

2011

Teacher Training Manual



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1. MyMyngle



Links to it will be visible on the top section of any page you see logged in. Its sections are:

Activities	Activities - your upcoming lessons with details of packages, subscriptions bought by students, previous lessons and payments
Profile	Profile – edit your profile, upload a picture, edit professional information, prices, schedule, and more.
Courses	Courses – create, edit or remove your courses. “Test Enter classroom” is also through this link.
Students	Students – lists all students who booked/took lessons with you. You can write a small note next to each student’s name.
Share Myngle	Share Myngle - Different ways to share your Myngle profile with your students, friends and family.
Training	Training - the Myngle training tutorials, and any required software to download.

1.1. Creating an attractive profile

Username

- Choose your real name which is more professional than a fictional username and it is easy to memorize and search for.
- It is also your Myngle login name.

<< Important Note >> *If you would like to change your username at anytime, please contact helpdesk@myngle.com.*

Your picture

- Select a clear shot of your face, taken in good lighting. Please avoid any pictures which actually do not resemble you as a person (such as logos, animals, children...).
- Have your picture, ready in a small size, if you need to resize it, do so before you start uploading.

- To upload a picture, follow these instructions:

1. click on “Edit profile”

2. click on “Upload your image”

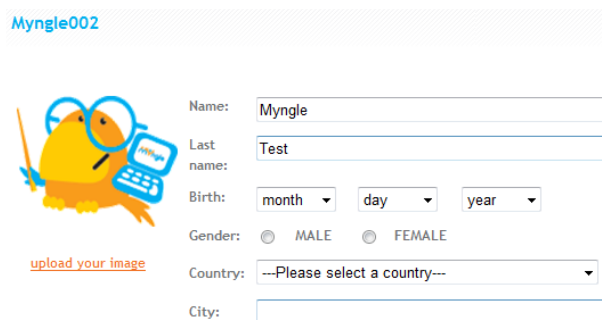
3. a small pop up window will appear (if it doesn't appear, check and adjust your browser settings to allow pop-ups)

4. choose “upload a picture”.

5. Browse for the picture on your computer, and click on “upload picture”.

6. Your picture will appear on the pop up box, if you need to resize it again, use the small rectangle. When you have the image size you want, click on “OK” to upload it. You will receive a small message confirming that it has been uploaded successfully.

7. Accepted formats are .jpg, .bmp and png. The smaller the file, the easier it is to upload ([online FAQ reference](#)).



Troubleshooting:

- *When I select a certain part of the photo, I see another part instead*
- *I attempted to resize my photo using the square but it was not successful.*
- *My picture is not clear*

If any of the these issues occur, try to resize the picture to a smaller size, then try to upload it again. If it is still blurred, the issue is with the quality of the picture, try again using a better quality picture. If the problem persists, contact helpdesk@myngle.com.

Teaching experience

It's very important to complete this section, as it's the first piece of information shown below your general information and picture. Students are very interested in finding out about you as a teacher, especially when and where you started teaching, your teaching methodology, your specialization, and if you have extensive experience teaching a certain part of the language.

Tell students how they will benefit from the teacher, not what the teacher will do for the student. Don't use expressions and words like "I am a great and wonderful teacher".

The more the student knows about you, the more likely he or she will book a lesson.

“About me”

Write more about yourself as a person, your hobbies, interests, things you love to do, where you have traveled to and/or lived. Write in third person - it should sound as if someone else is writing about the you.

Time zone

This helps as each person view your availability correctly based on your local time.

Note that daylight saving times are applied automatically when required, this might affect the time of the lesson for your/ your student or both of you, depending where you are and if this country uses the daylight saving times.

Availability

- Choose the day you wish to add,
- then the hours you want to show as available,
- and click on the (+) button next to it, you should see it appearing on your schedule above.

Add more hours for the same day or other days in the same way.

To delete an available time, just click on the (-) button next to the available hours and it will disappear.

Availability *

(Your local time by time zone)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
10:00 - 18:00	09:00 - 22:00	13:00 - 22:00	08:00 - 21:00	08:00 - 21:00		13:00 - 20:00

* Available on: Sunday from: 13:00 to: 20:00

* Type of lesson: INDIVIDUAL GROUP

Click here to make availability exceptions

The (day to day schedule) or (availability exceptions)

This schedule is set up to help you arrange availability exceptions you have on a day-to-day basis. For example, if you are going on vacation, or have an appointment that you can't miss.

- Click on availability exceptions, to see this schedule, showing specific days and dates all around the year.
- Choose the day and time you want to block, click on the grey box with “not available” and highlight them, then click on “save”.

The color system shows you what you still have as available, and if it's for private or group lessons.

<< Important Note >> Make sure to update your schedule / availability exceptions when you register and regularly, as students and

Click here to make availability exceptions

< Previous day Tuesday 15 June 2010 Next day >

To change availability for any given timeslot: Select type of availability, then click and drag over the timeslots you wish to change. Availability cannot be changed for timeslots during which you have classes (these are marked light blue for an individual lesson, dark blue for a group lesson). When you have finished click 'Save'

When you have finished click 'Save'

Not available

Available for Individual and Group lessons

Available for Individual lessons only

Available for Group lessons only

Save

06:30 - 06:45	
06:45 - 07:00	
07:00 - 07:15	
07:15 - 07:30	
07:30 - 07:45	
07:45 - 08:00	
08:00 - 08:15	
08:15 - 08:30	
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10:30 - 10:45	
10:45 - 11:00	
11:00 - 11:15	
11:15 - 11:30	
11:30 - 11:45	
11:45 - 12:00	

Myngle's education team will be booking classes directly without asking for your permission first.

1.2 Pricing

Academies vs. Teacher's pricing

In Myngle there are academies which groups a selected number of teachers into a specific marketing activity (eg. Groupon, Cervantes, Corporate). Each academy will have its own policies in regards to class remuneration for teachers. In this case, teachers are informed individually of such policies per academy once they are invited.

Teachers may also offer classes outside of these academies. In this case the teacher chooses the price charged for students and the remuneration received based on Myngle commission mentioned below.

Individual, Private lessons

You can offer student 30 and 45 minutes lessons. Offering both is better since students preferences vary.

Myngle has carried out a survey and have found that students are willing to pay providing they are receiving quality. Consequently, there is no need to place lowest prices for your classes, just be sure to have great content and a great class prepared.

Prices

Individual Lessons

Offer a Free Meet

Your Teacher

YES

NO

Class:

Duration:

30 mins: € 11 ▼

45 mins: € 16 ▼

Packages

- 10, an Advance purchase of 10 lessons expiring after 120 days from purchase date, Myngle recommends discount rate of 10%
- 30, an Advance purchase of 30 lessons expiring after 270 days from purchase date, Myngle recommends discount rate of 15% - 20%
- 50, an Advance purchase of 50 lessons expiring after 365 days from purchase date, Myngle recommends discount rate of 20% - 30%
- 100, an Advance purchase of 100 lessons expiring after 1.5 year from purchase date, Myngle recommends discount rate of 30% - 40%
- 1 Month daily, one lesson daily of 30 minutes during 30 consecutive calendar days.

Each package price can be set independently, and for each package type you can choose to offer lessons of 30 minutes, 45 minutes or both of these options. Myngle recommends you to offer more attractive lesson package prices, with larger savings per lesson compared to booking single lessons ([online FAQ reference](#)).

Each package has an expiry date. If a student does not use all the lessons in a certain package purchased from your profile, Myngle takes 50% and the teacher takes 50% from the remaining value of the package.

For more details about each package, [check our FAQ](#).

<< Important Note >> When the expiration date is mentioned, this means that a lesson must be taken at the latest on the date of expiration (or before). So, this is not the last date on which a booking can be made, but the last date on which a lesson must take place.

Subscription vs. the package

Now let us differentiate between the package and the one month boost (subscription)

	Package	Boost
Duration of each class	30 min or 45 min	only 30 min
Expiry dates	Packages vary in their expiry	30 calendar days.
Policy	<ol style="list-style-type: none"> The students can make up any missed classes The student can book more than one class a day 	<ol style="list-style-type: none"> The student cannot make up any lessons missed The student can book ONLY one lesson a day.
Teacher payment	The teacher is paid at the end of each month for classes taught inside the package.	The teacher is paid by the end of the boost, so for example if the student buys a boost on the 15 th of October it would end by the 15 th of November. The teacher is paid by the end of November.

To check how many classes are remaining:

1. Sign in
2. Go to My Myngle
3. Go to “My packages” section

 My packages

Packages	Student	Language	Lessons Left	Expiration
Subscription, 30 minutes, EUR 300	Suaadtrainer	English	31 days remaining of this subscription (max. 1 lesson per day)	31/05/2011
10-lesson package, 45 minutes, EUR 189	HalaStudent	English	10	28/08/2011
30-lesson package, 45 minutes, EUR 456	RedHorseSundalo	Filipino (Tagalog)	24	06/11/2011

Free trial (Free Meet Your Teacher)

- You opt-in on your “edit profile” page. Myngle recommends this since most students prefer to meet their teachers to discuss their needs and preferences beforehand.
- A student can have only 1 free class per teacher. Any other classes will have to be paid.
- As the lesson is free, you won't get paid for it.

<< Important Note >> To enable the free trial option you have to offer 30 minute lessons.

1.4 Learn now (I'm available now)

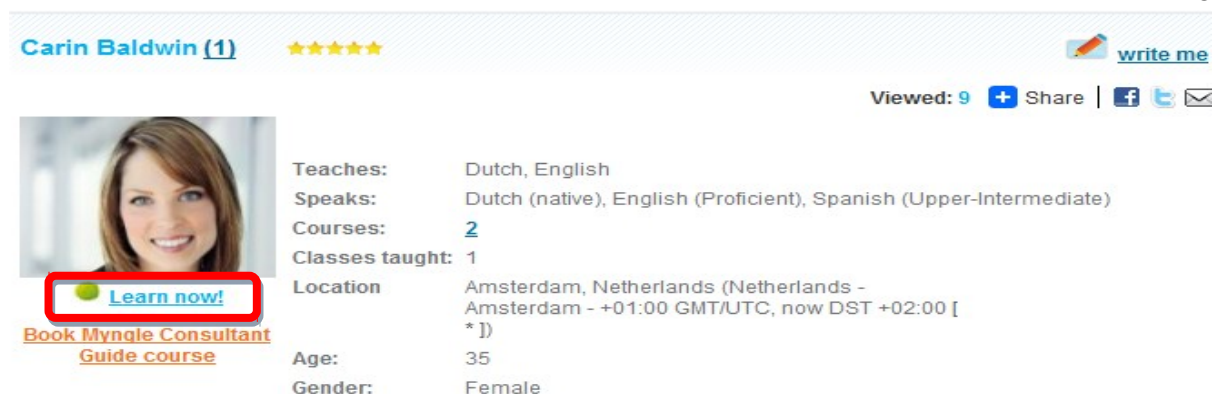
“Learn Now” is a function that enables students to book lessons at any time they arrive on the Myngle site even if they are new users and never booked lessons before.

When a teacher clicks on 'I'm available now', they commit to being available to teach immediately in Myngle any time during the following 2 hours from the nearest quarter hour.

The teacher can turn this function off at any time by clicking on "I'm not available now" (in My Myngle or "Home" page) or wait until it automatically expires after the 2 hours have passed.

Please note that setting "I'm available to teach now" overrides your general availability and availability time/date exceptions you have made on your profile.

Teachers who are "available now" will have a special icon on their profile, the teachers listing



Carin Baldwin (1) ★★★★★ [write me](#)

Viewed: 9 [+](#) Share | [f](#) [t](#) [✉](#)

Learn now!

[Book Myngle Consultant](#)
[Guide course](#)

Teaches:	Dutch, English
Speaks:	Dutch (native), English (Proficient), Spanish (Upper-Intermediate)
Courses:	2
Classes taught:	1
Location	Amsterdam, Netherlands (Netherlands - Amsterdam - +01:00 GMT/UTC, now DST +02:00 [*])
Age:	35
Gender:	Female

pages and course listing pages.

<< Important Note >> When stating you are "Available now" you must be logged in to Myngle and ready to receive bookings immediately.

([Online FAQ reference](#))

1.5 Course offerings

Shared courses

Myngle has created several courses which you can start using immediately. If you want to use the shared materials click on the link below:

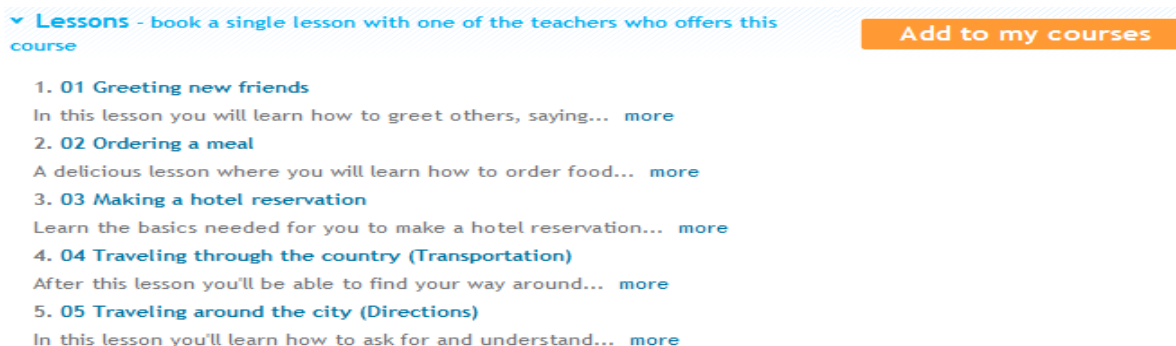
<http://www.myngle.com/user/profile/teachercoursepublic/id/19#courses>

Once you click on above link, click on the title of the course you want to add to your profile:



The screenshot shows a course card for "Essential Travel Lessons (Spanish)" by Myngle Courses. The title is highlighted with a red box. Below the title, it shows "Language: Spanish", "Level: (Basic)", and "Lessons: 5". There is a "Free meet your teacher" badge. A description follows: "A set of 5 lessons where you will learn the most important expressions and vocabulary for your coming trip: Greetings, Ordering a meal, Booking a hotel reservation, City Transportation, and ...". A "more" link is present. At the bottom, there is an orange button that says "Book Private lesson(s)". To the right of the card, the word "After" is visible.

clicking on the title of the course, click on the button “Add to my courses” and it will be added to our profile.



The screenshot shows a list of lessons under the heading "Lessons - book a single lesson with one of the teachers who offers this course". To the right is an orange button that says "Add to my courses". The list includes:

- 1. 01 Greeting new friends
In this lesson you will learn how to greet others, saying... more
- 2. 02 Ordering a meal
A delicious lesson where you will learn how to order food... more
- 3. 03 Making a hotel reservation
Learn the basics needed for you to make a hotel reservation... more
- 4. 04 Traveling through the country (Transportation)
After this lesson you'll be able to find your way around... more
- 5. 05 Traveling around the city (Directions)
In this lesson you'll learn how to ask for and understand... more

Keep in mind that you can only add course that you teach. For example, if you teach Spanish and English, you can only add Spanish and English courses.

Myngle Programs & Myngle courses

Myngle has developed a new set of official language lessons based on modern didactics and the official requirements of the Common European Framework of Reference for Languages (CEFR), which is the basis for standardized language courses and standardized exams for all European languages. They are free for the teachers to use.

How to join Myngle programs

1. Send us a request by going to <http://www.myngle.com/schools/myngleprograms> and clicking on “get accredited”.
2. After we approve your request, you will receive the links to the courses with guidelines.

Creating courses

If you'd like, you can also create your own course to offer in Myngle. We recommend that teachers plan carefully first the language goals of the course, how many lessons the student will need to obtain the determined goal(s) and what will be taught in each lesson of the course.

To create your course in Myngle:

1. Go to "MyMyngle";
2. Click on "Courses" (menu on the left);
3. Click on "Create new course";
4. Write a descriptive course title and description. The description should give your students an idea of some of the main goals of the course;
5. Create at least 5 lessons (under 5 lessons your course will be in draft status, not yet visible).
6. Upload lesson files to each lesson. The lesson files can be in .ppt or .pdf format (.pdf is recommended). Please try to have 1 lesson and 1 class file with enough content for a 45-minute class.
7. If you have any additional resources that go along with the course (eg. Homework, audio, video files, books, etc.) you are also free to add them to your course. You can set this extra resource as private (only students taking a class in this specific course will be able to view the content) or public (any student in Myngle will be able to view this course).

<< Important Note >> Myngle encourages teachers to work together in their courses. For that, you can place your course as a shared course and invite other teachers to use your material and send you input for extra lessons, extra resources or any other improvements.

Courses Online FAQ reference:

[How to create a Live course](#)

[How to create a course, lessons, and upload slides](#)

<< Important Note >> You will need to create a course, with one lesson, and upload a file, to use for the demo lesson before your profile is active.

2. Payments

Myngle charges a fee for every lesson or package sold as shown below ([online FAQ reference](#)):

100 lessons	50 lessons	30 lessons	10 lessons	Indiv. lesson	Subscription	Group lesson
16%	18%	23%	28%	35%	25%	30%

Myngle requests teachers to use [PayPal](#) or [Moneybookers](#) for a secure, fast and easy method of receiving online payments.

Teachers have the ability to release funds for their class fees of the previous month from the 1st until the 7th of every calendar month. For example, at any moment from May 1st until May 7th (Amsterdam, NL timezone) teachers will be able to pay themselves for classes taught (and package unclaimed balance) of April.



[Next Lessons](#)



[Previous Lessons](#)



[Payments](#)

You can pay yourself and see all financial details on “My Myngle” “Payments” section where you will see a “Pay now” button on the days mentioned previously.

3. Class bookings

3.1 Minimum time for student to book classes

1. If a student has never had a class with you, the student can book a class with 24 hours minimum advance notice.
2. In case the student already had a class with you, there is no minimum time restriction since in this case the teacher and student might already be in contact in Myngle to book classes on the same day.
3. If the teacher is on “Learn Now” period, there is no minimum time restriction.

3.2 Entering the classroom

1. Go to “My Myngle”.
2. You will see “Open Class ” button next to the lessons that are due to start in 2 hours.

When to open it

You can open the classroom 2 hours before the scheduled time for your lesson. Please do so **only if you are ready to stay inside the classroom until the class starts**. Once you open the classroom the student gets an email that his/her teacher is ready, so the student could be confused.

So, enter the classroom with enough time for you to check everything is working well on your side.

When you open the classroom, please be close to your computer so you can guide your student when he enters.

Problem?

The student can't join the class.

If the student is seeing an error when trying to join the classroom,

1. Please make sure you are inside the classroom and correct session (not inside “Test Enter classroom”)
2. If you are inside the classroom by having pressed the “Open classroom” button and the student still sees an error, than unfortunately the previous class you just had was not closed correctly.

Contact helpdesk@myngle.com.

My Skype sign shows offline although I am online on Skype.

This is a Skype problem, not a problem with the Myngle classroom; this would not affect your ability to contact your student using Skype. So make sure that you set privacy status on Skype correctly.

To set your Skype status visible on the web, open Skype and then go to “Tool”, “Privacy” and select “Allow Skype status to be visible on the web” (specific wording and menu options will depend on your Skype version).

Advised Minimum requirements for Internet connection.

[Click here](#) to test your internet connection speed and audio/video settings.

3.3 The Virtual Classroom

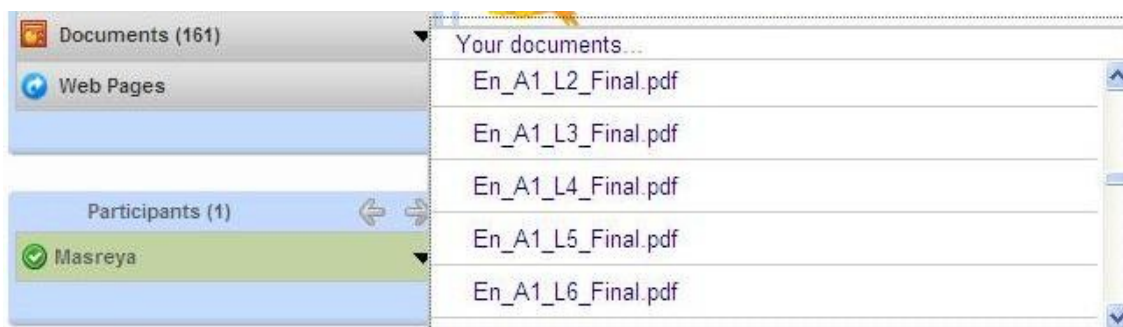
The classroom tools are only available and controlled by the teacher; the student has no access to it at any point, unless the teacher chooses so.

Lesson material ”Documents”

These documents are uploaded by the teacher before opening the classroom or they are added from any of the shared courses. They cannot be added during the class.



To find your lessons files, click on “Documents”, and it will show a list with all your lessons, sorted in alphabetical order.

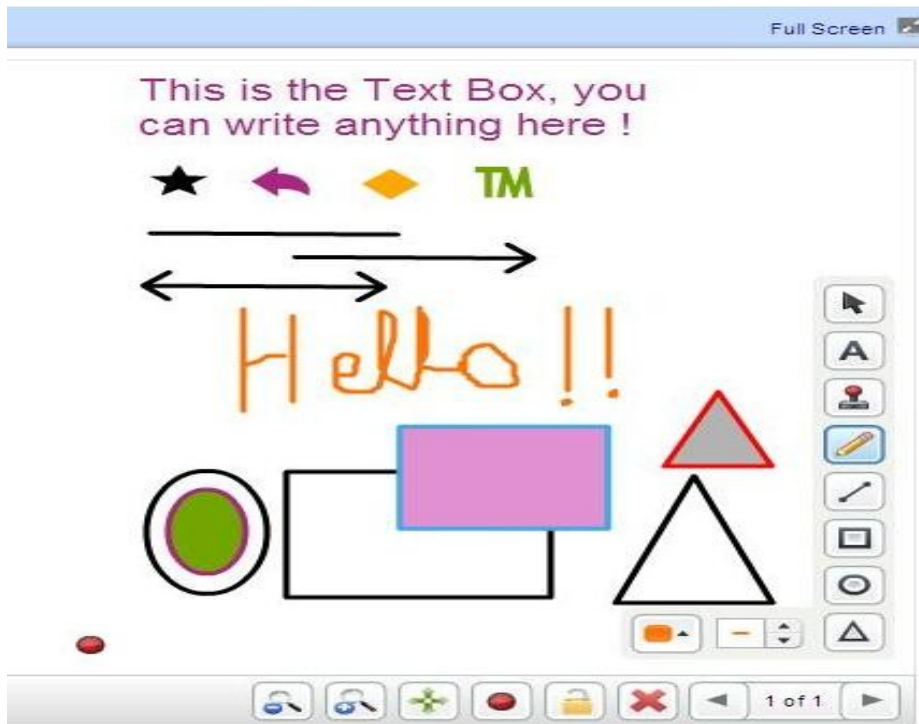


How to show the slides

Click on the name of the lesson file that you wish to use, then choose the slide you want to put on the main screen (this is the one the student will see). The student cannot move between the slides.



Whiteboard tools



Annotation tools

An annotation toolbar will appear on the right side of the white board, you may have to wait a few seconds for it to appear.

“A”, by clicking on it, and clicking on the white board, a text box will appear which you can use to write anything, and if you look next to the triangle, you will see more options related to this button (control the size and color).

“Stamp”, if you click on it and then on to the white board you will get a star, and next to the triangle you will see more shapes that you can use, and even change the color if desired.

“The pencil” or (free hand) button will allow you to do some free writing or drawing, and next to the triangle you can change the thickness of the line along with the color.

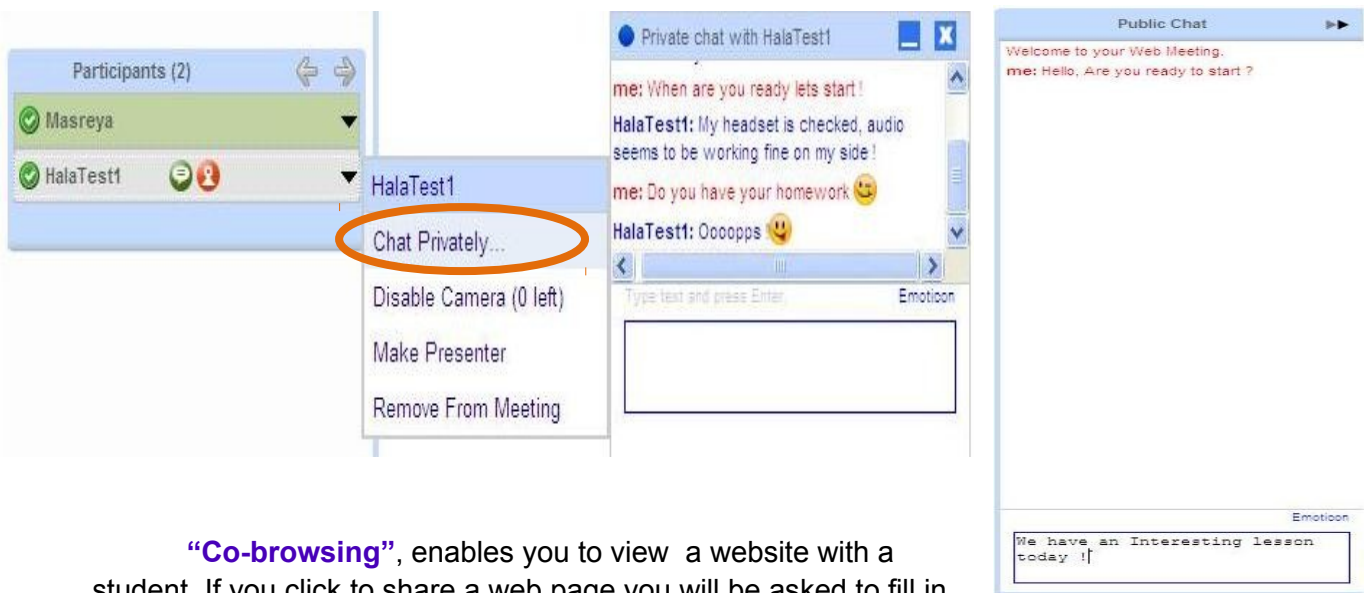
“Draw straight lines” button, or click on the arrow shapes next to the triangle to get arrows.

The last 3 buttons allow you to select (a rectangle, circle and triangle), to use any of them, click on the shape and hold down, start drawing until you get the size you need, and then release your mouse. You can also change the outline color, and the filling color.

“Pointer”, a way for your student to see your mouse movements over the whiteboard. This can be activated or removed through the bottom (horizontal) toolbar.

“Zoom”, enables you to zoom in/out but does not affect what the student sees. The same thing applies to the full screen mood option. You can click on (the fit to screen) button to have the slide displayed in the most convenient way.

“Text chat”, the public chat allows you to write to all students in the class (if it's a group lesson). Or, you can click on the 'down arrow' next to the student's name under the participants list, and choose (Chat privately), this way messages will exchanged only between you and the student. Please note that the public chat module can be hidden and displayed again, thus when needed click on "Show chat" to be able to use it.

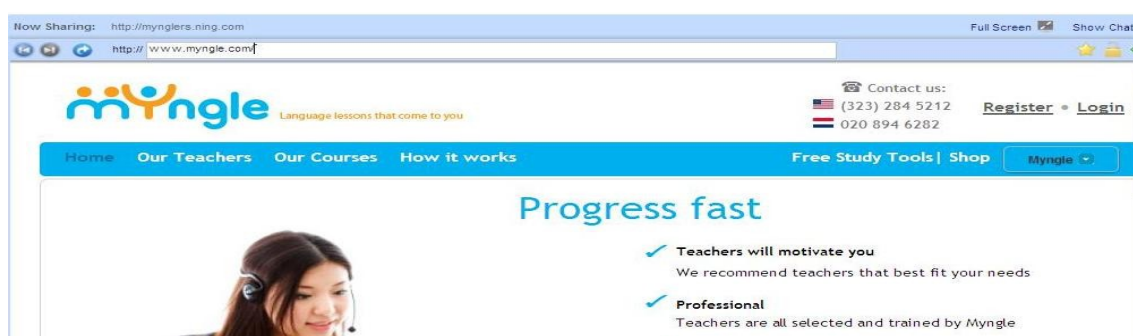


“Co-browsing”, enables you to view a website with a student. If you click to share a web page you will be asked to fill in a web address – for example, www.yahoo.com. The student will see what you see.

Notes:

- The co-browsing software can be very temperamental, especially in Internet Explorer if you are viewing anything but the most basic websites.

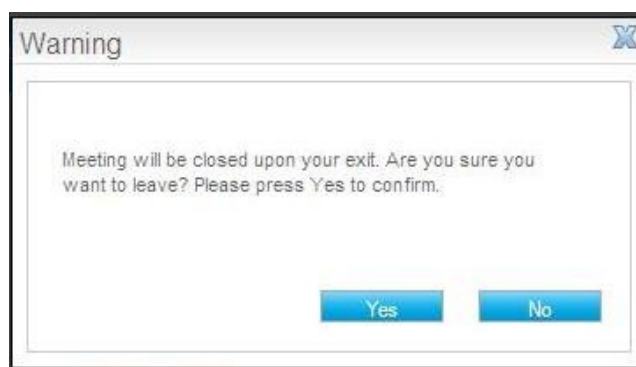
- No site requiring a login will work,
- Video sites like YouTube might not work (if you want to show these the software providers recommend sharing your computer screen and browsing normally in another window).
- Please always try to enter the exact address of the page you want to co-browse rather than clicking through from the front page of a site. For example enter <http://www.guardian.co.uk/world/2009/may/26/sonia-sotomayor-supreme-court-barack-obama> instead of opening <http://www.guardian.co.uk> & clicking through the site.



“Desktop sharing”, will display your screen to your student(s). When using it first, you will be asked to download a plug in, once it has downloaded and installed, you will be able to use the screen sharing option (no setup required for the student).

At the end of the lesson

- **End the meeting**, by clicking on “end meeting” on top right of the virtual classroom page.
- A message will appear asking you if you want to end the meeting, choose “yes” to confirm.
- Another way to do it, is by clicking on the drop down arrow next to your name under participants, and choosing “end meeting”.



if

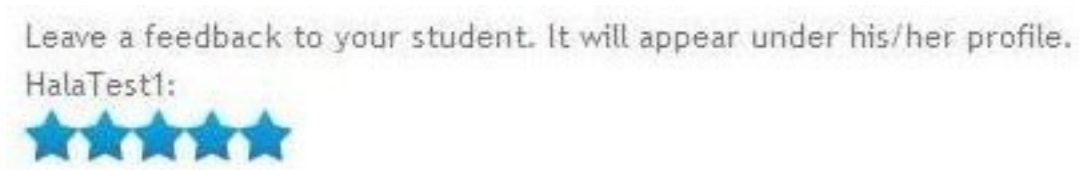
<< Important Note >> Any other way of exiting the classroom will very likely result in an error for the student, preventing him or her from joining the class.

3.4 Leaving the feedback

Feedback and ratings are useful for every user to get a foretaste of another user, especially for a student looking for a teacher. It is also important for the teacher because it is his/her permanent reputation on Myngle. ([Online FAQ reference](#))

1. After confirming your class is finished, you will directed to the feedback page,

2. Define the rating by assigning the number of stars (5 is the highest).



3. You will also find 2 comment boxes, the first is public and anything written down there will appear directly in the students profile under "feedback". The second is private, anything written there will go directly to the student's inbox.

If for any reason you didn't give feedback, and want to do it later. Click on "My Myngle", then choose "Previous lessons", and you will find the lesson with "Give feedback" next to it.

3.5 Testing classroom

Test the classroom

Teachers can test their virtual classroom environment at any time by going to My Myngle, then Courses, and **click on "Test enter classroom "**.

