

## Registration FAQ's

### 1. Does Cvent reserve my camp spot(s) while I am filling out the online registration form?

No. Unfortunately, Cvent is unable to reserve your spots until you complete the registration process. Even if a camp has spots available when you start registration, the system will put you on the waitlist once you finish registration if others have completed registration and taken the final camp spots before you. If this happens and you are put on the waitlist, we will contact you if a spot becomes available. **Please be sure to have your credit card handy to complete registration quickly and avoid losing your spot(s).**

### 2. Will Cvent work in my computer browser?

The Cvent system is designed to work in any browser. However, prior to using Cvent, it is highly recommended **to make sure your browser is updated and cleared** of any “cookies” or previous searches. Having a cluttered or outdated browser may slow down or shut down your progress in Cvent. Also, it is important to note that Cvent is not mobile-friendly; so registration on a phone or handheld device is not advised.

### 3. Can I do my registration over the phone or on paper?

No, due to the high volume of Science-U applicants, we cannot take any registrations over the phone and there are no paper registration forms.

### 4. What information about my child(ren) will I need to enter?

No questions about health insurance will be asked during registration. Forms regarding health insurance and medical information will be emailed to you closer to camp time to be completed and returned prior to camp. Please be sure to enter the following information where prompted:

- Child's first and last names. There is a separate box for parents/guardians to add their names later.
- Child's school grade for the UPCOMING FALL, not your child's current grade. Cvent will only show camps that are available for specific grades. If you accidentally enter the wrong school grade, you may not see the camps you want!
- Guardians' email address. Please be accurate! This is how we will contact you.
- Home address and phone
- Emergency contact name and phone
- Child's name (first and last) as it will appear on a nametag
- Your child's gender, date of birth, school district, and T-shirt size. (optional sizes include Child - Small to Adult - 2X-Large)
- Accommodations for special medical or learning conditions, if any - we will send detailed medical forms later, but answers to this question will help us determine, in advance, if students may need extra attention during camp
- You will need to attest to your legal guardianship of the child(ren) you are registering
- There are optional questions about demographics (ethnicity and abilities) for reporting purposes only
- Questions ask if your child participated in Science-U previously and how you learned about Science-U
- You will also be asked to give your permission as a parent/guardian, and to provide releases for liability and use of photo/audiotape/videotape. Wording of these statements are provided under Registration Statements.

### 5. I registered my child(ren) last year for Science-U, is my information still in the system?

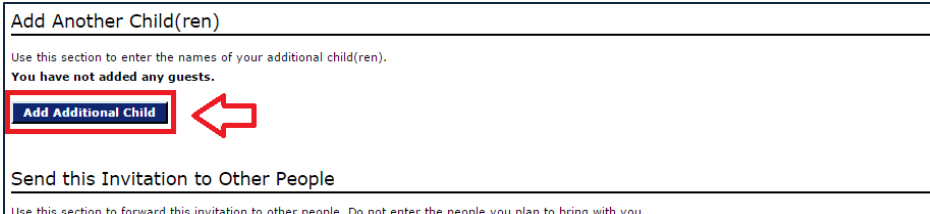
No, Cvent does not save registration information from previous years. You will need to re-enter your contact information. However, on some computers with cluttered browsers, information may be automatically inserted. This should be avoided by updating and clearing your browser ahead of time.

### 6. If I start a registration and need to stop, can I save it and come back later?

No, there is no “Save” option with our Cvent registration. If you close out of Cvent before completing a registration, you will lose any information that was entered. Also, Cvent will time-out after 20 minutes of inactivity.

### 7. How do I register multiple children from the same residence?

To enter multiple children (siblings/cousins/friends), begin by registering one child, and at the end of the first registration form you will be able to click an “Add Additional Child” button if you need to register more children. Repeat as often as you need to.



**Add Another Child(ren)**

Use this section to enter the names of your additional child(ren).  
**You have not added any guests.**

**Add Additional Child** ←

**Send this Invitation to Other People**

Use this section to forward this invitation to other people. Do not enter the people you plan to bring with you.

When you are done adding information for a second child, please click the “Save” button at the bottom of the page. If you wish to add a third or fourth child, you may select the “Save and Add” button instead.

### 8. How do I apply for financial aid?

During registration, there is a question that asks if your family wishes to apply for financial aid. If you click “no”, the registration will continue. By clicking “yes” you will be asked further questions. These additional questions are as follows: (1) total household annual income before taxes, (2) total number of family members in household, (3) whether the child qualifies for free or reduced school lunches (4) the amount of financial support received by each child, and (5) an electronic signature. Then, within two weeks, the family is required to send a supporting letter from the parent and a written essay from the child. More details are provided on our website: <https://science.psu.edu/outreach/scienceu/scholarships>. The wording of the financial aid information in the registration is provided under Registration Statements.

### 9. How will the camp options appear in Cvent?

AFTER you enter all information for each child you are registering, Cvent proceeds to the camp selection portion. An example of that portion is shown on the next page. Various camps for a specific grade (in this case, Grade 11) are visible in separate boxes. The dates and prices of the different camps are included in the boxes. If you are registering multiple children, the camp options specific for each child’s school grade will be made available in the order that the children’s information was entered.

Sample view of camps available for a specific grade (11):

**Grade 11**

Session Registration

0 Item(s) in Agenda  **Search** [Advanced Search](#)

---

**06/28/20**

<b>Make it Matter! (Grades 9-12) Residential</b>	<b>Add to Agenda</b>
Start Date: 06/28/20   Start Time: 9:00 am   End Date: 07/03/20   End Time: 4:00 pm   Price: \$815.00	
<b>Make it Matter! (Grades 9-12) Full Day</b>	<b>Add to Agenda</b>
Start Date: 06/28/20   Start Time: 9:00 am   End Date: 07/03/20   End Time: 4:00 pm   Price: \$365.00	

---

**07/05/20**

<b>Ecology Expeditions NEW (Grades 9-11) Full day</b>	<b>Add to Agenda</b>
Start Date: 07/05/20   Start Time: 8:30 am   End Date: 07/10/20   End Time: 4:45 pm   Price: \$440.00	
<b>Ecology Expeditions NEW (Grades 9-11) Residential</b>	<b>Add to Agenda</b>
Start Date: 07/05/20   Start Time: 8:30 am   End Date: 07/10/20   End Time: 4:45 pm   Price: \$880.00	

---

**07/26/20**

<b>Penn State Pre-Med Academy (Grades 9-12) Residential</b>	<b>Add to Agenda</b>
Start Date: 07/26/20   Start Time: 9:00 am   End Date: 07/31/20   End Time: 4:00 pm   Price: \$825.00	
<b>Penn State Pre-Med Academy (Grades 9-12) Full Day</b>	<b>Add to Agenda</b>
Start Date: 07/26/20   Start Time: 9:00 am   End Date: 07/31/20   End Time: 4:00 pm   Price: \$375.00	

For each child you are registering, please make sure to click the “Add to Agenda” button next to each camp you are registering them for! (see example above). Once clicked, the button will read “Remove from Agenda”. If you get to the end of the registration and do not see camps on your agenda, you are not signed up for any camps, because the “Add to Agenda” button was not clicked successfully. In that case, you will need to return to the previous screen to make your selections.

### 10. What if I make a mistake in my camp selection?

When you select “Add to Agenda” for a camp, the button will change to “Remove from Agenda” as shown below. If the “Remove from Agenda” button is clicked a second time, it will remove your child from that camp and return to the “Add to Agenda” option. You may then select another camp.

Sample view of selected camp showing “Remove from Agenda” button:

07/06/20

<b>Life....in Space! (Grades 6-8) Full Day</b>	<b>Remove from Agenda</b>
Start Date: 07/06/20   Start Time: 9:00 am   End Date: 07/10/20   End Time: 4:00 pm   Price: \$365.00	

### 11. How do I register my child(ren) for Extended Care?

Extended Care is available for children in grades 2-8. For each camp week, all Extended Care options, AM only, PM only and BOTH, are listed together in one box (see example below). These boxes are placed underneath the boxes of camps for that corresponding week. You will need to first click on one of the options, and then also click “Add to Agenda”. If registering a child for multiple weeks of camp, you will need to select the desired Extended Camp option for each of those weeks, and then “Add to Agenda” as well.

Sample view of Extended Care options with a camp:

06/29/20

<b>NittanyBots: LEGO Robotics (Grades 2-3) Full Day</b>	<b>Add to Agenda</b>
Start Date: 06/29/20   Start Time: 9:00 am   End Date: 07/03/20   End Time: 4:00 pm   Price: \$365.00	
<b>Extended Care - Week 3</b>	<b>Add to Agenda</b>
<input type="radio"/> <b>Extended Care Week 3 (AM &amp; PM)</b> NO Monday AM NO Friday PM extended care.	
<input type="radio"/> <b>AM Extended Care Week 3 (7:45 - 9:00 am, Tues- Fri)</b> NO Monday AM	
<input type="radio"/> <b>PM Extended Care Week 3 (4:00 - 5:15, Mon. - Thurs)</b> NO Friday PM Extended Care.	

### 12. What happens if a camp capacity is filled?

Each camp has a pre-determined capacity based upon our staff and space accommodations. If enough campers are registered to reach that camp’s capacity, then the next option would be to register for the camp waitlist. The “Add to Waitlist” button will be visible (see below), and when it is clicked, a camper will be added to the waitlist. Campers will be moved from the waitlist to the camp as spaces become available due to camp cancellations. Campers on the waitlist are notified of opened spaces by email, in order of their registration time.

Sample view from last year of a filled camp with “Add to Waitlist” option:

06/24/19

<b>Wizards, Olympians, and Science Heroes (Grades 2-4)</b>	<b>Add to Waitlist</b>
Start Date: 06/24/19   Start Time: 9:00 am   End Date: 06/28/19   End Time: 4:00 pm	

### 13. If my child is on a waitlist for a camp, do I have to pay for the camp or Extended Care?

No, you do not have to pay to be on a waitlist. If a spot opens in a camp, waitlisted campers will be notified by email and asked if they want the spot. Once campers are moved from a waitlist to a camp roster, parents have two weeks in which to make their payment. Waitlist movement typically occurs in May or June.

Likewise, you do not have to pay for Extended Care. If Cvent takes you to the Payment screen in the registration system, simply select the “Pay by check” option. This will allow your child to stay on the Extended Care roster in case they get in to the camp. If your child gets off the camp waitlist, we will invoice you for both the camp and Extended Care at the same time. If you do pay for Extended Care by credit card, we will refund your payment if your child does not get off the waitlist for that week’s camp.

### 14. Where can I add the name of my child’s friend as a labmate?

We try to accommodate requests to pair friends or siblings together in camp groups. AFTER you select a camp for your child, Cvent will provide the opportunity to select a labmate for your child. You may type in the name of another child to be your child’s labmate at that time. Both children need to register for the same camp! If you don’t know of a labmate for your child during registration, but learn about one later, you may call or email us with that request. Please notify our office at least two weeks in advance of the camp’s start day. The contact for our office is [sciencecamps@science.psu.edu](mailto:sciencecamps@science.psu.edu) or (814)865-0083.

### 15. How will I know my registration was successful?

Once registration is complete you will receive a detailed email from Cvent. Please do not respond to that email because it does not connect with our office. The contact for our office is [sciencecamps@science.psu.edu](mailto:sciencecamps@science.psu.edu) or (814)865-0083. More information will be sent to registered families closer to camp time.

### 16. What if I forget to add a child or a camp to a completed registration?

If you have completed a registration but need to make adjustments, please contact our office at [sciencecamps@science.psu.edu](mailto:sciencecamps@science.psu.edu) or at (814)865-0083. We can help with that! Please note that Cvent will not accept new registrations for a previously used email address. If you want to make a second registration for additional children, you will need to use a different email address, or contact our office.

## **Troubleshooting Tips**

### **1. I can't find the on-line Cvent registration link, or it doesn't open.**

The registration link will be emailed directly to all members of our email list. Contact us prior to registration at [sciencecamps@science.psu.edu](mailto:sciencecamps@science.psu.edu) to be added to the list. The link will also be posted on our Facebook page (<https://www.facebook.com/scienceupsu/>) and on the landing page of our website ([www.sciencecamps.psu.edu](http://www.sciencecamps.psu.edu)).

The link is designed to be active at 10:00 AM on the day that registration starts. If you try to open it before that time, it will not work. You will need to wait until 10:00 AM and try opening it again. You may also need to paste the link directly into your browser.

### **2. My computer is auto-adding information that I don't want to Cvent.**

Most likely this is due to your past browser history. To avoid this problem, please clear your browser history and try again.

### **3. Cvent keeps kicking me off the site or won't let me proceed.**

The Cvent registration system can handle several hundred registrations simultaneously. If you can't get through the Cvent system, it is mostly likely due to your computer browser being outdated or cluttered. To avoid this situation, please update and clear your browser of any "cookies". It would be best to do this prior to registering, to save time.

### **4. I completed a registration for one child but cannot get my second child registered.**

Cvent will not allow participants to register a second time with the same email address. To register a second time, you will need to use a second email address. Another option would be to call our office and have us add your child as a guest to the first registration. Our office number is 814-865-0083.

### **5. By the time I got through the Cvent registration system, my preferred camp was full.**

We are surprised each year how quickly the Science-U camps fill up! Some camps only take about five minutes to reach their capacity. Capacities are determined ahead of time based upon the staff and room spaces we have available. Once capacities are reached for a camp, waitlists become available for potential campers.

We have minimized the time it takes parents to register their children by eliminating questions regarding health and insurance information. (These questions will be asked later, closer to camp time.)

### **6. I don't see the camp that my child wants to attend.**

Accidentally entering your child's current school grade, instead of the upcoming school grade, may affect which options you see. Camps are shown based upon the upcoming school grade entered for each child. For example, if you indicate that your child will be entering grades 2, 3, or 4 in the fall, camps for children in grades 2-4 will be the only options visible to you; all other camps will not be seen. You will need to click the "Previous" button on the bottom of the screen and go back to make the change to your child's upcoming school grade in the Fall.

### **7. The camp I wanted says "Capacity Full" or "Over Capacity by 1".**

These descriptions indicate that the camp and the camp's waitlist are both full. Parents can contact our office to ask to be manually added to the end of the waitlist, but it is very unlikely that students towards the end of the waitlist will end up receiving a spot.

## **Registration Statements**

Throughout the on-line registration process there are several statements presented. These statements are provided below for you to review prior to registering your child(ren).

### **Parent/Guardian Permission**

I am the parent and/or the legal guardian of above named student and attest that the student is my legal dependent. By clicking the "I Agree Button" below, I acknowledge that I, the parent and/or legal guardian am providing my legally binding signature. If you disagree with this statement, please "click" the "Cancel" button below and discontinue the registration process.

### **Liability**

In consideration of such admission, I/we do hereby agree to release, discharge, and hold harmless The Pennsylvania State University, its officers, agents, and employees of and from all causes, liabilities, damages, claims, or demands whatsoever on account of any injury of accident involving the said minor arising out of the minor's attendance at the Science-U Summer Camp program, residence in University housing, or in the course of laboratory and extra curricular activities held in connection with the Science-U program.

### **Photo/Videotape/Audiotape Release**

I/we grant permission to The Pennsylvania State University and its agents or employees to use photographs and/or video taken of my child from this event for use in promotional and educational materials and to use such photographs/video in electronic versions of the same publications or on Penn State Web sites or other electronic forms of media, and to offer them for use or distribution in other noncollege publications, electronic or otherwise, without notifying me. I hereby agree to release, defend, and hold harmless The Pennsylvania State University and its agents or employees, including any firm publishing and/or distributing the finished product in whole or in part, whether on paper, via electronic media, or on Web sites, from and against any claims, damages, or liability arising from or related to the use of the photographs/video.

### **Seeking Financial Aid?**

\*Reminder: To qualify for financial aid you must complete registration for your child(ren) on-line for his/her chosen camps to reserve their spot in camp. The financial aid application will be considered for all children in your registration, even if you are adding multiple children.

Within two weeks of registering, you must complete and mail the following:

- (1) A supporting letter from the parent/guardian that describes how attending the camp will enhance their child's summer experience.
- (2) A 100-word handwritten essay, by each child applying, on this topic: "Why I want to go to a Penn State Science camp this summer." No typed or computer-produced essays will be accepted. If your child(ren) is(are) too young to write an essay, words and/or drawings will be acceptable. Each child's essay must be mailed or faxed to the Science-U Office. Children who do not submit an essay or drawing cannot be considered for financial aid.

Email letters and essays to:  
sciencecamps@science.psu.edu

Mail letters and essays to:

Science - U Financial Aid  
201 Ritenour Building  
University, Park, PA 16802

Fax: 814-865-0096

\*Note: If financial aid is awarded, you will receive an email notification which will include the balance due, if any, for your camp registration. That balance, if any, must be paid within two weeks of the date of the financial aid award email.

### **Interested in Extended Care?**

When is Extended Care Offered?

Tuesday – Friday \*Mornings\* from 7:45 am to 9:00 am (\$30 per week per camper)

Monday – Thursday \*Afternoons\* from 4:00 pm to 5:15 pm (\$30 per week per camper)

Both AM and PM Extended Care for the week (\$50 per week per camper)

Who is eligible?

Children entering grades 2 – 8

Where will Extended Care be held?

Extended Care locations are yet to be determined but will be on campus (most likely in the Huck Life Sciences building.)

Who will care for my children?

Carefully selected and trained Program Staff who have completed the University's background check and mandated reporter training course will be in charge of extended care groups. Children will be closely supervised in a family-like environment, and a variety of age-appropriate indoor and outdoor activities and games will be planned. A "down-time" option will also be included for children who need to rest after a busy day at camp.

How will the ages be separated?

Each week, Science – U has camp offerings for different age groups. Our staff will ensure that campers are divided into age-appropriate groups.

How do I register for Extended Care?

For each camp week, Extended Care options will be visible along with the camp options for grades 2-8. Please click on your desired option (AM only, PM only, or Both AM & PM) and then also click on the "Add to Agenda" button. If registering a child for multiple weeks of camp, you will need to select the desired Extended Care option for each of the weeks and then "Add to Agenda" as well. The cost for Extended Care will be added into your camp cost at the end of the registration process.

### **Payment and Cancellations Policy**

**PAYMENT AND CANCELLATIONS** - please read before completing your camp registration.

- Full payment is due within two weeks (14 days) of your registration date.
- Camp spots will not be reserved if the full payment is not received within 14 days; camp spots will be released and your camper will no longer be registered.
- Cancellations must be made two weeks (14 days) prior to the start of the camp for a full refund (less a \$50 administrative fee per camp).
- Cancellations made within two weeks (14 days) of the start of camp will not be refunded.
- If you are applying for financial aid, no payment is due at this time. However, application materials (letter and essay) must be received within 2 weeks of your registration date. If the materials are not received within 2 weeks, full payment is due, or your camp spot will be released and your camper(s) will no longer be registered.