

# Support online learning

A suggestion for implementing the strategy

'Key areas to support' from the Guide: [Deaf and hard of hearing](#)

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## **Includes:**

Seeing who's speaking

Reduce visual overload

Video conferencing tips

Testing an internet connection

Inclusive Education

From

Guide: [Deaf or hard of hearing students and learning](#)

Strategy: [Key areas to support](#)

Suggestion: [Support online learning](#)

Date

06 July 2026

Link

[inclusive.tki.org.nz/guides/deaf-or-hard-of-hearing-students-and-learning/support-online-learning](https://inclusive.tki.org.nz/guides/deaf-or-hard-of-hearing-students-and-learning/support-online-learning)

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## Seeing who's speaking

It's much easier on video conferences if I can see the face of whoever is talking. If multiple people are talking, we all find that hard.

**Elliot, year 10 student**

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## Reduce visual overload

Make video conferences less tiring for your students by reducing visual and cognitive overload.

- ✓ Ask your students what would be most helpful and adapt as necessary.
- ✓ Use a plain wall or blank screen as your background. Shiny or cluttered backgrounds increase visual overload.
- ✓ Use light shining towards you. A desk lamp behind the camera will light up your face.
- ✓ Wear plain clothing.
- ✓ Use the chat feature for questions, instructions, and to signal changes of topic.
- ✓ Establish class protocols. For example, signaling that you'd like to speak.

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## Video conferencing tips

Zoë, a clinical audiologist, offers advice for teachers on how to run a successful video conference.



Video hosted on Youtube [http://youtu.be/Ku\\_ju2WwPoc](http://youtu.be/Ku_ju2WwPoc)

Closed Captions

Source:

[Talk Town \(NZ\)](#)

<https://www.talktowngame.net>

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## Testing an internet connection



### Technical Considerations for Video Conferencing

#### Check your internet speed

Use [speedtest.net](https://www.speedtest.net) to test your internet speed. You can be confident that with these connection speeds the following types of conference calls will work<sup>1</sup>:

- 1 (up/down) Mbps for audio conferencing
- 4 (up/down) Mbps for group video conferencing
- 10 (up/down) Mbps for multiple group conferences at once.

If other people are using your network to stream television, play online games, video conferencing etc then that will impact on the amount of bandwidth available for your VC.

If your connection is too slow, check with your Internet Service Provider as they may have a more appropriate plan available.



Source:

[Learning from home – Video conferencing technology](https://learningfromhome.govt.nz/distance-learning/technology)

<https://learningfromhome.govt.nz/distance-learning/technology>

[View full image \(136 KB\)](#)

If ākonga are having issues with an internet connection they haven't used for video conferencing before, follow these [technical considerations for video conferencing](#) from the Learning From Home website.

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