Frequently Asked Questions

Updated July 10, 2020

1. **How long are Summer classes scheduled for?**
   Summer PAI 2020 Session will run for 6-weeks from August 3 to September 11.

2. **When will summer registration begin?**
   Summer registration opens on Monday, July 13th. Visit [www.stagebridge.org](http://www.stagebridge.org) to register.

3. **How do I register for classes?**
   You can register online by visiting [www.stagebridge.org/pai](http://www.stagebridge.org/pai). You will have the option to register by filling out a form and selecting your preferred payment method at the bottom OR register by adding a class to your “shopping cart” and checking out using your PayPal account.

4. **How do I pay for my classes?**
   At this time we are not accepting cash payment. All credit card payments through an online invoice will have a 2.7% processing fee. Credit card payments are preferred however, you are welcome to mail your deposit ($75.00) or full payment via check to the Stagebridge office. Stagebridge address: 2501 Harrison Street, Oakland, CA 94612.

5. **Are scholarships available?**
   Yes! Visit [www.stagebridge.org/pai-scholarships](http://www.stagebridge.org/pai-scholarships) to fill out an application. We also offer payment plans. Reach out to Lily at lily@stagebridge.org to set-up a payment schedule.

6. **Do I need to purchase a Zoom account?**
   No. Stagebridge staff or your instructor will host your Zoom class(es). You will receive an invitation via email to join each class meeting.

7. **What is Zoom? How do I use Zoom?**
   See How to Use Zoom guide or visit [www.stagebridge.org/pai-zoom](http://www.stagebridge.org/pai-zoom).

8. **How do I join a Zoom class meeting?**
   You must be enrolled in a class in order to receive a Zoom invitation. You will receive an email Zoom invitation prior to your class (day before or morning of) with a link.

9. **What happens if I withdraw from a class or if my class is cancelled?**
   If you decide to opt out completely of the Summer session, you will have to notify Lily at lily@stagebridge.org by Friday, August 14th at 5pm to avoid paying for the quarter in full. Students who have made a payment to the current session and face a cancelled class, will also have the option to use the payment as a credit towards a different class or a future session.

10. **When will in-person lessons and classes resume?**
    Stagebridge will continue providing online-only classes for our Performing Arts Institute until California enters a “Stage 4” in regards to reopening the state. While we are unsure of the exact timeline because of the constantly evolving situation and unprecedented uncertainty, a good indication of when it will be safe for us to re-open our doors aligns with the actions of the San Francisco Bay Area governmental bodies and the Centers for Disease Control. Stay connected with the CDC to receive timely updates on our plans through email, social media, and our website.

11. **When will Fall classes begin?**
    Fall classes will continue online on Zoom for 12-weeks beginning September 28 - December 18, 2020.

12. **Who can I contact if I can’t join my Zoom class?**
    Call our digital customer service line: (510) 210-3773 and Lily or Julius will help. Digital office hours are Mondays - Fridays, 10am to 4pm.

To get the most out of your online classes...

- Take your online lesson or class in a distraction-free zone.
- Prepare for your lesson by having everything you need on hand (notebook, writing utensils, music, etc.).

**Equipment for online learning will include:**

- An internet connection – broadband wired or wireless.
- A device with speakers and a microphone – built-in or USB plug-in or wireless Bluetooth. A personal computer, cell phone, iPad, etc. are all workable solutions.
- A webcam or HD webcam – built-in or USB plug-in. Smart phones and more recent personal computers come installed with webcam.
- Classes through Zoom will be accessible via phone call as well.
- Get your technology set-up and your internet or wifi is connected 10 minutes before the class start time.