SHELL STREAM PROGRAMME
STREAM & TECH CLUBS
FREQUENTLY ASKED QUESTIONS

1. How do I know what is needed to prepare for these virtual clubs?

Upon registration for the club, we will send you an email to outline how to set up softwareneeded for the course and a link to install Zoom. The email will also include a list of items needed for the club sessions where applicable. This email will be sent to both the parent's email addresses as well as the email address for the student that is registered.

2. What are the basic course requirements?

• Mac or Windows PC

• Webcam (functional)

• Stable internet connection with access to Zoom Video Conferencing.

• Software required for specific club where required (details will be sent via email).

• Internet Browser (Chrome, Safari, Internet Explorer etc.).

• Headset or headphones with built in microphone are strongly recommended.

3. Is my spot confirmed once I submit my registration form?

No. Submission of the registration form creates a "Pending Registration" status for your child/children. Your spot will be confirmed via a verification email.

4. Does my child need a separate email address?

Yes. This is the email address that will be used to add the student to the class and to send any additional course materials to. You can use this link for additional information on setting up an email address using Gmail for a child under 13 years old:

https://support.google.com/families/answer/7103338?hl=en

5. Can I sign up multiple children?

Yes, you can sign up more than one child but you will need to fill out a separate form for each child. Each child will require access to the online course requirements as stated in question #2.

6. What happens if I miss one session?

Students who miss a session will be allowed to return the following day and any missed handouts or assignments will be provided. Most sessions will begin with a quick recap of the previous session and students are encouraged to ask questions if confused and to fill any gaps in knowledge.

7. Are the sessions recorded?

Sessions may be recorded to ensure quality delivery of content and to evaluate for future programmes.

8. Can I get access to the recorded sessions?

We will provide students access to the materials used for each sessions (slides, project files etc.). View·Only Access to recorded sessions for club sessions may be available via link after the session has ended.

9. Do I need to have my video on?

Yes, students are encouraged to have their cameras on for the duration of the session. This will assist in student engagement.

10. Will I need to share my screen?

Yes, there will be times when you will be required to share your screen.

11. Is there a dress code?

Student's attire must be appropriate for a learning environment.

12. Can I use a virtual background?

Ideally, students should be seated in a distraction·free area of their home. Virtual backgrounds can be distracting for the facilitators and other students, so we do not encourage students to use these.

13. Can I get assistance setting up the software?

Yes, we will provide you with an email address to access support if you need assistance to make sure your computer system is ready. Students are also asked to inform facilitators if anyassistance is needed to set up or troubleshoot software.