

Pendle Hill *Online* Education Programs

Frequently Asked Questions



What platform do you use for online programs?

Most of our programs use Zoom. You can download the Zoom app here:

<https://zoom.us/support/download>

On occasion, based on leader or participant needs, we will utilize another video-conferencing platform. If we use an alternate platform, we will communicate that to participants and on our program page prior to the beginning of the course.

For the best experience in the program, we recommend that you:

- Download the Zoom app and familiarize yourself with Zoom substantially in advance of the program beginning. If you already have the Zoom app downloaded, make sure you have the latest version installed, as this can impact ability to participate in some elements of a program. See how to install the latest version here: <https://support.zoom.us/hc/en-us/articles/201362233-Upgrade-update-to-the-latest-version>
- Find a quiet place with high-speed internet to attend the program.
- Use a computer with a web camera if possible.
- Wear headphones or a headset connected to a computer if possible.
- Join a few minutes early.

Am I required to have a device with a camera showing video?

We believe programs are richer and more meaningful when participants can see each other on the screen, but we understand that for some people, video requires too much internet bandwidth to be feasible. If joining with video is not possible for you, please contact registration@pendlehill.org at least 24 hours before your scheduled program so that we may contact the facilitator to see if it is a requirement.

Do you have staff who can show me how to use Zoom?

Unfortunately, we do not have staff who can teach individuals how to use Zoom, but we recommend the following brief tutorial: <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>

During the program sessions, we have staff available to provide basic troubleshooting of common tech challenges.

How will I know the login information?

Each program registrant will receive a confirmation email that usually includes the sign on information for that particular program. Sometimes this confirmation email goes to people's junk, spam, or "other" folders (particularly if you have a "focused" inbox). **If you do not receive this confirmation email within 24 hours of registration, please contact registration@pendlehill.org, and staff will resend the confirmation information.**

What should I do if I have trouble right as the program begins?

Email registration@pendlehill.org for assistance. Generally, we have staff monitoring this email at the start of every online program. This staff is often also providing support to participants in the Zoom and it may take a few minutes before they are able to respond to you. The Pendle Hill Registration Office is open 9:00 a.m. – 5:00 p.m. Monday through Friday. The staff in this office can also assist you during business hours. Unless explicitly offered in your pre-arrival email, there will not be office staff to assist by phone in the evenings or on weekends.

Will you record the sessions in case I miss one?

Most often, we record our free lectures and post them on our YouTube channel, Pendle Hill USA: https://www.youtube.com/channel/UCWx3R6_rTp1l_QUMRgkrN6Q. On a rare occasion, we record other programs and share the recording with registrants. The decision to record any particular program is dependent on a number of factors including, but not limited to, the following: personal sharing by participants, respecting intellectual property, and leader and participant preferences. Generally, we believe all participants will have a better experience in a program if they participate live. If you are unable to participate live, we invite you to reach out to registration@pendlehill.org to see if the program will be recorded.

Is there a Registration deadline?

Free lectures and programs do not usually have a registration deadline. Most other program registrations close at 8:00 a.m. the day the program begins. This is so our staff can adequately prepare for the particular needs of each program and communicate with leaders and participants. On occasion, Pendle Hill will establish an earlier registration deadline. This is determined by resource sharing requirements, leader needs, staff schedules, and holidays. We make every effort to communicate registration deadlines on each program page of our website.

Do I have to pay the full amount when I register?

Yes, we require full payment at the time of registration. If this presents a hardship, please complete the financial assistance [application](#), and we will follow up with you.

Do you offer scholarships?

Pendle Hill can provide a limited number of partial scholarships to those with limited means. The financial assistance [application](#) will ask that you consider your resources, alternative sources of funding (your friends and family, your religious community, your school, or your workplace), and your needs. We do not offer scholarships in exchange for work.

What happens if I have to cancel my registration or I forget to attend the program?

In order to cover our administrative costs, a 15% processing fee will be charged for **all** cancellations. In addition, the following rules apply:

- Cancellations made at least 14 days prior to the start of the program will result in a refund, less the processing fee.
- Cancellations made between one and 14 days before the start date of the program will result in a credit toward another Education program or sojourner stay at Pendle Hill up to one year after the cancellation date.
- No credit or refund will be given for cancellations made less than 24 hours before the program begins, or in the event that you leave early for any reason or do not participate at all.
- Cancellation forfeits any Pendle Hill scholarships that had been applied to an individual's registration, and individuals will need to re-apply for scholarship assistance for future programming.

What happens if Pendle Hill has to cancel a program?

Pendle Hill reserves the right to cancel any program at any time. If this occurs, the processing fee will be waived. You may transfer your full registration towards another scheduled program or receive a refund in full.

Please contact registration@pendlehill.org for any additional questions about Pendle Hill Education Programs.