General Questions

What is this service?
Scheduled full-day on-campus proctoring for online school for children in grades 1 through 6.

Who is eligible to use this service?
CMU faculty, staff and graduate students. If an undergraduate student needs assistance, please contact the concierge at hrfamilycare@andrew.cmu.edu for guidance regarding alternative options.

What is the cost for the proctoring service?
$5 per hour.

Can I contribute to the Dependent Care Reimbursement Account (DCRA) for the cost of the Family Care Programs for COVID-19 (Flexible Child Care, Kindergarten Proctor & Play, and Full-Day On-Campus Proctoring)?
Yes. Employees can contribute to and be reimbursed from the dependent care flexible spending account for costs associated with the programs, up to the maximum amounts permitted for such accounts. Enrollment in the programs is considered a qualifying event and allows modifications to your DCRA contributions. Requests must be made within 30 days following the effective date of enrollment.

What are the hours of service?
Monday – Friday, 8:00 a.m. – 3:30 p.m.:
- Drop-off: 8:00 a.m. – 8:45 a.m.
- Pickup: 2:45 p.m. – 3:30 p.m.

Is there a minimum or maximum number of days/hours?
- Minimum = 1 day/7.5 hours per week
- Maximum = 5 days/37.5 hours per week

Where is this service offered?

How do I register for this proctoring service?
The registration process includes:
1. Submitting required paperwork
2. Agreeing to and establishing payment through payroll deduction
Once all paperwork is received, you will receive an email confirming your registration and a link to a scheduling tool to sign up for desired day and time slots.

Who is managing the proctoring service?
The Office of Human Resources.

Is this service part of the Cyert Center for Early Childhood Education program?
No.
Why can’t I drop my child off any time during the session?
Designated drop-off and pickup times help support daily health screenings and staffing needs.

Do I have to schedule a space in advance?
Yes. You must first register and complete all required paperwork. Once registration is complete, you will receive a link to request your desired day(s) and time(s).

Can I cancel a session? Will I be charged?
Yes. To avoid charges, please try to provide 48 hours’ notice. If not, you may be charged for the session.

How do I cancel a session?
Once you complete a reservation, you will receive a confirmation email that will include a link to assist you with canceling your reservation, should that become necessary.

What happens if my child’s school is closed?
The main objective of our program is to provide assistance to children learning remotely. If your child's school is closed and your child is not expected to complete any synchronous or asynchronous work, we ask that you please refrain from attending the program on that day. If your child’s school closes but work is still assigned or your child has a half day, your child may attend, but please be sure to send enough materials for any free time that might occur once work for the day has been completed. We hope to have minimal disruptions to our typical schedule, but as we’ve learned this year, many things are unpredictable.

What is the inclement weather policy?
If the weather is bad during the morning commute, we will still make every effort to maintain normal operating hours, but our first priority is the safety of families and staff. We ask that you please aim to arrive during the later portion of drop-off in order to provide additional time for proctor arrival. Children may enter the building as soon as a staff member is present. If the weather declines later in the afternoon, we may ask that you try to arrive for pickup earlier than usual to give everyone extra time to travel home safely. We will provide as much notice as we can when there might be a slight change in the day's schedule. We appreciate your flexibility with this matter.

If your child’s school is closed due to weather, we ask you to remember that the main objective of our program is to provide assistance to children learning remotely. If your child's school closes for a "snow day" and is not expected to complete any synchronous or asynchronous work, we ask that you please refrain from attending the program on that day. If your child’s school closes but work is still assigned, or your child starts late, your child may attend, but please be sure to send enough materials for any free time that might occur once work for the day has been completed. We hope to have minimal disruptions to our typical schedule, but as we've learned this year, many things are unpredictable.

What is the drop-off and pickup process?
Only one parent should support their child during the drop-off and pickup process. Your child will be greeted by a staff member who will perform a daily health screening consisting of a visual check, four health-related questions and a temperature check. The staff member will then walk your child to the appropriate classroom. Parents are not permitted inside the building as part of our efforts to ensure the safety of all involved during the pandemic. All adults and children will wear masks throughout this process and the day.
What should my child bring?

- Their own technology — all devices must be registered on the CMU Device network by the parent/employee prior to the session. Please see the Technology Related section below for more information.
- Paper, pencils, other school supplies
- Printed copies of any workbooks that will need to be completed as part of the child’s schoolwork
- Book(s) or other printed material to be read if the child runs out of school work
- Face mask — must be worn at all times
- Headphones
- Lunch
- Snack
- Drink — in a cup with a lid
- Jacket, blanket, mat for younger children (if desired)
- Personal toy for younger children (non-distracting)
- Children should NOT bring medication. If your child needs medication, please see instructions below.

Please try to label each item that your child brings.

What can my child not bring?
Due to potential allergies, please follow food allergy guidance when packing your child’s lunch/snacks.

What happens if my child gets sick while there?
Children’s temperatures will be taken throughout the day. If at any point your child exhibits the following symptoms, they will be brought to a designated “sick room” where an adult will assess and monitor their symptoms. Parents will be contacted and must pick up their child within 30 minutes of being notified that they have become ill. Children will need to be symptom free without the aid of fever reducing medicines for at least 72 hours before they are permitted back inside the building.

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- Loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea
How are you keeping the children safe?
All staff and students are required to follow the same safety protocols including a daily health screening upon arrival, health checks throughout the day, removal from the classroom with the onset of symptoms, and exclusion from the classroom until 72 hours of being symptom free. We also do not allow parents or other unnecessary adults to enter the building and we follow a stringent cleaning schedule to keep the classroom environment as safe as possible. We require all staff members and children to wear masks.

The staff of the proctoring program hold current clearances as required by PA Act 153, and they have participated in professional development meetings to prepare for their role. The Posner Center is only open to the children in the program and the staff.

What should I expect if there is a positive test for COVID-19?
- Any child care staff member or child with a confirmed diagnosis of COVID-19 will need to self-isolate for a minimum of two weeks, and may only return to the facility when all the following have been met:
  - Resolution of fever without the use of fever-reducing medications
  - Improvement in respiratory symptoms (e.g., cough, shortness of breath),
  - Negative COVID-19 test result
  - Doctor’s release
- Upon the confirmed diagnosis of a child care staff member or child who has been in attendance at the facility, the facility will close for a period of 24 hours so the facility can be cleaned and disinfected properly.
- The operator will inform all parents when there is a suspected outbreak of a communicable disease or an outbreak of an unusual illness that represents a public health emergency in the opinion of the Department of Health.
- The operator will inform child care staff of positive COVID-19 cases.
- Any child care staff member or child identified as a “close contact” to another child care staff member or child who has tested positive will be contacted and asked to self-isolate for a minimum of two weeks without COVID-19 symptoms developing.
- The facility must report positive COVID-19 cases to the Department of Health. The facility must also report positive COVID-19 cases to the Pennsylvania Department of Human Services and Carnegie Mellon University.

What is the program contact information?
Contact the concierge service:
- Email: hrfamilycare@andrew.cmu.edu
Technology Related

What technology should my child bring?
Your child will need to bring all devices and accessories they need to participate fully in their school work. Each item should be labeled with the child’s name.

- They will need to use headphones for all video conferencing activities so as not to disrupt others.
- They will need to have a charging cable and electrical outlet adapter. The center will have surge protectors and outlets available.
- We strongly recommend that they have a portable power charger or spare battery to ensure uninterrupted work.
- Your child will need to bring any printed materials or packets of work that they will need to complete or use as reference.
- If your child needs to upload photographs of completed assignments, make sure the child has a device with a camera and they know how to take and upload the photographs.

What do I need to do before the first session?
- Before your child’s first session, their device needs to be registered by the parent/employee on the CMU DEVICE network. You will need to register using your Andrew ID. The process is straightforward, but varies by type of device. Upon receipt of the completed Technology Information Form you will receive step-by-step instructions for your child’s device.
- Once the device is registered, we recommend that you bring the student to campus and test the connection to confirm that the network is functioning and the child knows how it appears on their device. This can be done immediately prior to entering Posner Center for your child’s first session.
- Make sure all of the software your child needs to do their coursework and participate in their classes is installed on the device and the student knows how to log in and use it.
- Make sure your child knows how to start up the device on their own, including their username and password.
- Make sure your child knows how to open the meeting software and connect to their classes. We suggest that you have that information available with you so your child can contact you if they forget their password. For security reasons, proctors will not have access to usernames and/or passwords for students.

What do I need to do prior to each session?
- Make sure you and your child have your school or district technology support information readily available.
- Make sure the device(s) and portable power charger are fully charged.
- Make sure your child has all materials they will need to participate in their coursework for the day. This includes printing any workbooks or other materials if necessary.
- When you are outside of Posner Center to drop off your child, we suggest you confirm that the CMU DEVICE network is connected on your child’s device(s).

Will there be a printer available for students to use?
No. We are unable to provide printers or any type of loaner devices or accessories. Please be sure your child brings everything they will need.
My child needs to upload photographs of completed assignments. How will this work?
Your child needs to be able to take the photographs and complete the upload process using the device(s) they have with them.

What if my child forgets his device?
We are not able to provide spare devices or accessories due to the need for specialized software or configurations, usernames and passwords. Your child may stay while you retrieve their device, but must have enough independent work to remain busy throughout the day.

What if my child’s device stops working during the session?
If needed, a proctor will help your child with basic troubleshooting such as power down the device and restart, close the browser or application, check the network connection. Parents and students are responsible for working with technical support from their school for further assistance. Most schools have privacy practices in place that would prohibit the proctor from directly assisting.

What will my child be doing when not participating in their classes?
Children are welcome to read books, engage in quiet activities, or view other entertainment that is pre-loaded on their device during break periods, but must use headphones so as not to disturb others. All use of the network must comply with the Carnegie Mellon University Computing Policy.

Can my child leave anything in the room when their session is over?
If your child attends on a regular schedule and would like to leave some supplies at their desk, please contact hrfamilycare@andrew.cmu.edu to discuss potential options. No items of value should be left in the room.