



## DISTANCE LEARNING | FAQ

### *How long are your programs?*

Approximately **45 minutes**.

### *Why do you book your programs in time slots?*

Our bookings process is structured to allow the greatest number of bookings per day without conflict, while ensuring enough time between bookings for program setup.

### *Why is there a limit to the number of participants per program?*

Our programs are highly interactive and engaging from beginning to end. The more students in a program, the less interaction they receive. Our participant limits ensure that all students receive the attention they deserve.

Our limits are as follows:

*PIQ: Test Your Palaeo Intelligence:* 25 students maximum ALL OTHER school programs: 35 students maximum

### *What do I need to connect to the Royal Tyrrell Museum?*

You will need:

- compatible video conference hardware (common manufacturers include TANDBERG, Polycom and Sony)
- a speaker system for incoming audio
- a monitor or projector for incoming video

### *How do I know if I can connect to the Royal Tyrrell Museum?*

First-time schools connecting with the Museum **require a formal, live test connection** with a member of the Distance Learning team to ensure connectivity. We will contact you before your program date to make arrangements. If you have connected to us within the last year, you do not require a live test.

### *How far ahead should I place my booking?*

Programs must be booked **at least seven business days in advance** of your preferred program date to ensure enough time to process your booking and conduct a test connection.

### *How do I pay for my program?*

Program fees are **payable in advance using all major credit cards** including VISA, MasterCard and American Express. Please contact Wendy Laughlin in the Bookings Office at 403.823.7707 ext 6226. Please note that your confirmation letter contains all billing information related to your booking, and therefore doubles as an invoice if needed.

### *Can my booking be eligible for more than one discount?*

More than one discount cannot be applied to any given booking. This applies to all discount types including, but not limited to, coupons, complimentary program certificates, volume discounts and CILC Premium Service discounts.

### *How soon before my program should I connect?*

All schools should connect **no less than 15 minutes before** the program. This allows time to confirm audio and video are working correctly, that the connection is stable, and for any last minute questions.

### *Will students be able to ask questions during the program?*

If your program is *Up Close and Palaeo* or *Up Close and Palaeo Jr.*, the students will have plenty of opportunity to ask questions! All other programs usually allow for five minutes of questions at the very end.

### *Can we select the palaeontologist for Up Close and Palaeo?*

Our palaeontologists travel frequently so it is not possible to guarantee which researcher, and his area of study, will be available for your program.

For more program information, please visit [tyrellmuseum.com](http://tyrellmuseum.com)