



SAN RAMON PARKS & COMMUNITY SERVICES

Creating Community through People, Parks, Partnerships & Programs

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After School Enrichment Frequently Asked Questions

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1. What is the After School Enrichment Program?

The After School Enrichment Program is a series of classes offered by the Parks & Community Services Department at the eleven elementary schools in San Ramon. The classes are conveniently located at the school sites immediately after school. A wide range of classes are offered including sports, art and other enrichment courses.

Children who take after school programs over the course of their life time show consistently improved test scores in school, have better than average social skills, and tend to participate in less mischievous activities. After School Enrichment programs have a proven benefit for your children, your family, and the community that we all live in.

For a full list of classes see the After School Enrichment Section in the [Winter/Spring Recreation Guide](#) or visit our website at www.sanramon.ca.gov/afterschool.

2. Where are the After School Enrichment classes held?

The After School Enrichment classes are held on campus at the eleven elementary schools in San Ramon. The class offerings and times vary by school. Visit our website at www.sanramon.ca.gov/afterschool for an updated list of classes by school.

3. Can my child attend classes at another school?

Students can attend classes at any school they choose. Because of the different starting times of the classes, please choose a class that will allow your student to be on time.

4. What is the age range for After School Enrichment Classes?

The After School Enrichment Program is for children in Kindergarten through 5th grade. Each of the classes is directed towards an age group suited to the developmental needs of the activity.

5. How do I register for After School Enrichment Classes?

There are 6 different ways to register for classes. You can register online, mail-in, fax-in, drop-off, walk-in, or use the self-service kiosk at the San Ramon or Dougherty Station Community Centers. Visit our website at www.sanramon.ca.gov/afterschool for a complete list of classes and links to online registration.

6. How do I know which classroom the class is being held in?

Information on the class location is listed on our website at www.sanramon.ca.gov/afterschool. If you cannot find the information please contact the San Ramon Community Center at 973-3200 and they will assist you.

7. What time and where does my child go after school?

The After School Enrichment Classes are scheduled to start after the last release time for 1st-5th grade students. There are some classes that are scheduled later in the afternoon. Please check the time of the class in the Recreation Guide or www.sanramon.ca.gov/afterschool.

For classes at your child's school, they should go to the ASE class location once they are released from school. The class location is listed on our website at www.sanramon.ca.gov/afterschool.

If your child is an "early bird" and is released before the end of the school day AND goes to Kids Country or Growing Room, they will need to be signed out by a parent or authorized adult. We will not have staff available pick them up from Kids Country or Growing Room and bring them to their ASE class. Some instructors are able to pick-up from Kids Country or Growing Room by request; please see the individual course descriptions for availability. Please contact Adam Chow at (925) 973-3209 or achow@sanramon.ca.gov to confirm or make arrangements.

If your child is released at the end of the school day AND regularly attends Kids Country or Growing Room, they should go directly to their ASE class location rather than to Kids Country or Growing Room after school. Refunds will not be granted for students who forget to go to class.

If your child is attending an ASE class at another school then you should bring your child to the ASE class location at that school by start of the class.

8. What time and where should I pick up my child at the end of class?

You should pick up your child immediately when the class is over at the class location. Students will be permitted to walk, bike or carpool home provided that they inform the instructor.

If your child attends Kids Country or Growing Room they will be brought there by the instructor after the class is over and the other students have been picked up.

9. What happens if I'm late to pick up my child?

Please be on time to pick up your child. If you are going to be more than 10 minutes late please make arrangements with another adult such as a family friend, neighbor, family member, etc. to pick up your child. The instructors cannot stay late to supervise your child and cannot leave until all the students have been picked-up.

10. What does my child need to bring to class?

When you register you will receive a confirmation on your receipt. If there are required equipment, materials fees, supplies or clothes they will be noted on your receipt.

11. Who do I pay the materials fee to?

The materials fee should be paid directly to the instructor. You may pay by cash or check. If you wish to send the money with your child, it is suggested you put it in an envelope labeled with the class title and your child's name. You may also pay the instructor directly when you pick up your child on the first day of class.

12. My child has a life threatening allergy or a special need. Who should I contact?

If your child has a life threatening allergy or special need please mark the box and make a notation on the Registration Form. In addition, please contact Steven Cox at 973-3253 to clarify any additional requirements your child may need.

13. What is the refund or transfer policy?

All refunds, transfers and withdrawals will incur a fee as follows: \$5 for each program/class \$50 and under, 7% of program/class fee for each class/program over \$50.

7 Days Before the Program Begins or the Registration Deadline:

- You may withdraw from the program/class online and have a credit placed on your account without incurring the processing fee.
- Refunds (less processing fee) will be issued for requests received 7 days prior to the start of the class/program. Refunds will be returned in the form of the original payment or can be left on your account as a credit.

Within 7 Days:

- Credit (less processing fee) will be given if the program meets the minimum attendance requirements.

- Refunds (less processing fee) will only be given if a substitution is made for your spot.

After the Program Begins:

- All refund requests after the program begins are not guaranteed. Program supervisors will review them on an individual basis.
- Failure to attend a program (no shows) will not be granted a refund or credit.
- Refunds or credits will not be issued for requests received after the program is finished.

A Refund/Transfer Request Form must be completed to initiate a refund or transfer. The form may be found [here](#).

14. What do I do if my child is an “early bird” and is released from school early?

If your child is an “early bird” and is released before the end of the school day AND goes to Kids Country or Growing Room, they will need to be signed out by a parent or authorized adult. We will not have staff available pick them up from Kids Country or Growing Room and bring them to their ASE class. Some instructors are able to pick-up from Kids Country or Growing Room by request; please see the individual course descriptions for availability. Please contact Adam Chow at (925) 973-3209 or achow@sanramon.ca.gov to confirm or make arrangements.

If your child is an “early bird” and is released from school before the end of the school day, but does not attend Kids Country or Growing Room, then they should be brought back to school for the class at the appropriate time.

15. What do I do if my child goes to Kindergarten?

If your child attends Kindergarten they will need to be released from their classroom to go to their ASE class location. Depending on the school and teacher, a parent or other adult may be required to pick up the student to bring them to their ASE class. ASE staff and instructors will not pick up students from their Kindergarten classrooms.

If your child is an AM Kindergartener AND is at Kids Country or Growing Room, they will need to be signed out by a parent or authorized adult. We will not have staff available pick them up from Kids Country or Growing Room and bring them to their ASE class. Some instructors are able to pick-up from Kids Country or Growing Room by request; please see the individual course descriptions for availability. Please contact Adam Chow at (925) 973-3209 or achow@sanramon.ca.gov to confirm or make arrangements.

16. What does my child do if they go to Kids Country or Growing Room?

If your child is an “early bird” and is released from school before the end of the school day AND goes to Kids Country or Growing Room, they will need to be signed out by a parent or authorized adult. We will not have staff available pick them up from Kids Country or Growing Room and bring them to their ASE class. Some instructors are able to pick-up from Kids Country or Growing Room by request; please see the individual course descriptions for availability. Please contact Adam Chow at (925) 973-3209 or achow@sanramon.ca.gov to confirm or make arrangements.

If your child is released at the end of the school day and attends Kids Country or Growing Room regularly, they should go directly to their ASE class location and not sign-in at Kids Country or Growing Room.

Some classes that start more than 15 minutes after school is released will have instructors pick up your child from Kids Country or Growing Room. These classes include Kids Carpentry and Tennis. Please contact Adam Chow at achow@sanramon.ca.gov for specific classes and to make arrangements.

If your child attends Kids Country or Growing Room they will be brought there by the instructor after the class is over.

No refunds will be issued for students that miss or forget to go to their ASE class.

17. **Who do I contact if I have questions?**

If you have any questions you may contact Adam Chow at 973-3209 or achow@sanramon.ca.gov.