



## Live Distance Learning: Frequently Asked Questions

### **What technology is needed to participate in the live programs?**

We will be using the Zoom platform to virtually meet with your students. Our programs can be shared in class via a projector screen and/or students can join the program from home. An access link will be sent to you upon registration that can be shared with your students.

### **What happens if we have technology issues the day of the program?**

Our team will work with you through any technology issues. Upon registration for the program, you will be provided the phone number for the Programs team that you can call or text with any questions or concerns the morning of the program. If technology issues persist or there are problems with the Zoom platform, our team will work with you to reschedule your program at no additional cost to you.

### **What days and times can programs be scheduled?**

Programs are offered Monday – Friday. We can begin a program as early as 9:30 a.m. and as late as 4:00 p.m., depending on availability. All programs are scheduled in Central Standard Time (CST). If you would like to request a program outside of our offered timeline, please contact our Reservations Team at [Reservations@WitteMuseum.org](mailto:Reservations@WitteMuseum.org).

### **What is the difference between Live Distance Learning and the Enhanced Engagement Programming?**

Enhanced Engagement programs come with the supplies needed to participate in a hands-on activity during the live interaction with a Witte Museum Educator. We will work with you to get the supplies to you to distribute to your students in a timely manner.

### **What are the supplies included in the Enhanced Engagement activity kits?**

*Painting the Pecos:* Each student will receive a set of supplies to make their own paint at the instruction of our museum Educators. Activity sheets that correspond with the program will also be included.

*Texas Rocks!:* Each student will receive a set of supplies to conduct their own rock testing investigation at the instruction of our museum Educators. Activity sheets that correspond with the program will also be included.

### **How will we receive our Enhanced Engagement supplies?**

Supplies can be picked up all at once at the museum, they can be delivered to one location within Bexar County, or they can be shipped to your school. When registering for a program, our Reservations Team will help arrange a decision and supply delivery/pickup date that works best for you.

### **Can I get refunded for Enhanced Engagement supplies that we do not use?**

We request payment and a final headcount of students two weeks prior to your program. Unfortunately we cannot provide a refund on unused supplies.