



Play-Well 2020-2021

Virtual Program Parent FAQ's

How does a Virtual Class work- are they live calls or pre-recorded?

All of Play-Well's virtual programs are "live," and will typically be held over the Zoom platform. Most of these offerings meet for 45-60 minutes per day where participants will alternate between listening to the instructor discuss the day's topic and any concepts, building, and taking the opportunity to share or ask questions if they would like to do so.

What materials are required for these programs? Do we need to purchase any pieces in particular?

Unless otherwise noted, participants do not need any special or unique pieces for these programs. Most of these classes are considered "LEGO® at Home" classes, where families are able to utilize any LEGO® materials they have from their personal collections. We recommend just having a few large handfuls of assorted materials for most of these projects.

Some of our other programs indicate a "Play-Well LEGO® Materials" kit in their titles or descriptions. For these programs, materials are included in the cost of the program and are shipped to families once a program is confirmed. Alternatively, parents may check our inventory form to ensure they have the correct parts, and request a rebate following registration if they already have all of the required materials for camp.

How does Zoom work? How is the Zoom link sent out to registered families?

For information on getting started with Zoom, please visit the following link to their "[Getting Started](#)" page. The Zoom class link will be emailed to all registered families 12-24 hours prior to the first camp meeting. Please save the link once received, as it will be used for all of the meetings in a particular program.

What about Zoom security? What features do you utilize on your calls?

We take the safety of our calls seriously, and take several precautions to ensure the safety of our participants. All Zoom links are password encrypted and only shared with class participants. Additionally, our instructors use the waiting room feature to help "screen" who is joining the call, and have the ability to remove or mute participants as needed.

What is the class size of these programs? Are participants able to share and ask questions?

We keep our class sizes between about 8 and 16 participants on the upper end. Our goal with our group sizes is that groups are large enough that everyone is engaged and small enough that participants can ask questions and share.

Is parent participation required?

Parent participation is not required, but we do ask that parents remain nearby (ideally in the same room) in case participants experience any technical difficulty or need help unmuting themselves to share or ask a question.

Can I participate in camps with a different Time Zone than where I live?

Yes! All of our programs are listed in the Pacific Time Zone, but we schedule our programs at different times of day each week with different time zones in mind. The groups are always fun when we have participants from all different parts of the country.

Can we sign up for multiple camps? Will there be different projects each session?

In most cases, we are able to accommodate returning participants with either different projects, or at least different activities and challenges. We do our best to keep track of the projects taught each session, and so for programs with returning students we are usually able to look up the project history to offer alternate project options. Just be sure to communicate to us if you have a returning participant joining one of our programs.

