

# FAQ and POLICIES – Jerry’s ONLINE WORKSHOPS

How do I access the class and office hours?

- Classes are held on the meeting platform Zoom. Participants will receive an email with a unique link for each session, including Jerry’s ‘office hours’, at least 24 hours prior to the session. Zoom is a very popular, user-friendly, and intuitive platform. If you have used Zoom before, then you are familiar with how it works. If you have not used Zoom before, you can learn more here: <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Zoom-video-call> . Here is another article about joining a Zoom meeting if you don’t have a Zoom account: <https://support.zoom.us/hc/en-us/articles/4423182002317-Joining-a-Zoom-meeting-without-an-account>. During the actual class sessions (not the office hours), someone will be ‘in’ the meeting at least 15 minutes prior to help with any technical issues that arise. It is very unusual for there to be any issues.

How do I communicate with Jerry and with the other participants?

- For each class Jerry creates a separate **private** Facebook group. Access is granted only to the participants in that particular workshop session. In this group you can chat with the other participants, post work, leave comments, etc. Jerry monitors this group periodically throughout the workshop, and the group remains active for 30 days after the workshop ends. Jerry will send out an invitation to the private group several days before the workshop starts and close the group automatically 30 days after the workshop ends. Participation in the group is voluntary. Participants can obviously exchange contact information privately if they wish and communicate on their own. For questions about workshop logistics, payment, etc, you can contact Jerry directly by email: [jerry@jerrymclaughlinart.com](mailto:jerry@jerrymclaughlinart.com) . If you have questions about Facebook groups, you can click here: <https://www.facebook.com/help/1629740080681586>

How do I get help while a class is happening?

- If during a class you have difficulty signing on or other technical issue, you can call this number for assistance: (510) 269-2129

Are the classes ‘live’?

- Yes! During the classes and office hours, Jerry and the participants stream live, learn, and communicate. Sometimes everyone will be able to use their voice to ask questions and comment. Other times, to keep things organized, participants will ‘mute’ their mics and comment or ask questions via typing in the ‘chat’ feature (like leaving comments on Facebook).

Are the classes recorded? How do I access those recordings?

- Yes! All the live classes and office hours are recorded. They are available for 30 days after the final class session. Jerry will send the private link to participants via email, 24-48 hours after that session. He will also post the link on the Facebook private group. **Please note: you may NOT share these links with others. These are meant for class participants only.** If Jerry finds that a participant has shared a link with others, that participant will be immediately removed from the class, will not receive a refund, and will be barred from participating in any future workshops, in-person and online.

What is your privacy policy for the live and recorded video?

- Once a session begins, the recording is active. If you participate with your camera and mic active, your video and audio will be part of the recording, as will anything you screenshare during the session. Those recordings are available exclusively to participants for 30 days after the last session. Videos and still shots may be used for promotional purposes. If you prefer not to be recorded, you can turn off your camera and/or mic at any time. Here are some helpful articles if you do not already know how to do that:
  - <https://techcult.com/how-to-turn-off-my-camera-on-zoom/>
  - <https://www.alphr.com/turn-off-video-camera-during-zoom-call/>
  - <https://support.zoom.us/hc/en-us/articles/200941109-Attendee-controls-in-a-meeting>

What is your privacy policy for the Facebook group?

- No one other than Jerry, his assistant(s), and the participants of that specific class group are allowed access to the group. Any work posted is subject to comments from the class and Jerry – feedback is part of the learning process. No harassment or bullying will be tolerated. No participant is obligated to post or comment in the group. Because this is a learning environment, Jerry may use posted work for teaching/educational purposes but will not share the name of the creator of the work during that educational use. Work may be used for promotional purposes but the creator will not be identified. Jerry may use any comments about the class as testimonial.

What if I cannot attend the class, or what if I miss it?

- You will be able to watch the recorded version via the emailed link or the link posted in the Facebook group. Those links are available 24-48h after the class ends.

Can I download the recorded sessions?

- No. You can watch them as often as you like for up to 30 days after the class, but they cannot be downloaded.

Can I use a phone or tablet to take the class?

- Yes, of course, this is technically possible. However, because this is a video demonstration class and we will also be looking at artwork, it is best to watch and participate on the largest screen you have access to.

What if Jerry must cancel a class?

- If for some reason Jerry cannot attend a specific session due to illness or emergency, he will reschedule as soon as possible. If for some reason Jerry has to cancel an entire class, participants will be refunded their payment.

What if I change my mind or want a refund?

- Up to 21 days prior to a workshop, you may request to cancel your enrollment and receive a refund. After that time, no refunds are given. You may not transfer your access before, during, or after a workshop to someone else without specific permission from Jerry.

Can I invite a friend over and split the cost of the workshop?

- No. This is no different than inviting a friend to an in-person workshop and expecting that they observe or participate for free. Jerry trusts that you value his time, expertise, and personal attention during all his workshops. Each participant, even if viewing from the same device, must pay for access. If Jerry finds that a participant has shared access with others, that participant will be immediately removed from the class, will not receive a refund, and will be barred from participating in any future workshops, in-person and online.