



2020-2021 Afterschool Classroom Enrichment - ACE ONLINE

Frequently Asked Questions

Table of Contents

General	2
Dates & Schedule.....	3
Registration.....	3
Payment	5
Program Policies.....	5
Health & Accommodations.....	6
Student Absences	6
Preschool, TK & Kindergarten Students.....	7
Expectations & Other Questions.....	7

General

- What is IPSF?
 - Irvine Public Schools Foundation (IPSF) is a California non-profit 501(c)3 organization. Our mission is to enrich the educational experience of each child in every school. We achieve this by providing programs, raising funds, and uniting the community in support of educational excellence. We have a strong partnership with Irvine Unified School District and its schools, providing various programs for students.
- Who may participate in ACE Online classes?
 - Only students currently enrolled with the Irvine Unified School District (IUSD) may participate.
- What classes do you offer?
 - We offer a variety of classes that include grade-level subjects, technology, science, reading, writing, art, cooking, coding, math, engineering, physical fitness, test prep (for high school students), and so much more.
 - You can browse our full list of ACE Online classes at www.ipsf.net/afterschool.
- What sets your classes apart from other programs?
 - Our program was created to help students discover a new interest or passion, enhance their learning experience, and reinforce concepts taught during the school year. Classes are interactive, collaborative, and designed to challenge students to discover new ways of thinking through problem solving and creativity.
 - Classes are taught by IUSD teachers and IPSF-approved contractors.
- Do classes with the same title have the same content?
 - Unless otherwise stated, classes with the exact same titles offered in different sessions or dates/times will be identical.
- What is the capacity of your classes?
 - Elementary & Middle school (grades 1-8) classes - capacities depend on grade level and typically accommodate 4-12 students.
 - High school (grades 9-12) classes - capacities depend on content and can vary from 20-30 students.
 - Other classes such as musicals typically accommodate up to 20 students.
- What system requirements are needed to take an online class with IPSF?
 - Internet Connectivity: DSL or Cable internet service - 1.5Mbps download/upload speed (per user)
 - Hardware: Computer, laptop, or tablet. Monitor/Display, keyboard, mouse, speaker, microphone, webcam, and printer. Headphones with a microphone are encouraged.
 - Software: Internet browser with current updates applied.
 - Specific classes have additional hardware and software system requirements. Any additional requirements will be noted in the class description. Ensure these requirements can be met prior to enrollment. Refunds will not be granted for inability to meet system requirements.

- Will materials be provided? If not, what materials will I need and how will the teacher communicate that information in time?
 - Some classes will either have materials provided for pickup or a list of supplies you must provide.
 - Any materials requirements will be noted in the class description.
 - Materials not provided will be minimal and oftentimes can already be found in your home. Some classes will have worksheets or documents to be printed at home and will be communicated by the teacher.
 - Provided materials will be noted in the class description and distributed from the IPSF office the week before classes begin. Instructions for picking up provided materials will be emailed to you after enrollment.
- How do I pick up materials provided?
 - The week prior to the start of classes, materials may be obtained via curbside pickup (contactless) from the IPSF office parking lot at 1 Post, Suite 250, Irvine, CA 92618.
 - Available pickup dates, times, and instructions will be accessible from your enrollment confirmation email and posted at www.ipsf.net/afterschool .
- What if I experience technical issues? Who can I contact for assistance?
 - Your student's teacher should be able to troubleshoot common technical issues. Limited support is also available by emailing ipsftech@iusd.org.
- Are classes live or pre-recorded?
 - All classes are live during scheduled class hours.
- How do students access their classes?
 - Classes will be accessed through Google Classroom and conducted live via Google Meet and/or Zoom (information will be emailed prior to the start of classes).
 - Students will use their IUSD login to access ACE Online classes.
- How will IPSF ensure cyber security?
 - Access to classes will only be given to enrolled students and will be actively monitored by the instructor.

Dates & Schedule

- When are classes offered?
 - Classes are offered in sessions (Fall, Winter, Spring) throughout the school year with each session lasting 6-8 weeks.
 - Classes typically meet once a week for an hour. The details for each class will identify the specific dates and time.
- What are the dates of your program?
 - Visit www.ipsf.net/afterschool

Registration

- How can I register my student?

1. Log in or create an account by selecting "Create Account/Register for Classes" on <http://www.ipsf.net/afterschool>
2. Log into your account
3. Update your student's profile information with special attention to current grade level, homeroom teacher*, emergency contact information, and phone number
4. Click 'Register for Classes'
5. Select the student's name
6. Select Program = 'ACE Afterschool Classroom Enrichment'
7. Select School location = 'ACE Online'
8. A list of available classes will display
9. Click the desired class
10. Click "Add to cart" to select a class and proceed to payment page
11. A payment confirmation page will display and you will receive a confirmation email once payment has been processed.

*If your homeroom teacher is not listed, select "Other" and email ipsf@ipsfacademy.org with the school and missing homeroom teacher name. This will not impact your ability to register for classes.

- I need to update my profile. How can I do that?
 - You can update your student and parent profiles by selecting "Create Account/Register for Classes" on <http://www.ipsf.net/afterschool>. Be sure you have the most current contact information in your profile so that we can reach you in case of emergency. You should also update your student's current grade level, school, homeroom, and any important critical notes.
 - If your homeroom teacher is not listed, select "Other" and email ipsf@ipsfacademy.org with the school and missing homeroom teacher name. This will not impact your ability to register for classes.
- I am having trouble logging into my account or updating my student profiles. Who can help me?
 - For assistance with your account:
 - Email your issue to ipsfacademy@ipsf.net along with any important account information like the primary parent name/contact, student name, etc.
 - Our office is currently working remotely and will be checking email during normal business hours.
- How do I know if a class is open for registration?
 - All classes that are open for registration are listed as an option on the registration page and full classes will be noted as (FULL) in the class title. You will need to log into your account, click on "Register for classes," and select the student's name and program to see what is available.
- The class I want is full. Do you have a waitlist?
 - Classes that reach capacity during the registration period will have a waitlist. During the registration process, select the class you would like to register for and confirm that you would like to be added to the waitlist. If an opening becomes available, you will be notified via email

and given a specific amount of time to register online in the open spot. If you do not respond, or do not register by the given deadline, you will be removed from the waitlist.

- If you do not see the option to add your student to the waitlist of a full class, then the waitlist has reached capacity and is closed. Each student can be on a maximum of 5 waitlists.
- Please note that adding a student to the waitlist does not guarantee the student will have a spot in the class.

Payment

- What is the price for your classes?
 - You can view prices by browsing our classes online at <http://www.ipsf.net/afterschool>.
- Can I make payments rather than paying all fees at once?
 - All classes must be paid for in full at the time of registration. We do not offer payment plans.
- Do you offer scholarships or discounts?
 - Scholarships are available for students with limited financial means. A scholarship form with more information on requirements and how to apply can be found under "Important Documents" on <http://www.ipsf.net/afterschool>. Applications for any session must be received by 5:00 p.m. one week after registration opens.
 - We do not offer sibling discounts.
- Which forms of payment are accepted?
 - We accept U.S.-issued Visa, Mastercard, and Discover credit/debit cards. Registration is only processed online and we are unable to accept cash or check payments.
- Flexible Spending Accounts
 - Receipts for all classes taken are available only after the completion of the program. Please email the parent's name, student's name, address, daytime phone number, location, and classes attended to jung@ipsf.net to request a receipt.
 - Receipts are provided for informational purposes only. IPSF does not provide tax, legal, or accounting advice and makes no representations regarding the deductibility of FSA eligibility of any program related expenses. Please consult your individual tax adviser to determine how much of your payment, if any, is deductible and/or FSA eligible.
- What is your Tax ID number?
 - 33-0733191

Program Policies

- What is your refund and class change policy?
 - All refunds except IPSF cancellations are subject to a \$25.00 per class non-refundable program fee. Tuition is non-refundable once registration has closed.
 - If your child misses classes or withdraws before the end of the session, you are still obligated for the full fees.
 - Please be advised that refunds may take up to one month to process.
 - Full refunds are available for classes canceled by IPSF only.

- There are no refunds, credits, or prorated fees if a student is removed from the program due to absences, behavior, illness, incorrect grade level, grade ineligibility, or inability to meet system/material requirements.
- Can I transfer my student's registration to another student?
 - No, we cannot transfer credit or classes between students.
- Can we receive a credit to use for another session or for another IPSF program?
 - No, credits cannot be issued for future IPSF classes.
- Can I register my child for a class with a grade level different from their current grade?
 - To develop classes suitable for a particular age, academic range, and social skill range, we specify grade levels for each class. You may not register your student in a class outside of his/her current grade level. Students in an incorrect class will be removed from the program without an option for a refund. No exceptions.
- My student is advanced/behind for their grade. Can I register for a different grade?
 - Our classes are designed to group similar ages and levels together and all classes are for enrichment only. We do not allow students to register out of their appropriate grade/age level to maintain a positive learning environment.
 - Students in an incorrect class will result in being dropped from the class without a refund.
- Does IPSF ever have to cancel classes?
 - To keep fees as low as possible, a minimum number of students must register for each class. If the minimum is not met, a class will be cancelled. If a class is cancelled, you will be contacted and have the opportunity to register in an open alternative class or receive a full refund.

Health & Accommodations

- My student has a health condition. How can I communicate this information to staff?
 - If your student has any medical conditions that IPSF staff need to be aware of, please note this information in the "Critical Notes" section of your student's profile prior to the start of classes. You will be contacted via email if any documentation or further information is needed.
- Does IPSF work with my student's IEP or 504 goals?
 - We do not work towards IEP or 504 goals, but are committed to serving students with disabilities. IPSF staff will work collaboratively with parents to determine reasonable accommodations. Please note any details under the "Critical Notes" section of your student's profile and someone from IPSF will be in contact prior to your student's first class.

Student Absences

- What is your attendance policy?
 - Students are encouraged to be on time and attend all classes. IPSF understands that illness or other activities arise and students may be absent. Please report any absences to ipsfacademy@ipsf.net.
 - Students will not be dropped from their classes for absences.
 - Class fees will not be refunded, credited, or prorated based on attendance.

Preschool, TK & Kindergarten Students

- My student is in TK or Kindergarten. Are there any classes for kindergarten students?
 - Currently, ACE Online classes are not offered for TK or kindergarten students. Students in an incorrect class will result in being dropped from the class and will not receive a refund.

Expectations & Other Questions

- What can I expect from your classes and camps?
 - ACE Online classes are designed to offer a variety of classes for your student to receive an enriching educational experience. This means that no homework, tests, grades, or school credit will be given. Occasionally, optional tasks, instrument/dance/spoken lines practice, or additional outside research for a specific project they are working on in class may be assigned. Any questions can be addressed with the instructor.
- What are the behavior expectations of students in the program?
 - In order to maintain a safe, fun, and enriching environment, all students, parents/guardians, and IPSF staff are expected to behave in a respectful manner that promotes the safety and well-being of themselves and others. Inappropriate behavior includes, but is not limited to: foul language, hurting, teasing, threatening, tattling, name-calling, discussing mature subject matter, negative attitude, back talking to staff, not cooperating or participating, not listening or following directions, fighting, littering, stealing, and being in possession of weapons, alcohol, and/or drugs.
 - In cases when this is not followed, the child (or children) may be removed from the program and will not be entitled to a class refund of any kind.
- My student is advanced for his/her grade level. Will this class be challenging enough?
 - Classes are designed for the grade levels listed, and our goal is to provide an opportunity for enrichment for all students. If a student is advanced for their grade level, we recommend registering in classes that are focused on enrichment (for example, cooking, computer programming, art, sports, etc.) rather than grade preparation or academic courses. Students cannot register for classes that are designed for older students, regardless of level.
- What if my student doesn't like the class?
 - IPSF takes a hands-on approach to handling any feedback from a class. While we do not offer class changes, refunds, credits, or prorated classes, we communicate any issues directly with teachers and school administrators, observe classes, and come up with solutions for how we can improve the experience of a class.
- What if the class is too easy or too hard?
 - We do not provide class changes or refunds in this situation. However, we encourage students and parents to communicate this concern with teachers early in the session so they can work with your student's level and skills to make this a better experience.
- **Do you offer credit for classes?**
 - No, our classes are for enrichment only.

- **I still have questions – who can I contact for more information?**

- Email us at ipsfacademy@ipsf.net. Our hours of operation are Monday through Friday from 9:00 a.m. - 4:30 p.m.
- Our office is currently working remotely and will be checking email during normal business hours.