

Membership FAQ 2020

MEMBERSHIP

What does a UCode Membership Cost?

There are two UCode Membership tiers. Both are subscriptions that renew monthly.

The **Basic Membership** allows 4 classes a month of 60 minutes duration plus Open Labs,

The **Accelerated Membership** allows 8 classes a month of 60 minutes duration plus Open Labs.

Prices vary by the Course level with the Entry Level Course starting at \$49.00 for a basic Membership.

Is there a contract?

No. There is no contract. This is a monthly subscription that renews every 30 days.

What if I enroll two children? Is there a discount for siblings?

No at these low prices there discounts are not possible.

I understand there is a reward for referring a friend?

Yes. We will credit your account with one half a month's course fee for each new member you introduce outside of your own family.

Is there a discount for camps and events?

Yes. Members receive discounts to camps and events when a fee is charged. Most Events are free to Members.

COURSES

Can I take any course that is listed?

Courses are divided into 2 Levels – Entry and Advanced. You make take course that are in your membership tier. Some courses do have age requirements or require that you have completed an introductory course. If you are below the age requirement, you may apply and we will evaluate your level.

What If my student has previous coding experience?

Once you join and register on online.ucode.com, you will be asked to sign up for a Session with an Academic Director to understand your learning goals, your previous coding experience and which course you are interested in pursuing. They will “level” you into the correct starting point in the curriculum you are pursuing.

What If my student has NO previous coding experience?

Not a problem, most of our students start with little or no experience.

Do classes for new students start every week?

UCode's courses are student led and self-paced. You simply join a class that is convenient for you and our instructors will pick it up from there. During your first classe(s) you will have a instructor (a second instructor) who works directly with you to introduce the curriculum and get you started. When you are rolling along, you will join the standard class.

Are your courses certified? Can I earn college credit?

Our courses are certified by SigmaCoding.org a non-profit educational institution that serves to certify coding programs for students. UCode courses do not earn college credit. However, our advanced courses generally will allow a student to pass out of their first year computer science requirement at many universities.

CLASSES

Is it the same class time each week?

You can book the same class each week at the same time if you prefer. Or you can book different times each week. We have made it flexible to suit your schedule. To book the

same class over multiple weeks use the Repeat Class booking option.

How far in advance can I book?

You can have 2 class reservations in the system at any one time. You can book as far in advance as classes are scheduled.

What If I miss a class?

You can make up a class as long as you are in a billing cycle (30 days). Classes are counted by billing cycle – not by week. So sign up for 2 in a week.

How do I schedule or change a class time?

You can schedule classes on the online.unicode.com. You can also cancel a class reservation.

How does the session work during spring, summer and winter break? Thanksgiving week?

There is a calendar on online.unicode.com that outlines holidays and other dates that we are closed. We generally follow national holiday schedules, plus additional days over the Christmas to New Year break.

CANCELLATIONS, PAUSES & REFUNDS

How do I Cancel my membership?

You may Cancel at anytime by logging into your account on www.online.ucode.com and in the Parents DashBoard you will find the option to Cancel.

Subscriptions must be cancelled by the end of the business day prior to the subscription renewal date.

We cannot accept cancellations or pauses by email or telephone. You must cancel yourself.

Can I Pause my membership?

There is no Pause option. You simply cancel and rejoin when you are able. Note that your project work may not be available when you return.

Are Membership refundable if I cancel?

Memberships are non-refundable. If you fail to cancel prior to the subscription renewal date, we will not refund you. If you sign up and do not attend a class, we will not refund you. All sales are final.

Who is my point of contact at UCode?

learn@ucode.com is your point of contact for matters related to the operation of the

program and your student including billing issues or problems. Member services operates from 10:00 am to 4:00 pm PST.

Many issues can be resolved by visiting [Help](#) on the bottom of online.UCode.com.