



**Frequently Asked Questions
Creative Workshops with Shirley Pando**

How do your classes work?

My online workshops are hosted at CourseCraft.net, a private website that only registered users are able to access. You DO NOT have to be online at any specific time to take one of my workshops. The course materials consist of videos and downloadable PDF tutorials. Everything is already prepared; it is not a live course.

Traditional Workshops start on a specific date. Each week that the workshop is in session I will post a new lesson. Students will be contacted via email when the new lesson is ready. The classroom materials include video demonstrations, printable/downloadable PDF tutorials and slideshow presentations. Forums and a student gallery are available inside the classroom so you can interact with the instructor and fellow students.

In *Self-Paced Workshops* all of the course content is open and available to students upon entrance into the classroom, allowing you to work at your own pace. The classroom materials are the same as in the Traditional Workshops.

How do I enroll in a workshop?

From the [Craft Classes Online](http://CraftClassesOnline.com) home page, hover over Our Instructors in the top navigation bar. Click the desired class photo to see the course description and details. At the bottom of the course description page you'll find class start date, the length of the course (number of lessons), the price, etc. Click the blue button for MORE INFORMATION. This will bring you to the course description and payment page on Course Craft.

Or head to my [instructor page at CourseCraft.net](http://instructor.page.at.CourseCraft.net) and choose from my list of workshops.

The start date has ended

Can I enroll even after a class has started? Absolutely! Once all of the course materials in my Traditional Workshops have opened, the course technically becomes a Self-Paced Workshop with all of the materials open and available for access at your own pace.

Payments

Payments for my online workshops are accepted through PayPal. If you don't have a PayPal account or don't want to create one, you can use a credit card. Proceed using the PayPal button on the course description page. Rather than logging into PayPal, choose the option to pay with a credit card. Within 48 business hours after the payment process has been completed you will receive an email invitation to join the classroom

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Log In Account

Beginning in June 2015, all of my online workshops are now hosted at CourseCraft.net. To access any of my classrooms you'll need a user account at their site, but it is super simple to create one! ☺

Access

Once you have registered for an online workshop you can access the classroom 24/7 whenever is convenient to you. You will have unlimited access to all course materials.

Refunds

Refunds are only given in extreme cases.

Do I have to be online when the workshop begins?

No, once you have registered for a course you are free to come and go whenever you want. Take as long as you need during the specified duration of the class.

What if I don't finish the course on time? How long to have access to the materials?

All students will have unlimited access to the course materials.

I cannot see the course content

If you have entered the classroom before the course start date, no content will be available. Until class begins you can leave questions in the comment area at the bottom of each page, download the supply list, and complete any pre-work. Once the workshop begins you will have access to the available lessons.

I cannot view/download the PDF Tutorials

The folks at CourseCraft.net have everything very streamlined and you should have no problems downloading the PDF's. If you are unable to download PDF's please make sure you have the latest version of Adobe Reader on your computer.

I cannot view the videos

The folks at CourseCraft.net have everything very streamlined and you should have no problems viewing videos. Video viewing can be interrupted by many things, including your computer age and internet provider. You will need to make sure that your web browser and Adobe Flash software are up to date. I HIGHLY recommend you use either Chrome or Firefox as your web browser. This usually solves most video problems. While the majority of students have no problems viewing videos I cannot guarantee every student will be able to view them on every device.

Internet browser

I highly recommend you use [Google Chrome](http://Google.com) or [Firefox](http://Firefox.com) as your internet browser. They work much better than Internet Explorer, especially for visuals. If you choose not to use the recommended browser, I cannot guarantee you will be able to view all course content. The choice is yours.

Please email me at shirleypando@gmail.com with any questions.