

# 2020-2021 學年度 Q&A

The information in this document provides most frequently asked questions due to COVID-19 pandemic. If your questions are not covered in this document, please contact school via email [tcseattleschool@gmail.com](mailto:tcseattleschool@gmail.com).

## 教材領取 Textbook pickup

1. 如果我沒辦法在規定的時間領取教材，該怎麼辦？可以另外約時間領取嗎？ If I cannot pick up books & supplies during designated time, what should I do? Can I make another arrangement?

A: 為保護志工安全，減少在外接觸的機會，請自行安排朋友或其他的家人按照領取日期及時間來領取，並且事先告知領取人的姓名，方式如下：

In order to practice safe social distancing, if you cannot come pickup your child's supplies, please ask a friend to pick up for you. Please use the following sample to notify us the authorization for your pickup:  
**Email** Tcseattleschool@gmail.com, in the message stating who will pick up for you, and note your student's name & class.

2. 如果我有兩個以上的小孩就讀這個學校，我要去好幾次嗎？ If I have two or more students, do I have to attend pickup multiple times?

A: 不用，可以一次領取同一家庭的教材。請盡量選擇家中最年幼的學生的領取時間，領取教材時在汽車擋風玻璃(dashboard)單子上寫明學生姓名及班級以便縮短領取的時間（各班老師會寄出擋風玻璃 dashboard display單）。No need, please come during the designated time of your youngest child. When you arrive, please write the names

& classes of your children and place it on your dashboard. The form will be provided by your child's teacher.

## **制服領取**

1. 如果我領到的制服太大或是太小怎麼辦？What if the uniform size does not fit?

A: 目前訂購制服有部分尺寸尚未全部運達，所以等制服到了以後，我們會跟您連絡。請您要退的制服，不要拆封，不要洗，保持原樣，才可換尺寸。

若開學後，尚未領到制服的學生，可以暫時穿白色上衣上課。

We are still waiting for the next shipment of uniforms. Once the new uniform has arrived, we will contact you separately to arrange a pickup. Uniforms to be changed must remain clean and unworn. Students who have not received uniforms can wear white shirt or t-shirt to attend online class.

## **遠距同步及非同步教學 Online Learning**

1. 我想請問網路上課是幾點開始，時間多長？What time does the online class start? Duration?

A: 依照學生的年齡會有所不同。網路教學開始的時間及長度，請依照老師通知的時間為主。This is according to the student's grade level. Teachers will notify families of their assigned session and time during the welcome letter.

2. 上網課時, 家長必須在旁協助嗎? Do the parents need to sit next to the student during class?

A: 每個班級不同, 以老師的需求為主。It depends on the class and the requirement of the teachers. Please ask your child's teacher to confirm.

3. 一次幾個小朋友一起上課呢? How many students per class?

A: 上課人數會依不同年級和學生人數做調整。低年級的班級會小班教學, 人數會在十人以下。Depending on the grade level. Primary level classes average about 10 students or less per class.

4. 為什麼遠距教學時間比較短呢? Why is the class duration shorter?

A: 學生依不同年齡, 專注力時間的長短也不同, 為達到最好的學習效果, 學校建議老師儘量採分組教學方式進行, 讓每位學生得到更多與老師互動的機會。Concentration differs with age and grade level. In order to achieve the best learning effect, our school recommends that teachers use small group teaching as much as possible, so that each student has more opportunities to interact with the teacher.

5. 網路教室進不去時要如何尋求協助? Where do I go for technical assistance?

A: 可以先聯繫老師, 請老師代為通知學校 HelpDesk 私下協助。Please contact the teacher if you cannot log into the virtual classroom. Teachers will contact the school's HelpDesk.

6. 如果我們要回台灣一年, 我們該做什麼? What happens if we are going back to Taiwan for a year?

A: 若無法出席同步的線上課程, 請通知學校並申請休學。If your child cannot attend distance learning, please contact the school to start the withdrawal process.

7. 若無法同步上網課, 但準時交功課是否可保留學籍? If my child cannot attend online classes, but he/she turns in the homework, can he/she keep her spot?

A: 若無法同步上網課, 缺課時數過多 (5 or more), 無法保留學籍。If your child cannot attend online classes and/or have too many absences (5 or more), he/she will have an incomplete for the current grade status.

8. 學校採取遠距教學的情況, 會退費嗎? School is adopting distance learning, will we get partial refund?

A: 學校雖然可以省下實體設施幾個月租金, 但是仍須支付許多網路平台費用, 教學遊戲網站的會員費用, 老師的教育訓練費, 同時也需要支援老師的電子硬體設備, 以期增加課程的流暢度和趣味性, 另外各班還有非同步的網路教室, 也需要支付會員費。即使是遠距教學, 學校的行政志工及老師都全力在規劃設計更好的上課模式, 所以不會退還學費。Although the school can save a few months of rent for physical facilities, it still has to pay membership fees for many online platforms and educational sites, teachers' education and training fees, and also need to support teachers' electronic hardware equipment to increase the smoothness of courses. In addition, there are asynchronous online classrooms in each class, and membership fees are also required. Even for long-distance teaching, the school's administrative volunteers and teachers are working hard to plan and design a better teaching model, so tuition fees will not be partially refunded.

9. 因為我們回台灣了, 半夜上課困難, 能不能保留學籍? We moved back to Taiwan so it is difficult to attend online classes due to time difference. Can we still remain as active students?

A: 依學校規定, 全學期無論是請假或任何事由, 凡缺課超過三分之一者 (一學期超過 5 週缺課), 經輔導組與家長溝通後仍無改善, 本校將視為自動退學, 並不予退費。According to school policy, when students are absent more than 1/3 of class time (5 weeks per semester) for any reason, after the counseling team communicates with the parents, there is still no improvement, the student will be viewed as dropout of school, no refunds will be made.

## **休學 Withdrawal**

1. 辦理休學的程序是什麼? How can I withdraw my child?

A: 請按此 [學生休學申請單 Withdrawal Form](#) 辦理休學  
Please click here [學生休學申請單 Withdrawal Form](#) to start the withdrawal process.

2. 如果今年想要辦理休學, 明年還要重新考試/面試才能報名嗎? If I want to withdraw my child this year, do I have to re-exam/interview next year before I can register?

A: 在仍有名額的前提下, 是的。一年級以上需要重新參加插班考試, 幼稚園及注音班需要面試。If there is an opening, yes. If the child's grade level is entering 1st and above, he/she needs to take an entrance exam. Kindergarten and Pre-K need to be re-interviewed.

3. 今年辦理休學，明年入學時，是以舊生重新註冊嗎？If I withdraw my child this year, do I re-register my child next year as a returning student or new student?

A: 休學後若重新註冊，是以新生的身分入學。If you wish to re-enroll after withdrawal, you shall re-apply as "New student".

4. 如果今年不上學但是沒有完成休學手續，能否把已繳的學費保留到2021-22學年度？If my child does not attend distance learning and did not finish the withdrawal process, can the school retain the tuition for the next year?

A: 學費無法保留到下學年。No. Tuition cannot be retained for the next year.

5. 可以在下半學期入學嗎？再入學的機率有多少？Can we enroll for next semester?

A: 今年的招生已經額滿，不再受理註冊。Enrollment has ended for the school year 2020-2021.

6. 休學的退費將用何種方式退費？退費多少呢？How will I receive the refund? How much is the refund?

A: 退費以支票方式退款

8/20/2020 以前遞交休學申請書，扣除手續費用後，學費全額退回(\$380); 舊生如有購買制服，會同時退款。

8/21/2020 ~ 10/03/2020 遞交休學申請書，扣除手續費用後，退回學費的75% (\$285)

10/04/2020 ~ 01/23/2021 遞交休學申請書，扣除手續費用後，退回學費的50% (\$190)

Refund check will be issued to the address provided on the withdrawal form.

If the application for withdrawal is submitted before 8/20/2020, the tuition fee will be refunded in full (\$380) after deducting the handling fee; if an existing student purchased a uniform, it will be refunded.

If the application for withdrawal is submitted 8/21/2020 ~ 10/03/2020 after deducting the handling fee, 75% of the tuition fee (\$285) will be refunded

If the application for withdrawal is submitted 10/04/2020 ~ 01/23/2021 Submit the application for suspension, after deducting the handling fee, 50% of the tuition fee (\$190) will be refunded.

7. 多久會收到退費呢？How soon will I receive the refund?

A: 9/12/2020起 6~8周內寄出退款支票, 郵寄地址以休學申請書上的地址為主. Starting from 9/12/2020, refund cheques will be processed and mailed out within 6~8 weeks; the mailing address should be the address on your deferral/withdraw application.

8. 退費支票是否可以"Pay to"非家長的友人？Can the refund check be "paid" to a friend who is not a parent?

A: 很抱歉, 必須是學生家長為受款人. Sorry, the refund check payee must be the student's parents.

9. 退費支票可否寄給友人？Can refund cheques be sent to my friends?

A: 郵寄地址以休學申請書上的地址為主. The mailing address is based on your school deferral/withdraw application.

10. 若已經遞交休學申請單，是否可以取消？Can I cancel Withdraw after I submit the form?

A: 一旦遞交申請，立即啟動休學程序，故無法取消。Once the Withdraw Form is submitted, the withdrawal process is initiated and will not be able to cancel.

## **2021-22 新生入學 New Registrations**

1. 什麼時候可以開始詢問2021-22 入學事宜？When can I start to inquire about admission to 2021-22?

A: 2020年11月1日開始，請來信查詢 [tcseattleschool@gmail.com](mailto:tcseattleschool@gmail.com).

You may contact [tcseattleschool@gmail.com](mailto:tcseattleschool@gmail.com) starting from November 1, 2020.

2. 我的孩子已經會注音符號了，可以上注音班嗎？My child already knows phonetic(Bopomo) symbols, can she/he attend phonetic class (Kindergarten)?

A: 注音班學生必須在8/31前滿5歲，如果年齡不到將無法進入注音班。Per school policy, students in the phonetic class (Kindergarten) must be 5 years old before 8/31. If they are under the age, they will not be able to register for the phonetic class.