



# WELCOME



# 4 SEASONS OF RECONCILIATION

## Educator Guide



Reconciliation Education



# Educator Tool Kit

Read this before launching the course in your classroom

## Why is this guide helpful?

***Please provide this facilitator guide to every teacher or educator in your institution who will be planning to use this course in their classroom with their students.***

If you are the educator offering this course to your students - read on 😊

***Without this guide, technical and login disruption will be more frequent and can negatively impact your goal for a successful course launch in your classroom. We don't want tech to stand in the way of learning about truth and reconciliation.***

This guide is prepared with years of experience and best practices shared by previous classroom successes and educators just like yourself. This is your support tool for your course: we recommend keeping it on hand for learner questions and 'course access emergencies' your students will ask you. Our team will not be with you on your launch day but this guide will!

In this document, you will find helpful links and instructions to help you make the most of this learning experience. Since our technical support team at Reconciliation Education will not be guaranteed to be available on the day of your learning (launch) to provide immediate support, this guide will provide you with all the tools and references for a successful learning experience and course launch for your students.

**In addition to helpful tips, this is the biggest pitfall 🚧 this guide will help you avoid:**

*Imagine at the moment of launching this course, instead of learning, some of your students experience log-in or course access issues preventing them from starting with everyone else aka: disruption of 'tech issues'; and you're not sure how to help, or if they were even properly added by our team to the course. Doubts and tech mistrust suddenly take over the learning launch....*



We appreciate how stressful that would be for you and your classroom as a whole.

Our team is dedicated to helping you well in advance to avoid this scenario entirely. Read on. 🙌



# 4 Seasons of Reconciliation

## Table of Contents

This document is separated into 2 parts: **Part One:** How to Facilitate the Course, and **Part Two:** References: FAQs and Support for Your Course.

**Part One** of this document will walk you through the best practices and necessary steps for facilitating the course in your classroom. **Part Two** of this document will provide you with answers to commonly asked questions by your students, helpful links, and the ultimate tools to keep your learners learning.

***We recommend reading this document fully and keeping it close by during your class.***

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## Part One: How to Facilitate the Course

### Before Launching the Course in your Classroom:

*We would like to share with you the best practices for making sure a course is set up and all your students are ready to learn before your class. With your help, we'd like to ensure your learners are learning, and your course facilitation runs as smoothly as possible.*

#### **Checklist: 4 Essential Steps to Prep in Advance**

- **1. Provide the 4 Seasons of Reconciliation tech team an accurate Excel list of learners to enroll, sent 1-2 weeks in advance**
- **2. Enroll your learners 1 week before your class and take class time to ask that each take a short moment to test their login access** (*not on the day of your class, as it will waste course learning time*)
- **3. Familiarize yourself with the ? FAQs in this document, and keep handy links from this document with you on the day of the class**
- **4. On the day of the class, bring with you the Excel list of each one of your learner's unique express sign-in links, in case they are stuck logging in.** You will receive this list of sign-in links on the Receipt Report we provide after enrolling your learners.

*Learn more about each of these steps in the next section of this document.*

## More Information: ✨ 4 Essential Steps to Prep

1.

- **Provide our tech team with an accurate Excel list of learners, sent 1-2 weeks in advance of when you plan to facilitate the course.**

If you're planning to facilitate the course on a specific date, we recommend you submit your student enrollment list no later than 1 week prior - ideally 2 weeks prior. Why? This allows the tech support team at 4 Seasons enough prep time to ensure your list will import properly in the system. It gives us time to send it back to you for any adjustments or questions or errors our quality control may catch.

### How to send us your list:

Please fill out our Excel enrollment form (only an Excel list can import in the portal). There are 3 columns of data to fill for each learner:

1. Learners' first name;
2. Learners' last name; and
3. Email address

*Please note our system cannot incorporate extra columns of information, special characters, or extra spaces as these will cause a failed registration. We may need to send you back your list for correction or adjustments.*

You can download our registration form, or enroll individual learners [HERE](#):

<https://share.hsforms.com/1fFqzpN2BT9O-acVRunNH3A4z7zm>

Once you've completed the registration form, return it to 4 Seasons of Reconciliation by email ([4seasons@reconciliationeducation.ca](mailto:4seasons@reconciliationeducation.ca)) and our team will complete the quality check of your list before confirming an enrollment date with you.

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2.

- **Enroll early.**

If you're planning to facilitate the course on a specific date, we recommend having your learners registered for the course and receiving their welcome emails at least a minimum of 1 day prior to the facilitation date and ideally 1 week. Why? If your class is 1 hour long, and 15 students are unable to log in at the start of the class, you've lost 15 minutes minimum trying to help students log in.

Having students receive access ahead of time allows you to troubleshoot any access issues in advance and use your full class time to facilitate the course. We *encourage* sharing links from this document with your students (such as the reset password article for those who can't find



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their welcome emails) - you can even email them ahead of time with our top 5 links so they're ready to go at class time.

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## 3.

- **Familiarize yourself with the ? FAQs and links in this document.**

There's nothing less fun than tech issues interfering with a course launch or successful class session. The document you're reading now contains fixes and links for the most common learner issues, and if any issues arise ahead of or during your class, we've given you the strongest tools we have to combat and beat them.

Make sure you read through this document and have it handy in case you need to share a helpful link with a student or other facilitator.

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## 4.

- **Keep the Excel list of each one of your learner's unique express sign-in links (Receipt Report) handy with you on the day of the launch, in case they are stuck.**

When 4 Seasons of Reconciliation enrolls your learners, you will be provided with a **Receipt Report**. This Receipt Report is an exact printout from the learning management system of your enrolled learners.

On this Receipt Report, you will have access to a unique link for every learner, called an express sign-in link. These express sign-in links can be shared with any registered learner who experiences a disruption signing in, and will allow them to sign in, set their password, and begin their course as normal. These links are a powerful tool for helping learners, and it's key to success that you retain a copy of your Receipt Report so you have these links on hand.

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## Facilitating the Course


Here are the key steps for facilitating the course for your learners.

### Steps to Success

1. **Complete the 🌟 4 Essential Steps to Prep** in the ***Before Facilitating the Course*** section of this document.
2. **Recommended: Preview the course ahead of your learners.** Take time to complete the course before facilitating it for your learners. It's important to be familiar with the navigation of the site, and the critical sections of content you want your learners to focus on.
3. **Ahead of class, notify your learners about the course and ask learners to test their login (ideally, 1 week before your facilitation class)** We suggest taking a few minutes at the end of a class to ask all learners to try signing into the site while in your classroom, **OR** sending an email request with help guide links so you can troubleshoot with our FAQs and help guides. Check out the 📧 ***Introducing the Course to Your Students*** section of this document for links to course description texts, videos, and helpful quick win guides to include in your email!
4. **Share your expectations** with your students: deadline to complete the course, expectations of tracking their completion through their certificate, etc. These are all great pieces to include in your email notifying your students about the course.
5. **Enroll early.** We recommend enrolling your students in advance of the course. Check our 🌟 ***4 Essential Steps to Prep*** for why we recommend this.
6. **Have resources ready.** This document includes our 🏆 ***Top 5 Most Handy & Helpful Links***. Make sure that you have easy access to these links before your class, and consider sharing them with students ahead of time so they can troubleshoot on their own without cutting in to class time.
7. **Plan for certificates.** After completing the course, your learners will receive a certificate credited from First Nations University of Canada via email. If you require your students to share their certificates with you, inform them of this beforehand.
  - *For bonus points:* include the "Where is my certificate?" article from our Top 5 in your email to your learners.
  - For some ideas on what you can do with certificates, check out our quick win guide here: <https://help-section.reconciliationeducation.ca/knowledge/certificates-what-to-do-with-them>
8. **Facilitate!** With everything in place, you are ready to roll! Whether you are facilitating the class live or proctoring students completing the course, you have everything you need to successfully launch the course.



## Important Note on Learner & Tech Support

 **We kindly ask that you require your students to login and test the access to the course - 1 week or 1 day before your launch/class - ideally during your class time (not on the day of your launch).** Expect a 2-10% ratio of your learners requiring some kind of technical assistance.

Reconciliation Education consists of a small, dedicated team. We are committed to bringing reconciliation to all learners and are so glad to have you on board. As much as we would like to, we cannot guarantee our availability to help learners at the time of your launch or class.

 ***Think of our team on the day of your launch as a gas station on Monday AM during rush hour.***

Imagine if instead of filling up the night before or in advance (aka: learners logging in ahead of the course start) - everyone showed up at the pump expecting fast service to get to work on time. We have only a few pumps with attendants (our support team), and everyone wants to fill up pronto (get into their course and start learning). Say, we have 3 launches of 100-600 learners on any given day (a very common occurrence), and 2-10% of those learners email us for help: our line of cars at the gas station could be 30+ cars long.

When this happens, it's impossible for our small team of attendants to move through the full line of cars and get everyone off and learning on time - in such a scenario, some cars will be late for work. It can take some time to reach and respond to every learner who experiences a disruption, and by then your class will likely be over and some learners will be left behind, disappointed or frustrated.

It takes a few minutes for your learners to test their login and ensure they save the website link and their chosen password handy a week ahead of your class. During your class time, ask them to test their access prior to the course launch to ensure no one needs a rush hour trip to the gas station.

This is why we provide this support document and added support in every Receipt Report: **in order to maximize success for you and your learners, we need your help to share learner support through help articles and FAQs with your learners.** You, as a facilitator, are the first line of support in ensuring that your learners have what they need to get into the course and start learning, without needing to detour to our 'gas station' under time constraints.



## Communicating with Students

### **Introducing the Course to your Students**

Before beginning the course, you may choose to show a video to introduce the course to your students or learning group (optional) . Many *4 Seasons of Reconciliation* courses feature one of the videos below in the first few lessons, though you may choose to view one of the below videos as a group prior to beginning learning.

*4-Minute Intro Video to the course*

<https://vimeo.com/302362149>

*2-Minute Course Promo Video*

<https://vimeo.com/299774118>

*If you'd like to introduce the course to your learners via email, you can also take advantage of our [Course Description Texts](#) or [Videos](#).*

### **Emailing Your Students**

We recommend emailing your students to let them know to expect a welcome email from our system. Why? Because it's very easy for an email a student doesn't recognize to be deleted, lost, or sent to junk. Letting your students know ahead of time what to expect and when to expect it is the best practice for making sure students are ready to learn ahead of your class.

**Here are the top quick win guides for communicating with learners:**

[When to Email Learners](#)

[Top Tips for Crushing Course Communications](#)

[Announce the Course to Your Learners](#)



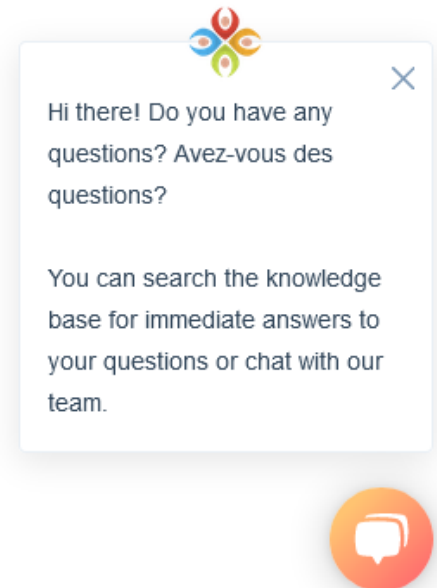
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## Part Two: FAQs & Support for Your Course

### ? FAQs

Read below for answers to the most common educator & course facilitator questions. If you don't see an answer here, try checking our Knowledge Base & Live Chat here: <https://help-section.reconciliationeducation.ca/knowledge>

Our Knowledge Base (FAQs) has a digital assistant which uses AI (artificial intelligence) to help direct learners to the most helpful article. You can access it from the course by entering the FAQs page and clicking 'Go to Knowledge Base & Live Chat' at the bottom of the page.



*From our Knowledge Base, you can enter live chat any time by clicking on the orange speech bubble at the bottom right.*

### ***What are express sign-in links, and how do I use them?***

An express sign-in link is a learner's unique link they can use to sign in to the course in case they lost or did not receive a welcome email. By providing them their express sign-in link, they can easily set their passwords and sign in to begin the course.

**Express links are provided in every Receipt Report.** Receipt reports are delivered to the course contact person upon enrolling a batch of learners.

To use an express sign-in link: Access your receipt report and follow the included instructions and look for that student's name. If you don't have access to a receipt report, you can share the 'reset password' help article to allow the learner to access the course.

### ***What do I do if a learner did not receive a welcome email?***

Don't worry - this happens! It's common for learners to accidentally delete their welcome email, or have it get stuck in their spam or junk folders. It's okay though, this is very easily fixed and your



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learner will be off and learning in no time. Read the above instructions for using an express sign-in link, and your learner will be in the course faster than you can say 94 Calls to Action.

If you don't currently have access to a Receipt Report, provide the learner the link below to our 'reset password' help article. Any registered learner can use the reset password function to enter the course.

## ***Oh no, I noticed an error in a learner's email address!***

While reviewing your receipt report, you notice a mistake in someone's email address - don't panic! Send an email to [4seasons@reconciliationeducation.ca](mailto:4seasons@reconciliationeducation.ca) with the learner's corrected email address. For example, "Please fix the account for Alice Cooper. Alice appears on line 123 of the receipt report. Her correct email address is [alice@workshere.org](mailto:alice@workshere.org)". Once we receive your email, we will delete the incorrect account and re-register the learner with the correct details. They will receive a welcome email from the system and can begin the course as normal.

## ***Oh no, I noticed a mistake in a learner's name!***

To fix an error in a learner's name, send an email to your learner and include the link below. This link will show them how to easily change their profile details (including a misspelled name) within seconds. If there is a mistake in a learner's name, there is no need to notify the 4 Seasons of Reconciliation team - just share the link below with the learner directly.

*Shareable link to help a learner change their profile details (including their name):*

<https://support.thinkific.com/hc/en-us/articles/1500001728061-Student-Profile-and-Account-Settings>

## ***I need to add a learner or learner(s) to the course.***

Please note that learners can only be registered by the 4 Seasons of Reconciliation team; unfortunately, organizations do not have the ability to register learners to our LMS (learning management system) . This includes group analysts.

To register 1-5 learners, you can use our registration form below. Learners are registered regularly on Monday, Wednesday, and Friday; and learners who are requested to be registered by form will be registered on the next regular upload.

You can download our registration form, or enroll individual learners [HERE](#):

<https://share.hsforms.com/1fFqzpN2BT9O-acVRunNH3A4z7zm>

To register 5+ learners, please fill out our enrollment form. We need the learners' first name, last name, and email address to register them. Please note our system cannot incorporate extra columns of information, special characters, or extra spaces as these will cause a failed registration.

You can download our registration form EXCEL from this link:

<https://help-section.reconciliationeducation.ca/knowledge/adding-learners-to-your-course>

## *How do I check my learners' progress?*

Great question! Some organizations have what is called a group analyst.

As a group analyst, you can view your students' progress through the course and pull basic data reports. Check with your organization's point of contact for the course about whether there is a group analyst already assigned.

If you are the group analyst, here's our quick win guide on how to use your role's features:

<https://help-section.reconciliationeducation.ca/knowledge/im-a-group-analyst-for-my-course-and-i-would-like-guidance-on-how-to-use-my-roles-features>

If you would like to be registered as a **group analyst**, please obtain written permission from your course contact and have them email us with the request to set your account up as a group analyst. Every organization has different procedures or internal rules about who can access this type of admin data and we are here to comply and support.

## Top 5 Most Helpful Links to Provide Your Students

Below are our top 5 articles for helping learners. Most learner issues can be solved with one of the links below, or by using the express sign-in link system as described above.

**Keep these links handy** so you can quickly help your learners, and **share this document with members of your team helping to facilitate the course.**

**You can also choose to share one or all of these links with your learners in an email to provide them with a troubleshooting kit of their own.**

### ***How can I get into (or back into) the course?***

Use this article for learners who lost, deleted, or cannot find their welcome emails. Any learner who is registered to the course can use these instructions to log in.

<https://help-section.reconciliationeducation.ca/knowledge/how-can-i-get-in-or-back-into-the-course>

### ***I need to reset my password.***

This article will help learners who need to reset their password. Learners may need to reset their password if they have forgotten it, or if they misplaced their welcome email. Learners who have been registered but cannot locate the welcome email can start the course by following these instructions.

<https://help-section.reconciliationeducation.ca/knowledge/i-need-to-reset-my-password>

**NOTE:** If a learner has attempted to reset their password but is not receiving the email from the system to reset their password, have them follow add the following email address as a contact in their email account: **noreply@notify.thinkific.com**

### ***Help! My progress is not being marked complete.***

This article is for any learner who is experiencing difficulty with their progress being tracked in the course. Please note that the course must be 100% complete for a learner to receive their certificate.

<https://help-section.reconciliationeducation.ca/knowledge/help-my-progress-is-not-being-marked-complete>

### ***Where is my certificate?***

For many learners, the most exciting part of the course is receiving the certificate at the end. If a learner does not download their certificate immediately after finishing the course, don't worry - it's always accessible from their learner account. Read the article below for more details on locating and downloading a certificate.

<https://help-section.reconciliationeducation.ca/knowledge/where-is-my-certificate>

### ***Do I need to complete the course all at once?***

This is one of the most common questions we get from learners. Unless you have specified otherwise, learners can complete the course in as many sittings as they like and have access for 1 year.

<https://help-section.reconciliationeducation.ca/knowledge/do-i-need-to-complete-the-course-all-at-once>