

STEAM On Demand Lab FAQ

1. My kit has arrived, should I open it?

Please keep your contents in the bag, until the facilitator directs opening it during the course. The specimen may be stored at room temperature. Otherwise, feel free to open and review the other items in the kit. We recommended, but do not require, review of the course manual in advance.

2. What if an item in my kit is broken or missing?

Please contact events@jumpsimulation.org. If found during the course, please notify the facilitator.

3. What is the best location for me/my child to do the course?

The specimens may have a mild odor and there is some liquid associated with unpacking the specimens for dissection. We recommend outdoors on a table, or in an area with a sink nearby (such as a kitchen). Please keep in mind wherever you choose to do the dissection, you will need internet connectivity to connect to the live course.

4. What if I miss the live course?

events@jumpsimulation.org will send a link to the recorded live course within 72 hours after the scheduled course date and time.

5. What if I am struggling to connect to the live course?

We recommend you try a zoom test in advance of the course so you may trouble shoot any issues in advance. This can be done at <https://zoom.us/test>. Jump does not provide any connectivity support. Should you miss the live course, the recorded link will be available for use.

6. How will I dispose of my Specimen?

The facilitator will direct clean up during the course. All materials are safe to be disposed of through standard home trash pickup.

7. What is the difference between the live course and recorded course?

The recorded course link is a version of the live course, and the content is the same. The main difference is during the live course, questions are asked of the facilitator real time. Should you miss the live course and have a question about the activities, please contact events@jumpsimulation.org.