents/guardians are employed in an essential occupation.

There are different types of RECs that serve different age groups:

- **RECs** are located in public school buildings and serve students in grades **3-K through 12**.
- **Pre-K Centers** are located in public school buildings and primarily serve **3 and 4 year olds**, as well as older siblings up to 10 years of age.
- **Emergency Child Care Centers (ECCs)** are hosted at community-based organizations and serve children aged **6 weeks up to 12 years old**.
- **Family Child Care Centers (FCCs)** are home-based providers and serve children aged **6 weeks up to 12 years old**.

Regional Enrichment Centers, Pre-K Centers, and ECCs will be open 7:30am - 6:00pm Monday to Friday. Family Child Care Centers will be open during their regular hours. Children who are enrolled can attend anytime during open hours.

For more information about Regional Enrichment Centers, visit [our website](#).

If eligible, you will receive confirmation of your enrollment status and next steps within 48 hours. We will continue to assess capacity and demand for these services and expand eligibility to additional essential personnel and children most in need of this support.

Free Meals



All New Yorkers can get three [free meals](#) a day, Monday through Friday.

Meals Hubs operate for children and families from 7:30 am to 11:30 am and for adults from 11:30 am to 1:30 pm.

No registration or identification is required. Adults and children can pick up three meals at one time.

[Find a Free Meal location](#) near you. Parents and guardians may pick up meals for their children.



Select Language 
Powered by 

Grab & Go Meals

Find a Free Meal Location Near You

- Free "Grab and Go" meals are available for all New Yorkers.
- Monday through Friday, 7:30 am to 1:30 pm.
- Meals Hubs will operate for children and families from 7:30 am to 11:30 am, and for adults from 11:30 am to 1:30 pm.
- No one will be turned away at any time.
- No registration, ID, or documentation required.
- All three meals a day may be picked up at the same time.
- No dining space is available, so meals must be eaten off premises.
- Parents and guardians may pick up meals for their children.

All locations, dates, times and menus are subject to change.

Borough	School District
<input type="text" value="--"/>	<input type="text" value="--"/>
Location Name or Street Address With ZIP Code	Mile Radius
<input type="text"/>	<input type="text" value="--"/>
<input type="button" value="Search"/>	

Frequently Asked Questions

Visit our [Frequently Asked Questions](#) page for answers to questions that our families and students have during this uncertain time.

We will continue to update this page on important topics such as:



- Instruction and grading
- Attendance
- Credit and graduation
- Specialized services
- Testing requirements



Information on Remote Learning

Remote learning allows teachers to deliver their lessons online, and students can complete assignments, projects, and assessments just like they would in the classroom.

Remote learning both creates an opportunity for students and teachers to interact online and allows students to continue learning subjects and material that are a key part of their curriculum.

- Does your student need a device for remote learning? [Fill out this survey](#)  as soon as possible.
- Visit the [InfoHub](#)  for printable translations of these Frequently Asked Questions

Frequently Asked Questions

Special Education Services in Remote Learning

For **school-age students**, if your child has an Individualized Education Program (IEP), your school should have been in contact with you about a **Special Education Remote Learning Plan** for your child. This plan describes the instruction and services that will support your child's progress on their IEP goals.

For **preschool students in DOE programs**, if your child has an IEP that recommends SCIS or special class, your school should also have been in contact with you about a Remote Learning Plans. Preschool students with IEPs that recommend related services and/or SEIT only are offered remote services through tele-therapy.

Your school will make every effort to have them continue to receive instruction from the same teacher(s) and paraprofessional(s) that usually teach them.

If you have not discussed this plan with your school, please reach out to your child's teacher and/or related service provider.

Learn more about the Remote Learning Plan on our [Information](#) page and additional resources to support your child on our [Learn at Home](#) page.



If you are unable to reach your school, you can also email SpecialEducation@schools.nyc.gov.

Services for English Language Learners in Remote Learning

Each school has created a school-wide **Remote Learning Plan** for students who are English Language Learners and Former English Language Learners.

Your child will continue to receive targeted instruction in English with the appropriate amount of supports in their home language. These services will be provided by and in collaboration with an appropriately certified teacher. If you have not yet discussed how your child will be supported in their language development, please reach out to your child's teacher.

Learn more on our [Information](#) page and additional resources to support your child on our [Learn at Home](#) page.



If you are unable to reach your school, you can also email ELLfamilies@schools.nyc.gov.

NYCDOE Links on Remote Learning

NYC Department of Education
<https://www.schools.nyc.gov/>

Activities for Students

- K-12: <https://www.schools.nyc.gov/learn-at-home/activities-for-students>
- Birth-5: <https://www.schools.nyc.gov/learn-at-home/activities-for-students/early-childhood>

Frequently Asked Question on Remote Learning
<https://www.schools.nyc.gov/learn-at-home/information-on-remote-learning>

Free Meals

<https://www.schools.nyc.gov/school-life/food/free-meals>

Devices for Remote Learning

<https://www.schools.nyc.gov/learn-at-home/ipad-distribution>

Regional Enrichment Centers

<https://www.schools.nyc.gov/enrollment/enrollment-help/regional-enrichment-centers>

Getting Started with your DOE iPad

<https://www.schools.nyc.gov/learn-at-home/ipad-distribution/getting-started-with-your-ipad>

Technical Tools and Support

<https://www.schools.nyc.gov/learn-at-home/technical-tools-and-support>