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# Frequently Asked Questions: Elective Programs

For more information, please email Andrea Torres at <a href="mailto:atorres@bgcnr.org">atorres@bgcnr.org</a> or call 914-235-3736.



#### **ELECTIVES**

### Who do I contact if there are any issues with registration/glitches on Connect by Care?

If you encounter any issues when registering, you may contact our Program Operations Manager, Jacqueline Herran - jherran@bgcnr.org.

Please bear with us as emails will be answered in the order they are received.

### Who do I contact if there are any questions regarding the Electives program before the start of the session/while in progress?

Contact our Electives Program Coordinator, Andrea Torres- atorres@bgcnr.org | 914-815-9016

# The class I'd like is filled/sold out. What are my options? / I was waitlisted within minutes of the Registration being live online.

Unfortunately, this is likely to happen. Our Electives Program is very popular, and classes do fill up in a matter of minutes being live. We encourage everyone interested in registering to be on our site at 9 am sharp and we encourage you to join the waitlist.

If my child is part of the BGCNR Afterschool Program, are they able to register? Yes, the Electives Program is open to all BGCNR members.



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## Since my child is already a part of the BGCNR Afterschool program, can I get a discount or a pro-rated price for the Electives course?

No. Although both programs are run by BGCNR, they have their own registrations and set costs. There will be no substituting one program cost for another. No pro-rating or discount either.

### What if my child does not enjoy their elective course?

If you would like to receive a refund, you must notify our Electives Program Coordinator within the 1st week. No exceptions will be made beyond that time frame.

Please note: If a withdrawal is made, your child cannot gain a spot in another course running on the same day/season if it is at full capacity. However, you can inquire about courses that may have an opening without a waitlist.

#### How were courses, grades, and days of the week selected for our school?

Classes were selected based on feedback from parents during the previous season. Final approval of classes, as well as the scheduling of elective days, was determined in collaboration with your principal and administrative team. Grade levels and class capacities are set by the vendors, based on what they are licensed and comfortable teaching. All decisions are finalized with the approval of BGCNR, your school principal, and the school administration.

### When will I receive further information regarding my child's after-school destination/pick-up location?

You will receive further information regarding your school's on-site Electives aide, where your child will report after school to meet their facilitator, where you can pick up students, etc. two weeks before the start of electives.

Please note: If the course does not meet its minimum of registered students there will be a chance the course will be canceled. Nonetheless, you will be contacted with sufficient time to plan accordingly. We are hopeful all our courses will reach their max

### Do you provide transportation home when the class ends?

BGCNR does not provide transportation home. All students must be picked up at the time of dismissal or have permission to walk home.

#### **Behavior Policy:**

All children are expected to behave appropriately. Any child who compromises the safety or enjoyment of other participants or who is disrespectful to the instructor may be removed from the program.  $_{Q\&A-2}$