Feedback

Your feedback is important to us! If you want to provide us with feedback on either in-person or virtual class experiences, please let us know at dance@fas.harvard.edu.
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GENERAL FAQ

Accessibility

All classes are taught specifically to be inclusive of people with a range of abilities. A virtual option is provided for home access. The Dance Center’s main floor – housing Studio 1 and two all-gender restrooms – is wheelchair accessible. We are delighted to announce that we completed a long-awaited install of automatic, push-button doors for our main entrance and Studio 1 this summer. If you anticipate needing any other type of access to participate, whether in person or virtually, please email dance@fas.harvard.edu. We welcome a conversation with you!

Arrival time

In consideration of your safety and class disruption, we ask that you arrive on time for all in-person or virtual classes. Please do not arrive more than 7 minutes late.

Holidays

The Dance Center will observe Labor Day (Monday, September 5) and Indigenous Peoples’ Day (Monday, October 10). Monday classes will run until November 21 in consideration of these University Holiday observances.

Refunds

• Full refund available within the first week, withdrawal by Monday, September 12.
• Half refund available within the second week, withdrawal by Monday, September 19.
• No refunds after Monday, September 19.
• Drop-in registrations are non-refundable but may be switched to alternate dates if necessary.

TAP Eligible Employees

If you have registered as a TAP-employee, your registration is not complete until you submit a TAP Form. Completed and signed TAP Forms must be emailed as a PDF to dance@fas.harvard.edu before your class begins or your registration will be cancelled with a full refund.
Emergency Measures & Ice for Injury

- In the event of an emergency, call Harvard University Police (HUPD): (617) 495-1212.
- Security personnel are present from 6pm-Midnight.
- Blue emergency buttons are installed throughout the Dance Center, in both studios, dressing rooms, and the Green Room. Hitting these buttons will result in a silent alarm to the Harvard University police, indicating the precise location of the incident.
- **In case of injury:** First Aid supplies and ice packs are available in the Dance Center Office and Conference Room fridge respectively. Additional ice is available in the minifridge located in the Green Room; bags for the ice and an additional First Aid Kit are located below the sink.

If you have any questions at all about safety or security, please do not hesitate to let any of the Dance staff know.

Face-coverings

- Face coverings are optional, according to University policy, though some teachers may require them. Please pay attention to specific class requirements.
- The Dance Center has disposable, medical-grade masks available if desired.

Restrooms & Dressing Rooms

There are two private, all-gender, wheelchair accessible restrooms on the first floor of the Dance Center. Dressing rooms that include lockers and bathroom stalls are on the second floor.

Water Bottles & Food

We encourage you to bring your own water bottle(s). There are two water fountains, including a bottle-filler, at the Dance Center. Food and drink other than water are not allowed in the studios or dressing rooms.
VIRTUAL PARTICIPATION FAQ

Zoom for Virtual and Combination In-Person/Virtual Participation

We will be using ZOOM for all virtual classes. Zoom links are provided in “My Enrollments” page in the new OFA Registration System. Please note classes are not recorded.

Dance Space

Please go at your own pace and be mindful of your physical surroundings. Classes are designed to be adapted for safe movement in small spaces, our teachers can provide you with additional ways to modify the movement to safely accommodate your specific environment - just ask!

Audio Protocols

All participants will have audio turned off upon entry into the class, though you may turn on your sound if you need to speak or ask a question. For the best audio quality, click on Advanced at the bottom of your Audio tab in Zoom Settings:

- Select “Show in-meeting option to “Enable Original Sound”.
- Select “Disable echo cancellation”.
- Select “High fidelity music mode”.
- Uncheck “Use stereo audio”.

![Zoom Settings](image-url)
Connectivity - Best Practices

We recommend always using the most up-to-date version of Zoom for the best experience. Fully charge the battery on your device or insure it is plugged into a power source during class. Where possible, directly connect your computer to your modem/router with a cable. This affords a more reliable internet source than WiFi connectivity. Close and quit additional programs or apps to improve bandwidth of your device.

Technical Assistance

Each class is accompanied by a Harvard Dance Center Non-Credit Class Host. If you are experiencing technical issues at the start of or at any point during the class, you may send a message through the zoom chat function to the Class Host.

Interacting with the Teacher

If you choose to turn your video on, the teacher will see you and track your participation. Please note that the teacher is not able to access the chat during class. If you need to ask a question, you may turn on your sound to ask it.

Zoom Contingencies

If Zoom crashes during a meeting, best practice is simply to restart/re-enter the session. While it has never happened before at the Dance Center, our plan for mitigating any disruptive visitors is to remove the single video and continue with class. If an incident occurs with more than one offending video, we stop and close the meeting immediately. Please do not attempt to engage this person’s behavior/comments - there is strength in continuing our focus and not feeding them with attention.

More Questions? Reach us at dance@fas.harvard.edu anytime.