



Frequently Asked Questions
[Creative Workshops with Shirley Pando](#)

How do your classes work?

My online workshops are hosted on a private website that only registered users are able to access.

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 Traditional Workshops, except that there are no forums or gallery. Students can email the instructor for questions about course materials.

How do I enroll in a workshop?

From the [Craft Classes Online](#) 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 PayPal button at the right to purchase the course.

From my personal website home page at [Creative Arts with Shirley Pando](#), click the desired class photo on the right column of the page. Read the course description and download the supply list. At the bottom of the course description page you'll find the class start date, the length of the course (number of lessons), and the price. Click the PayPal button to purchase the course.

The start date has ended

Can I enroll even after a class has started? Absolutely! But don't wait too long. Each workshop does have a specific end date at which point enrollment will end.

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. **Please Note:** You will need a Google account to attend the workshop and you will need to provide that email address to me during the enrollment process. (See below "Log In Account")

Log In Account

My online workshops are hosted on a private website on Google Sites. To access any of my classrooms you'll need a Google account if you don't already have one. To create a Google account, go to <https://accounts.google.com/signup> and fill in the information. Once you have your account you will use this account to enter the Google Sites classroom(s).

Access

Once you have registered for an online workshop you can access the classroom 24/7 whenever is convenient to you. You will have access to all course materials **for one year after the start date** of the course. I will notify you prior to the closing of the classroom so you can download any PDF tutorials you would like to keep. Videos are NOT downloadable.

Refunds

Once you have paid for the workshop and have been emailed the login information for the class, your course fee cannot be refunded, except 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 for exactly **one year from the course start date**.

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 visit the forum (if available), download the supply list, and complete any pre-work. Once the workshop begins you will see a link to the new lesson in the left hand column under the Lesson heading or on the top navigation bar.

I cannot view/download the PDF Tutorials

If you are unable to download PDF's please make sure you have the latest version of Adobe Reader on your computer. You have two options for each PDF file. You can view the file via your web browser by clicking the file title. You can download the file by clicking the arrow to the right of the title. If you click on the arrow a pop-up dialogue box will appear for you to save the file to our computer. If you do not see this dialogue box, be sure to turn off your pop-up blocker.

I cannot view the 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](#) or [Firefox](#) as your internet browser. They work 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.