LATM Program Staff Guidelines:

1. Create your teams and phone rosters in e-platform. **Make sure to include and invite assigned Beyond the Bell (BTB/LAUSD) staff to all video calls**
2. As mandated by LAUSD, make sure all Zoom invites and email correspondence is sent directly to parents/guardians and not to students; again, no direct communication with students is allowed
3. In advance of call, prepare reflection questions and video chat outline to help guide and engage participants. Make sure to review and know your core material
4. Always remind mentors and mentees in advance of the video call. **Send one reminder the day before and another reminder one hour before the call**—again, make sure BTB is also included in reminders
5. **Log on to your video call 15 minutes early** to ensure you are prepared to invite and welcome mentors and mentees
6. **If working remotely, make sure to close out all applications on your computer or phone**
7. **Turn off and disable participant recording as mandated by LAUSD**; recordings of any kind are not allowed—video, voice or screen shots; done from Host Dashboard
8. **Turn off and disable screen sharing by participants**; eliminates any risk of participants sharing screens with others; done via Host Dashboard
9. **Disable participant-to-participant private chat using the “Everyone Publicly” setting**; this will allow you to monitor all chat conversations
10. Keep in mind **as the moderator you will also monitor chat to discourage, and delete if necessary, any sharing of**:
    1.1.1. E-mail address
    1.1.2. Social media addresses or locations to personal profiles
    1.1.3. Mobile numbers
    1.1.4. Other personally-identifiable information
11. **Program Coordinator is not allowed to message students directly (“private chat”) within the platform**
12. **Always be prepared to hit the mute button or mute individual participants** when necessary
13. Kick off call with a brief introduction and announce, if required, important announcements, repeat ground rules and share housekeeping notes
14. Moderate call and make sure mentors are co-facilitating and make sure all students are given the opportunity to participate and share
15. **While on call, make sure to observe and take notes of participants interactions and behaviors**—both mentees and mentors—including positive interactions and behaviors
16. **After call, type up your notes** while the session is still fresh in your head
17. Make sure to **follow up on any notes, unsatisfactory behaviors, etc.**
LATM Mentor Guidelines:

1. Make sure to keep safe a copy of username and password
2. Remember to download and test platform before your mentoring session begins; further, make sure your camera and microphone are working
3. Locate a space with strong WIFI access
4. If you have any questions prior to your video conferencing session, please communicate with your Program Coordinator in advance of your call; time spent with youth is very limited
5. If using a computer, please make sure to close all windows and apps before logging on to your Zoom call
6. If using a cell phone to conduct your Zoom call; please set your phone to mute, close apps and clear your searches
7. Make sure your device is fully charged or plugged into an outlet
8. If you are in a shared workspace, please use a headset or earbuds to minimize background noise
9. Aim to minimize distractions or interruptions by conducting your mentoring session in a quiet private room
10. Avoid eating, drinking or shuffling papers to minimize distractions
11. Once on your Zoom call, choose the GALLERY VIEW option to enable you to see all the mentees on your team
12. Avoid side conversations
13. Maintain eye contact at all times during call
14. To help keep your home or office space private, opt for a virtual background
15. No sharing of personal contact information allowed (phone numbers, email addresses, social media handles, or any personally-identifiable information allowed); All communication is facilitated via the LATM approved mentoring platform
16. No video, voice recording or screen shots of any kind allowed
17. No direct or private chatting with students
18. No screen sharing or sharing of any content allowed
19. With your co-mentors, decide in advance who will facilitate each segment of the video call
20. Allow students time to answer and participate
21. Don’t forget, even though you are mentoring virtually, to dress appropriately; avoid wearing anything to tight, transparent or revealing as well as avoid wearing t-shirts with risqué slogans or images
22. Allow time for wrap up and always say “good-bye” before leaving the call
23. Make sure to click LEAVE MEETING before ending your zoom call
LATM Student Guidelines:

1. Must have your parents/guardians consent before participating
2. Parent/Guardian must log you on
3. Gather any materials you need in advance of your call
4. Use restroom before getting on call
5. Avoid eating food, drinks, chewing gum or snacks while on call
6. Find a quiet spot – use headphones if possible
7. Be on time – if you are early wait until your mentor admits you
8. Keep your microphone on mute when you are not speaking - wait your turn to speak and raise your hand if you have something you would like to share
9. Be respectful of your mentors and teammates
10. Avoid using other devices, apps, or websites while on call
11. Make sure your device is charged or plugged into an outlet
12. Think before you type – make sure everything you contribute is appropriate. Avoid private conversations in the chatroom
13. Keep personal information personal – do not share any phone numbers, emails, addresses, or social media handles
14. Stay attentive to what is happening in the call – pay attention to your teacher or other students who are speaking
15. Avoid sharing your screen or links unless you were asked to
16. If you have any private questions or want to speak individually to a mentor – message the Program Coordinator in the chat room feature first
17. Let the mentors know if you are having any technology problems
18. Stay on the call for the duration of the mentor session and click “Leave Meeting” when finished