

Virtual iSTEM Club – Frequently Asked Questions (FAQs)

1. How do I know what is needed to prepare for Virtual iSTEM Club?

Upon confirmation of payment for the club, we will send you an email to outline how to set up software needed for the course and a link to install Microsoft Teams. 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 Online Course requirements?

Online Course Requirements:

- Mac or Windows PC only
- Webcam (functional)
- Stable internet connection with access to Microsoft Teams
- Any additional software required for the club sessions will be sent in an email upon confirmation of payment where applicable
- Internet Browser (Chrome, Safari, Internet Explorer etc.)
- Headset or headphones with built in microphone are strongly recommended

3. How do I pay?

Upon submission of your completed online registration form(s), you will receive an email with instructions on how to make payment. At present we will be accepting direct deposits (over the counter bank transactions, fast deposits, online banking transfers), cheques at our Head Office location (see address below).

Please note it is required that you retain a proof of payment to submit to us via email (istemclub@niherst.gov.tt) as this is what will be used to confirm your spot in the club if space is available.

NIHERST Head Office
Ministry of Education
Level 13 Education Towers
No. 5 St Vincent Street
Port of Spain

****Please note that if you plan on visiting a NIHERST location in person that all COVID-19 protocols must be observed and adhered to before gaining entry to the building e.g. wearing a face mask or shield and mandatory hand washing****

4. 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 is only confirmed upon verification of proof of payment. Because spaces are limited, we will contact you once you submit your registration form with instructions on how to pay. Once we confirm your payment

on our end, you will be notified of your confirmed registration status.

5. 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>

6. Can siblings attend sessions together?

Yes. We will allow a maximum of one additional sibling (in the same age group) using the same PC during the session at no extra cost. If more than one PC is to be used during the same session, this will count as an additional spot and each child will pay the full price. Siblings will be required to adhere to the **Member's Code of Conduct** (see Parent/Guardian Guidelines).

7. 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.

8. If I miss a session, what happens?

We will be willing to provide any missed handouts or assignments. Most sessions will begin with a quick recap of the previous session and members are encouraged to ask questions if confused and to fill any gaps in knowledge.

9. Are the sessions recorded?

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

10. 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 the sessions that may be recorded will be available via link after the entire club course has ended.

11. Do I need to have my video on?

Yes.

12. Will I need to share my screen?

Yes.

13. Is there a dress code?

(See Parent/Guardian Guidelines)

14. 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.

15. 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.