

# **Frequently Asked Questions (FAQ)**

## **What classes do you offer for adults?**

*We offer English Language Acquisition (ELA), Civics/Citizenship, Adult Basic Education (ABE, Reading Literacy), and High School Equivalency classes.*

## **How can I register?**

*We currently have online registration. You will first have to complete an online pre-registration form for the program you wish to join. You will need a Skype account and specific documents. Please [click here](#) for further details.*

## **Why do I need Skype?**

*Our entire registration process goes through Skype which includes completing full registration forms (not the pre-registration forms on the website), testing, and interview. We post updates on registration status and general information for students that include reminders about holidays and other special events in the program. With Skype, we give students their schedules and make moderated groups for classes to chat and hold meetings. Using Skype, we have a full record of class interactions, chat, class meetings, file transfers, etc. Best of all, there are no additional charges to you the student or our volunteers who teach.*

## **Where can I find my Skype Name?**

*After you have [downloaded Skype](#) and created a free account, go to your [Skype Profile](#) to find your Skype Name. It is NOT your email or your real name; it is randomly generated by Microsoft.*

## **How do I send documents to the Literacy Program?**

*After you have completed a [pre-registration form on our website](#), you email [literacy@jclibrary.org](mailto:literacy@jclibrary.org) with attached copies or clear photos of your documents.*

**The pre-registration form for the program I want is closed.  
How can I fill out a form to begin registration?**

*If the form is closed for a program, registration is closed for that program.  
You will have to wait for the following semester to register.*

**When can I register?**

*Registration periods occur:  
from December to January for the Spring Semester  
and from July to August for the Fall Semester.  
There are no waiting lists or late registration.*

**How long is a semester?**

*Fall Semester is from September to early February.  
Spring Semester is from late February to the end of June.*

**How many classes will I have? How long are they?**

*Our students will receive at least one meeting per week for about two hours.  
Some class meetings are longer; some class meetings are shorter.*

**What do I need to register?**

- *Photo ID (NJ ID card or NJ Driver's License or Passport or other Photo ID)*
- *Proof of address in Jersey City (lease or cell phone or utility bill)*
- *Recent income proof of your entire household which could be: three recent paystubs or W2 or income tax return or retirement benefits or unemployment benefits or notarized letter stating support and annual household income, etc.*
- *An active **Skype** account. [Download Skype](#) then go to settings to check your Skype Name (it is not your real name or email) under your account profile. You do not pick your Skype name.*

**I do not work. How can I show household income proof?**

*Your household includes any family members or relatives who live with you. We will need income proof of household members who work (or are receiving benefits) and have an acceptable form of income proof. Each working household member must show their most recent household income proof which could be: three recent paystubs or W2 or income tax return or retirement benefits or unemployment benefits or notarized letter stating support and annual household income, etc.*

**Where are you located?**

*Our office is located at 472 Jersey Avenue on the first floor. It is downtown by Van Vorst Park and not far for any Jersey City resident. You will be asked to pick up books here. We do not have any other offices in the city and all of our staff and operations are located at this single location.*

**Can I pick the time and location of classes?**

*No, you may not. Students are grouped by level, and we are teaching our classes online through Skype. Again, we only have one office location.*

**Can I take the test for the TASC or Citizenship at the Literacy Program?**

*No, we do not administer these tests at our office. You will have to test at an official testing center. However, we offer classes to help you succeed in passing those tests.*

**I would like to tutor adults, but I don't have any experience in tutoring, teaching, or education. Is there a training for someone like me?**

*Yes! There is training online. Go to the [Intakes to Outcomes website](https://intake-to-outcomes.teachable.com/) at <https://intake-to-outcomes.teachable.com/> and obtain a certificate.*