Frequently Asked Questions (FAQs)
– for school leaders and senior secondary teachers:
ClassroomNZ2020 online learning courses

General

1. What is a Learning Management System (LMS) and how can it benefit learning?

A Learning Management System (LMS) is a software product used to organise and deliver online learning in schools and kura. A LMS is a school's central hub of the teaching and learning activity (curriculum and pedagogy).

A LMS such as Brightspace serves as a platform from which online learning is delivered.

2. Why is the Ministry supporting this LMS at this time?

COVID-19 disrupted the learning of many of our children and young people. The Ministry is making ClassroomNZ2020 – which can only be delivered via a LMS called Brightspace – available as an interim support for NCEA learners as they transition back to the new normal learning environment.

ClassroomNZ2020 provides students and teachers access to NCEA course resources that can be used remotely as well as within the school setting. Teachers may also find the teaching and assessment resources useful in building their capability and confidence teaching with online platforms.

3. What is the difference between ClassroomNZ2020 and Brightspace?

ClassroomNZ2020 is a set of online learning courses and all the learning materials in those courses. Brightspace is a Learning Management System (LMS) platform on which schools can access ClassroomNZ2020.

4. How many online learning courses are available in ClassroomNZ2020?

For Phase 1, around 100 online learning courses covering more than 30 subjects from NCEA Levels 1-3 are available. The courses include assessment activities suited to online learning. These resources were developed by Te Aho o Te Kura Pounamu (Te Kura), and are aligned with The New Zealand Curriculum and NCEA standards.

5. Does our school have to pay to access ClassroomNZ2020 for our students?

No, the Ministry of Education is meeting the costs of having these online courses made available to New Zealand learners. We'd like to thank Te Kura for allowing us to share these resources.

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6. **For how long can we access these online resources? What happens after that?**

   ClassroomNZ2020 will be available free to schools through to the end of February 2021. Student workbooks can be downloaded to save unfinished work.

   At the end of February 2021 (and once requested workbooks have been downloaded), the school information will be deleted.

   Prior to this date the Ministry will be in contact to provide guidance as to the options for online learning moving forward.

7. **Does the Ministry also intend to make available online learning courses for other year levels?**

   We are exploring making online learning resources available for other year levels in later phases, beginning with Years 9-10.

8. **What happens to a student's work if our access expires while they are halfway through a module?**

   We are making access to ClassroomNZ2020 available to schools free until the end of February 2021. Student workbooks can be downloaded to save unfinished work.

   Prior to this date the Ministry will be in contact to provide guidance as to the options for online learning moving forward.

9. **How does ClassroomNZ2020 fit vis-à-vis StudyIt forums?**

   StudyIt will complement what students learn through ClassroomNZ2020 as both are aligned with the New Zealand Curriculum and NCEA standards.

10. **Will these online courses be suitable for students with learning support needs?**

    In the same way as with classroom learning, students with learning support needs may require extra assistance but the modules are constructed so students can be closely supported by the teacher via forums, etc.

11. **From an existing course, what modules and assessments can teachers choose?**

    Teachers can choose to make any modules available to learners enrolled in that course.

    Internal assessment tasks are available in some modules in some courses. These tasks will be available once the relevant module is made available to learners.

12. **Are we able to enrol students in courses that our school doesn't currently offer but are available in ClassroomNZ2020?**

    Decisions about what courses to enrol students in will be made by each school. Schools may only enrol students in subjects already offered by that school. Schools who require support in subjects they do not normally offer may choose to register eligible students for dual tuition with Te Kura. More information about dual enrolment can be found on the Te Kura website: https://www.tekura.school.nz/dual-providers/first-steps/first-steps/

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13. **Can data from my students' usage of the online courses be migrated to our school's SMS (student management system) later?**

Yes, this can be done. However, this is not an automated process and we will have to work with your school's SMS administrator to do this.

14. **What pedagogical support is available to teachers who are new to online learning?**

The Ministry's Enabling e-Learning site (www.elearning.tki.org.nz) provides relevant information, resources and communities to support teachers and schools in developing their e-learning practice. Additional information is also available on the Learning from Home website (www.learningfromhome.govt.nz).

We are also exploring offering some online Professional Learning Development (PLD) sessions and webinars and making these available for schools that may need support in combining their existing teaching and learning plans with the ClassroomNZ2020 content available.

15. **Is there a professional community or network that teachers can use to connect with other teachers of a particular subject who are also using ClassroomNZ2020?**

You can connect with other teachers of a particular subject through Subject Association forums and Subject Association Facebook pages.

Access, log-in, log-out

16. **How do I sign up my school, students, teachers? What information is needed?**

While we are working on making ClassroomNZ2020 available, interested schools can register their interest by emailing: interestinclassroomnz2020@education.govt.nz

Once ClassroomNZ2020 is fully available, schools will be able to sign up through an information upload to the School Data Portal using the instructions on the NCEA.TKI page. This will involve an upload from your school's student management system (SMS) by your administrator.

The student information required includes name (first and last names), a student's school email address, course(s) enrolled in and SMS ID.

The teacher information required includes name (first and last names), teacher's school email address and the course(s) they teach or need access to.

This information is required to enable enrolment within ClassroomNZ2020 and to match (assign) teachers with courses and students with those courses.

You will be notified by email when your school has been successfully set up in ClassroomNZ2020.

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Once set up, students will be able to log in using their school email addresses (Google/GSuite for Education or Microsoft AzureAD/Office365). Teachers additionally will need to have [an Education Sector Logon](#) account. When you first log in, you need to agree to a terms of use for using ClassroomNZ2020.

17. **How will the Ministry use the information we provided and how will they protect the privacy of the information?**

The Ministry collected names, school email addresses and courses from each school and used these information to enrol students and teachers into ClassroomNZ2020. The Ministry has prepared a Privacy Statement that provides more detail on the collection, security and use of these information. This Privacy Statement is available within the Help section of ClassroomNZ2020 or on request.

18. **I have requested access to ClassroomNZ2020. How long does it normally take?**

The Ministry team needs to process requests as they come in. Depending on queries in relation to the data provided and the number of requests at any one time, this is likely to take between two days and a week.

You will be notified by email when your school has been successfully set up in ClassroomNZ2020.

19. **How will I know when my request for access to ClassroomNZ2020 is actioned?**

An email notification will be sent to the nominated contact identified on your registration form when the school has been successfully set up on ClassroomNZ2020

20. **How will our students know when our request for access to ClassroomNZ2020 is actioned?**

You will be notified by email when your school has been successfully set up in ClassroomNZ2020. The email will include communications you can share with your students and teachers to let them know they have access.

21. **I received the email that our school has access to ClassroomNZ2020. How do we update, add or subtract student or teacher names?**

Once you have uploaded your initial data to the School Data Portal, your school's main contact person for ClassroomNZ2020 will need to email the Service Desk if you need to update the teacher, student or course details. You may need to provide updated data via the School Data Portal. Requests to update information may take a few days to process.

22. **Where do I get my username and password?**

If you are a teacher, you will need your Education Sector Logon (ESL) to log in. Students will be able to use their existing school (Google/GSuite for Education or Microsoft AzureAD/Office365) to access ClassroomNZ2020.

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23. **Can all Year 11-13 subject teachers in our school be authorised to access ClassroomNZ2020?**

It is up to each school to register their teachers with the Ministry so they can access ClassroomNZ2020. There is no limit to how many teachers from each school can be enrolled.

24. **Which students should I sign up for these online learning NCEA courses?**

You can sign up any current NCEA students studying one or more of the courses available through ClassroomNZ2020.

25. **I forgot my password. How can I reset it?**

Teachers will have to reset their password via ESL. Advice on how to do this is available here: https://services.education.govt.nz/education-sector-logon/user-support/logon-support/

For further assistance, contact the Education Service Desk on 0800 422 599 or service.desk@education.govt.nz

The password information is not held in ClassroomNZ2020.

26. **My user account has been locked after multiple failed attempts to log in. How do I unlock my user account?**

Teachers and students cannot change their password or unlock their accounts in ClassroomNZ2020. For teachers, they should contact their ESL delegated authoriser (DA). For students, this will happen in the school's identity provider solution (Google/GSuite for Education or Microsoft AzureAD/Office365). If, after you have changed your password/unlocked your account, you still cannot access ClassroomNZ2020 please inform the Service Desk.

27. **What web browser should I use when accessing ClassroomNZ2020?**

You can use Chrome, Safari, Edge and Firefox, but it won't work with Internet Explorer.

28. **How do I log out of ClassroomNZ2020?**

On the minibar, click your username. Then click **Log Out.**

Functions

29. **Can teachers edit or modify the online courses and create new course material for their students?**

No, teachers cannot edit or modify the online courses. However, they can hide and share modules and activities to personalise access for classes or individual students. Many of the courses are modules that teachers can use or take ideas from.

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30. **How can I assess and grade students in my class?**

   Teachers can use their regular school processes and markbooks to assess and grade students or make use of the following tools in ClassroomNZ2020:

   - Create a grading system and grade book with the Grades tool

   - Evaluate an activity based on a predefined set of criteria with the Rubrics tool

   - Create quizzes with the Quizzes tool

   - Create assignments and assess submissions with the Assignments tool.

31. **Are there actual NCEA assessment tasks for the internal standards covered?**

   Some of the courses include assessment tasks for some internal standards. For other courses, teachers will need to develop and use assessment tasks from another source such as Te Kete Ipurangi (TKI) or Subject Associations.

32. **Can teachers design new assessments, using online material in ClassroomNZ2020?**

   Yes. Although material in ClassroomNZ2020 cannot be edited, teachers may upload new assessments that meet the requirements of the standard and incorporate contexts relevant to local students.

33. **What is the difference between student access and teacher access? What can teachers see that students can't?**

   A teacher can see all of the learners enrolled in each course that they are assigned to teach, and access all of the submissions learners have uploaded to the course Dropbox for assessment.

34. **Will a school principal be able to see all the online courses being delivered through their schools? Will they be able to see the progress of each class? Will teachers be able to see only the students in the subjects they teach?**

   When you request access, we recommend that your school nominates one or two people as a 'teacher' across all of the courses chosen by your school. This will allow those people to be able to view all courses being delivered at their school. This allows the ability to view progress of each class. It may be a principal, deputy principal or other role who would be appropriate to nominate for this level of access.

   Teachers will only be able to see the students in the subjects they are enrolled for in ClassroomNZ2020.

35. **What are the communications functions available in ClassroomNZ2020?**

   There are a number of ways students can connect with their teacher and other learners in their course in ClassroomNZ2020. It will be up to the teacher in the course to determine which of these functions are helpful and should be used in engaging with their students.

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- Find and contact other learners in your course with the Classlist tool.

- Respond to questions, engage in discussions, and share comments with other learners with the Blog tool.

- Participate in discussions with other learners using the Discussions tool.

- Email their teacher and other learners with the Email tool.

- Upload, store and share files with the Locker tool.

- Take quizzes with the Quizzes tool and submit assignments with the Assignments tool.

- View grades with the Grades tool and check course progress with the Class Progress tool.

- Submit course feedback with the Surveys tool.

36. **Does ClassroomNZ2020 have features that allow real-time interaction between teachers and students (for example, IM or video chat)?**

No. ClassroomNZ2020 doesn't currently offer this functionality.

37. **There are discussion threads set up in courses. Will this function be available to us?**

Learners can participate in discussions with other learners using the Discussions tool. It will be up to the teacher in the course to determine if they wish to use this function.

38. **Can I upload Google docs or other content that I've developed for my class to ClassroomNZ2020?**

You can add a file through the Activity feed as an attachment and students will be able to access it. For example, you may wish to upload an assignment or a file with other instructions for your students.

39. **How do I hide content in ClassroomNZ2020?**

Information around functionality within ClassroomNZ2020, including choosing which content to make visible, is included in the Getting Started guide and quick video for teachers available on the NCEA.TKI website.

Support

40. **How do I get support on ClassroomNZ2020?**

Schools and teachers can request support from the Education Service Desk: 0800 422 599 or service.desk@education.govt.nz.

Students should contact their teachers or course leaders, who may then contact the Education Service Desk.

41. **Who can access my information?**

   Members of the Education Service Desk team who will provision and support ClassroomNZ2020 will have access to your school information. This team will provision your school and update the information (if required).

   The vendor (D2L) will have administrative access to support both the Ministry of Education and users of ClassroomNZ2020 with support queries.

42. **Is the information secure?**

   The Ministry's ClassroomNZ2020 solution has been security tested by a third party.

   The vendor (D2L) who owns and manages the broader underlying Brightspace platform (ClassroomNZ2020 is one version) commissions regular security checks.

   Note: ClassroomNZ2020 is hosted in an Amazon Web Service (AWS) Data Centre in Australia. D2L is based in Ontario, with the support service for New Zealand based in Australia.

43. **What if I need to change information?**

   Contact the Education Service Desk if you need to update any information. They will work with you or your school's administrator to update any information. This will need to be from the principal or their nominee or the school's main contact point for ClassroomNZ2020.

44. **How should I respond to requests for personal information or requests to correct personal information in the ClassroomNZ2020 platform?**

   If you receive a request under the Privacy Act for access to or correction of personal information in ClassroomNZ2020, you should process that request as you currently do. You will need to consider information held in ClassroomNZ2020 when responding to those requests.

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