

Teacher Education - Frequently Asked Questions

FAQ: How can I set up an SMT account for myself (as a methods instructor) and the 35 future teachers in my class?

Answer: Go to www.seemeteach.com. Under *Plans and Pricing*, you will find the link to register and pay for a school or teacher preparation plan. The class leader or administrator who sets up the account can participate in the group and is not counted toward the group's paid slot limit. At registration, they must specify and enter the number of paid accounts (teachers or other administrators) they want in their group, as well as the group leader's email address. After registration, the group leader can invite users to the group.

FAQ: What do I do if I have a group consisting of the clinical experience supervisor and 25 fieldwork students, and I want to add four more fieldwork students and cooperating teachers?

Answer: The group administrator should log in to SMT and, in the drop-down menu, locate Billing. Here, you can increase the number of users in the group.

FAQ: I have 21 users in my group, but one person left the program and will no longer be a part of our SMT group. Can I fill that slot with another person?

Answer: Yes, you can fill that slot with another person. Go to SMT Login, User List, and Remove the user who left the group. That should free up a slot and show how many more users you can invite before you reach the paid registration limit. Ask a new user to join the group if that number is one or more. They will receive an email invitation that they must click to accept (and create a password, etc.). The new user, of course, doesn't pay because the group administrator has already paid for the group members. If the administrator needs more slots than initially planned, under the Group Administrator's login dropdown menu, click Billing and add more participants.

FAQ: I am the university supervisor for ten fieldwork students. I want to form a group of 10 students, plus myself. How do we pay for SMT registration?

Answer: Consider a couple of things.

- First, a typical "group" registration (see alternative group formation below) can be paid by:
 - one credit card payment that covers all members of the group, or
 - The group administrator chooses the option of an ACH payment, immediately receives an invoice, and then initiates the process of that payment to SMT.

Remember, when forming a group, the group administrator has a free account. So, with 1 group admin and 10 students, the request to SMT is for 11 users, but the cost is only for 10 users.

- Second, if each student in the group is paying for their registration, how can the group administrator collect the money from the ten fieldwork students?
 - Some universities add a course fee per student to cover the cost of SMT registration. Then, when the fieldwork supervisor (and the administrator of the SMT group) registers themselves and their students, they pay with a department credit card or print the invoice, process it (adding the associated Purchase Order number), and mail the payment check to SMT.
 - Note that sometimes teacher education programs pay for the registration cost for the cooperating or mentor teacher so they, too, can participate and collaborate in observations and feedback.
- Third, if the two group payment suggestions above are not feasible, then perhaps the **alternate group registration via a single-user plan** process works better. An alternative way to establish a group is to set up an informal group in which the university supervisor and fieldwork students register as Single Users, then invite each other (and accept the invitation) as collaborators. Also, read the response below to understand why this might be preferable.

FAQ: In a teacher preparation program, if I am a methods instructor who has assignments linked to Fall semester fieldwork placements and my students who are registered SMT users finish my course and their fieldwork, then enter a different course in the Spring semester with a course instructor/fieldwork supervisor who wants them to use SMT to process their student teaching observations, is it best to form registered groups or best to have all the students and the instructor/supervisor register as single users – the alternative group registration?

Answer: Unlike teachers in a school who stay within that group for the whole school year, teacher education students start and finish courses or start and complete fieldwork or student teaching experiences during a semester. In some scenarios, it's best for teacher education students to register as single users and pay the registration fee, which covers them for one year. Then, for the 1st semester, each user can invite those who need to be part of their collaborative teams, such as their methods instructor (or vice versa), their cooperating teacher, their university supervisor, and fellow fieldwork students if they work together at a school placement. This process may also suit an assignment from the methods instructor that requires small groups to collaborate on observations and provide feedback. When the semester ends and the teacher education students are in different classes or have new collaborators, under their *Contacts List*, they can *Remove* users who no longer should be collaborators and add new collaborators as needed. The benefit of all those users being in a single formal group using the group plan, rather than a single-user plan, is that no group user can invite someone who shouldn't have access. As such, if videos are used for observation, they remain accessible only to the group members and the instructor – the people who usually have access to those classrooms.

FAQ: Given the power of SMT and the built-in potential for collaboration among the university supervisor, student-teacher, and cooperating teacher, how can we encourage more cooperating teachers to use SMT and join the collaborative team by sharing observation notes, data, and summative forms?

Answer: Universities highly value cooperating teachers for feedback and mentoring. Some universities secure grants and gifts from donors to cover cooperating teachers' registration costs.

Some institutions consider it an expense, while others have the fieldwork student or student-teacher pay a course fee that covers the cooperating teacher's SMT registration.

FAQ: If I am in a school group or a teacher education group, I know that I can only collaborate with people the group administrator has invited to the group. How can I do so if I want colleagues outside the group to collaborate with me on observations and feedback?

Answer: You are correct. You cannot collaborate with anyone outside the group using that group account. First, remember that privacy rules would likely prevent you from sharing any video of K-12 students with people who do not usually work with them. Always check your school's policy. In addition, consider school district policies and laws, particularly in the United States, where the Children's Online Privacy Protection Act ("COPPA") applies to children under 13 and requires parental consent to record or store any video of children under 13.

However, suppose you sign up as a single user. In that case, you can invite any person you would like to include as collaborators on observations unless they are part of a group account, in which case that email cannot be used for both accounts. If so, use their alternate email when collaborating with you. Remember, SMT allows only a single email address for either a group or a single user, not both. For example, if you use your school email address with your school group, you must use a different email address, such as @gmail or @yahoo, when registering for your single-user account.

FAQ: How much time does the registration cost cover?

Answer: Each registration is good for one year from the registration date. For the user's convenience, registration will automatically roll over unless the user cancels it. SMT will provide ample notice before the new registration period begins. The user or administrator will receive an email 30 days before the rollover, giving them enough time to cancel before renewal. The renewal email will be sent to the administrator who established the group for schools or teacher education groups that paid for the group members.

FAQ: Can I cancel my initial registration, or cancel it after the renewal?

Answer: Once initial registration or renewal is finalized, the user can cancel at any time by going to SMT, logging in, and clicking the "Cancel Account" button under Billing. If the registration or renewal process has already occurred (*a reminder that registration will renew is automatically sent to the email associated with the SMT user's account*), no refunds will be given. However, since the user paid for their registration, they can still access and use that account until that initial registration or renewal period ends. Because the user canceled their account, the next renewal will not occur.