Shell S.T.R.E.A.M Programme
Virtual S.T.R.E.A.M Clubs

FREQUENTLY ASKED QUESTIONS

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

Upon registering for the club, we will send you an email to outline how to set up any required software 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 address as well as the email address for the student that is registered.

2. What are the basic Online Course requirements?

Online Course Requirements:

• Any computer device

• Webcam (functional)

• Stable internet connection with access to Zoom Video Conferencing

• Software required for specific club where required (details will be sent in an 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. Their spot will be confirmed via a verification email after they have submitted their requested report cards.

4. Does my child need a separate email address from me?

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

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. Do I need to have my video on?

Yes, there will be times when you will have to turn your video on.

9. Will I need to share my screen?

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

10. Is there a dress code?

(See Parent/Guardian Guidelines)

11. 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, therefore, we do not encourage students to use these.

12. 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.