

Frequently Asked Questions

FOR FACULTY

Q: How does it work?

A: Once your university (coordinator or instructor) confirms the adoption of LinguaMeeting, instructors will receive an e-mail with their login information. The program does not require any training. Faculty will have access to a portal where they will be able to track attendance and participation, as well as view recordings. Faculty members also receive e-mails with updated information on their students' attendance and participation.

Q: What topics are my students practicing with the coaches?

A: You teach; we coach. Faculty will share their syllabi, and the coaches will reinforce what you are teaching during the coaching sessions. Coaches will implement the conversational component for you and your students.

Q: Who are the coaches and where are they located?

A: For Spanish, we partner with universities in Spain and language schools in Latin America, to select our language coaches. For other languages, we work with online teachers who have demonstrated they have a good connection and develop the skills to teach online. It is common for online teachers not to live in their country while they teach since the job allows them work wherever they choose to live. No matter how much experience they have, they are always trained and supervised by our team.

Our language coaches are a mix of university students in their last year of school and young professionals. They love meeting new people and sharing their culture with them.

Q: When can students meet with coaches?

A: The schedule of sessions depends on each school. All sessions will be scheduled between 8:00 a.m. and 11:00 p.m. Eastern Standard Time. Weekend availability depends on the coach. Students who cannot find a suitable session time should contact Customer Support for assistance.

Q: How many students are in a coaching session?

A: We offer small group and individual sessions. The small group sessions have an average of two or three students plus the coach. There is a minimum of one student and maximum of four students in each coaching session.

Q: What if the student cannot make or miss a session?

A: Our policy is very flexible. Students do not need to cancel their session. They can use the "reschedule" button as many times as needed during the semester. Also, they can reschedule same day and a minute before their scheduled session takes place. If a student misses a session, we provide them with the option to use at least a make-up credit if they purchase 6 sessions access or two make-credits if they purchased the 12 session access.

Q: Will Lingua Meeting send out reminders to the students about the upcoming coaching session?

A: Yes, we do send students a reminder the day before their coaching session.