

## Veeting Rooms Enable Distance Learning for Mandarin Language Students

### Overview

Learning a new language is an enriching experience on many levels. It provides the mental challenge of stretching one's intellectual capacity, the chance to create new relationships with people from other cultures, and expanded opportunities for career and business.

In the modern, highly-connected world, knowing how to communicate in more than one language is a key to a more harmonious global community. Mandarin is spoken by almost 1 billion people worldwide making it the most commonly used language—and a popular dialect to learn. Private tutors like Tiffany Yang, a native Mandarin speaker on the east coast of the United States, find language tutoring services are in high demand.

### Challenge

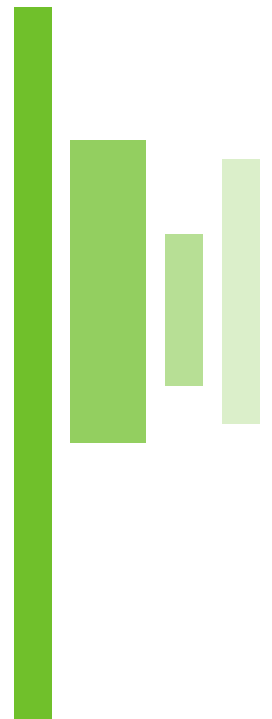
Collaborating with lawyers in other firms via Mandarin Chinese is a fairly complex language to grasp. It uses an entirely different system of writing and tonal inflections of the spoken language carry precise meaning. The

intricacies of this language can't be easily grasped from textbooks or audio and video courses. At the same time, immersion in the language on a day-to-day basis isn't always possible since there may be few Mandarin speakers in a student's community. For this reason, developing competency often requires one-to-one instruction with a tutor.

When a family in Switzerland had their child's Mandarin teacher go on leave, they struggled to find another tutor to step in and fill the

### Key Benefits

- Expands access to high-quality tutors for students in remote locations
- Enables real-time collaboration for a customized learning experience
- Supports lesson planning and homework assignments
- Offers multiple modes of communication for greater clarity
- Helps teachers monitor and improve student engagement



vacancy. Fortunately, they were eventually able to make contact with Ms. Yang and arrange for private lessons online. All of Yang's other students were local, so she needed to find a tool that would allow her to give remote lessons while maintaining the same quality of communication.

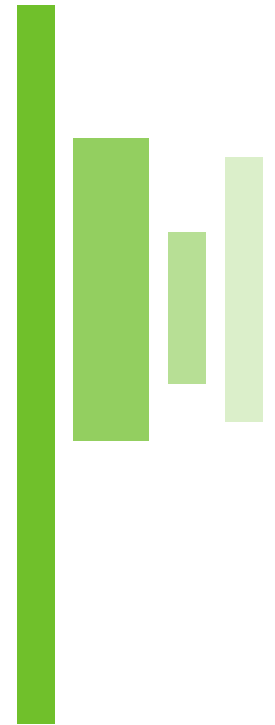
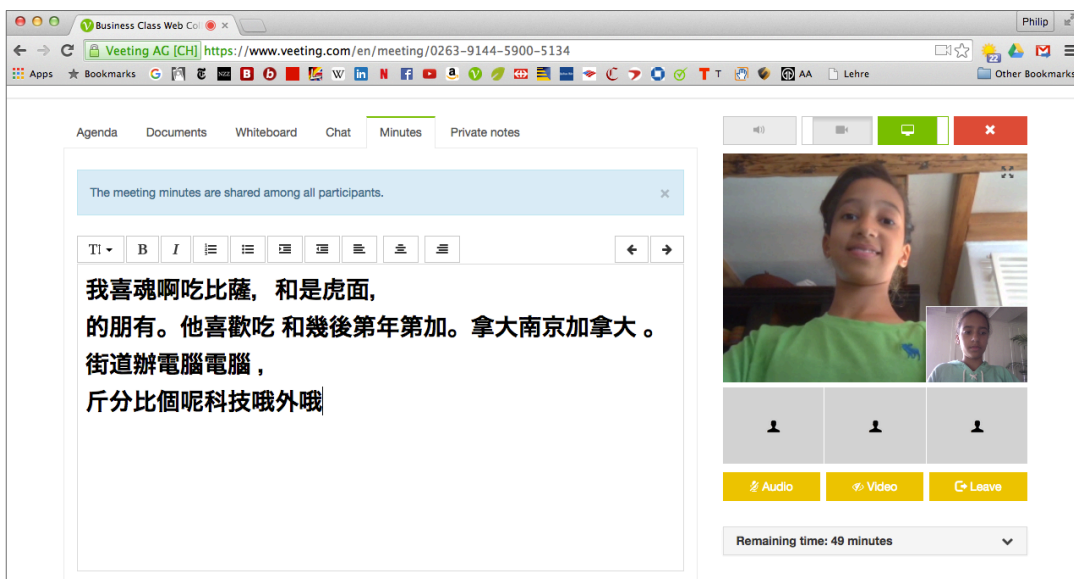
### Solution

Since May of 2015, Tiffany Yang has been tutoring her new student using the Veeting Rooms online videoconferencing tool. The lines of each Chinese character are drawn in a specific sequence. It's important to show this process to the student step-by-step. Tiffany uses the mousepad function on her laptop to draw each logogram or 'hanzi' by hand. The student can copy along on the shared whiteboard space for side-by-side comparison and constructive feedback.

During each lesson, Tiffany and her student also collaborate in creating a short paragraph of Mandarin for the student to memorize as homework. When the minutes are sent to the student after the lesson, this work product is automatically included for review.

Having face-to-face communication throughout the session ensures that Yang can adjust the pace of the lesson to keep the student engaged without moving too fast. The result is a carefully tailored, responsive educational experience with similar quality to an in-person lesson.

*"The screen sharing tool is one of my favorite features. If my student has a question about something but is having difficulty explaining, she can do a web search and show me exactly what she is talking about by sharing her computer screen. It really improves communication."* – Tiffany Yang, Mandarin Tutor



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Veeting AG  
Aegertenstrasse 32  
8003 Zürich

info@veeting.com

