

## 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 can be given any time prior to 24 hours before you complete your session. Once sessions are completed and/or missed, refunds cannot be given.

**Q: What is the policy for breaks and holidays?**

A: Sessions will be offered during school holidays and you can either attend, or reschedule if you would rather not complete your session during a holiday. 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" or "cancel" button for this purpose.

**Q: What is the cancelation/change session policy?**

A: Our Rescheduling policy is very flexible. Students can cancel or reschedule a session up to 5 hours before the beginning of the session time. The new session selected, however, must be at least 12 hours from the time you are doing the rescheduling.

**What if I missed my session?**

A: Making up missed sessions depends on the course designed by your Spanish program coordinator. You may or may not have the ability to purchase a make-up for a missed session.

Any further questions or concerns can be directed to [support@linguameeting.com](mailto:support@linguameeting.com)