

# Virtual LTC Classroom Expectations

## 01. Technology Set-Up

- Ensure learners are logging in on their own device.
- Tablets and mobile devices are NOT recommended due to limitations with interactivity features. This can limit their ability to participate in discussions and impact learning outcomes for themselves and others in the class.
- If using Google Chrome, download the [WebEx Extension for Google Chrome](#) on the learner's laptop/desktop prior to joining the first session. Learners will not have full functionality if they launch WebEx using the browser version.
- Check Wi-Fi capabilities prior to learner attending first session.

## 02. Learner Attendance

- Learners should be scheduled off the floor during all 90 minute sessions and should not be scheduled to complete other restaurant/shift responsibilities during that time.
- Arrive 30 minutes early for your first session and 15-30 minutes early to each subsequent session. Learning begins promptly at the top of the hour.
- Learners must arrive on time and attend all four sessions with their cohort in order to receive credit. If they are having technical issues preventing them from logging on, contact the facilitator as soon as possible.



## 03. Audio and Connectivity

- Watch the video "[How to Attend a Virtual Session](#)" for Campus login instructions.
- Once the learner has joined the session on their computer, use the audio conference option to join via phone.
- Learners should log in to WebEx using their first and last name.
- Learners should be muting their phone when they are not speaking to reduce background noise.

## 04. Class Pre-Work and Resources

- All [pre-work](#) completed prior to attending the first session and all homework completed prior to respective sessions.
- [Participant Guide](#) should be printed prior to first session.
- Upon class completion, learners should complete the Post-Class Action Plan and set up a meeting with their coach to discuss key learnings and next steps.



## 05. Learner Engagement

- Active engagement is expected for the duration of each 90 minute session, including participation in chatbox discussions, polling questions, breakout group discussions/activities, presentations, whiteboard annotations, open group discussions, etc.
  - **NOTE:** Facilitators have the ability to see when students disengage on their computer, e.g. minimize their screen, open another screen over the session window, etc.
- Encourage a growth mindset – be open to new ideas.
- Respect fellow classmates and facilitators. Learners are representing the McDonald's brand.

