

Virtual Summer Arts Camp Technology Info

What can I expect to happen during Virtual Camp?

Our virtual camp will be conducted through [Zoom](#), a free online conferencing program that allows instructors and students to see and speak to each other. Our online classes are designed to be engaging, interactive and as similar as possible to our in person arts camp. Some aspects of the virtual camp may be pre-recorded by the teacher.

How do I join my virtual camp?

When your class is confirmed, you will receive a confirmation email which will include a Zoom URL and a password. This link will take you to your classroom during the scheduled class times. You'll use the same link for all sessions of the class. You can bookmark this link on your internet browser and click on it each day when it's time for class. Make sure that the Zoom application is installed, and double check your audio and video settings before the beginning of your class. You will be prompted to install the application when you click the meeting link if you have not already done so. During the scheduled time of your class, simply click the provided URL: a browser window will open and ask permission to open Zoom. Approve the request, enter the meeting password when prompted, enable video and audio when prompted, then you will be taken directly to your class.

What do I do if my child is attending virtual camp?

Depending upon the age and skill of your camper, an adult may need to help gather materials, log in to the class and help the student signoff and clean up materials.

Is my instructor available outside of class?

Stanly County Arts Council's arts camp instructors are only available during their scheduled Zoom meeting class times. Please ask any questions that you have during this time and respect the instructor's boundaries. Instructors are not expected to set up additional meetings outside of their scheduled class and are not able to do so on the Stanly County Arts Council Zoom account.

What do I do if I lose my internet connection in the middle of a class?

If you experience an internet problem in the middle of your class, you may ask the Stanly County Arts Council for a copy of the recording of the class. If you are able to solve your internet functionality issue, you may rejoin the class at any point using the same Zoom link.

What do I do if I'm late to a class?

If you enter a Zoom meeting late, please be conscientious of your fellow students and remain muted until you are called on to speak. Zoom meetings may be joined at any time as long as they are running, but do your best not to disrupt the class.

What do I do if I miss a class?

If you are unable to attend a Zoom meeting for your class, Stanly County Arts Council will provide you with a recording of the missed Zoom session. No make-up classes will be scheduled for students who are unable to attend.

What do I do if I lost the email with my Zoom link and password?

Never fear, simply email Renee VanHorn at stanlycountyartscouncil1974@gmail.com to be provided with all of the information necessary to join your class.

What do I do if I have trouble joining my class?

In all cases, email Renee VanHorn at stanlycountyartscouncil1974@gmail.com. If the issue is more serious than a lost link, the problem may lie in your internet connection, computer permissions or Zoom settings.

Who do I contact if I'm having problems with Zoom?

If your issue is systematic, does not require immediate attention, or is cosmetic, we may be unable to help, but will do our best to ensure that you are able to join your class. Zoom's support website (<https://support.zoom.us/hc/en-us>) also has a bevy of useful tutorials and training if you need help with the software.

How do I get the instructor's attention?

Zoom includes a reactions feature, which can place a representation of a raised hand or other gesture over your video window by clicking the smiley face button at the bottom of your screen. If you are unsure whether or not your instructor is comfortable with general conversation, simply display this icon, and it will inform them that you have a question or contribution.

Am I being recorded?

All Arts Camp session will be recorded. This is both to help our instructors make improvements to future classes, and to provide students who are unable to attend classes with a record of the class they missed. If you do not want your camper to be seen, please turn off your video.

What are we doing to keep our Zoom meetings safe?

We take the security of our campers seriously and have taken the necessary steps to prevent "Zoom bombing" or other unwanted guests from entering your classroom. All links are accompanied with a randomly generated password unique to your class. Please do not share your link or password with others. In the event that somebody manages to get through these measures, your instructor does have the ability to remove that person from the classroom.

I have problems with my computer that are unrelated to Zoom?

If you have a technical issue which is not addressed in the questions above, or if your issue relates to your system infrastructure and is not related to the Zoom platform, unfortunately, we do not have a tech support staff. Stanly County Arts Council is not liable for user-side issues and will not offer refunds or compensation for issues related to the student's personal device or internet connection.