

Frequently Asked Questions

FOR STUDENTS

Q: What is the role of the language coach?

A: The role of the coach is to help the students reinforce what they have learned in class and provide them with ample opportunities for speaking and conversing in Spanish.

Q: Why would I benefit from language coaching?

A: Human interaction is key for learning a foreign language. Time in class is limited and students do not have enough opportunities to put in practice what they learned in class. Finding opportunities to practice with native speakers is not always easy, depending on where one lives. The stress-free and student-friendly environment of En vivo provides students a great solution for practicing in a natural and fun way.

Q: How will I be graded?

A: Your language coach will be sending reports to your instructor based on your attendance and participation during the sessions, not on your performance. Try your best and make every effort to participate, just like in your regular class sessions. Do not worry about making mistakes; it is an opportunity for you to communicate and practice the language with your language coach and peers. Your instructor, not the language coach, will determine how to grade this component.

Q: Does my code have an expiration date?

A: Your code is only valid for the duration of the university course. Once you validate your code and a coaching session has been assigned to you, the code has been used and cannot be refunded. En vivo sessions cannot be accumulated or transferred from one semester to another.

Q: Can I get a refund?

A: Refunds are only allowed during the first week or two weeks of class. If you have reserved a session but the coaching program has not started yet, refunds are allowed. Once the En vivo sessions calendar have started, refunds are not allowed.

Q: What is the policy for breaks and holidays?

A: Sessions will be offered during school holidays and you can either attend, reschedule or use a make up credit. Sessions will not be offered during your coach's holidays. Lingua Meeting will notify students whose session times fall on a holiday one week before that holiday, allowing students to change their session time for that week. Students can select the "Reschedule" button for this purpose.

Q: What is the cancelation/change session policy?

A: Our policy is very flexible. Students do not need to cancel their session. They can use the "reschedule" button as many time as needed during the semester. Also, they can reschedule same day and a minute before their scheduled sessions takes place.

What if I missed my session?

A: It is important to understand that if you missed your session, make-up credit/s are given to students at no extra cost. After a make-up credit has been activated, it can be canceled (only before the scheduled session) and reused for another time. If a student missed the session, the make-up credit cannot be applied to another session.