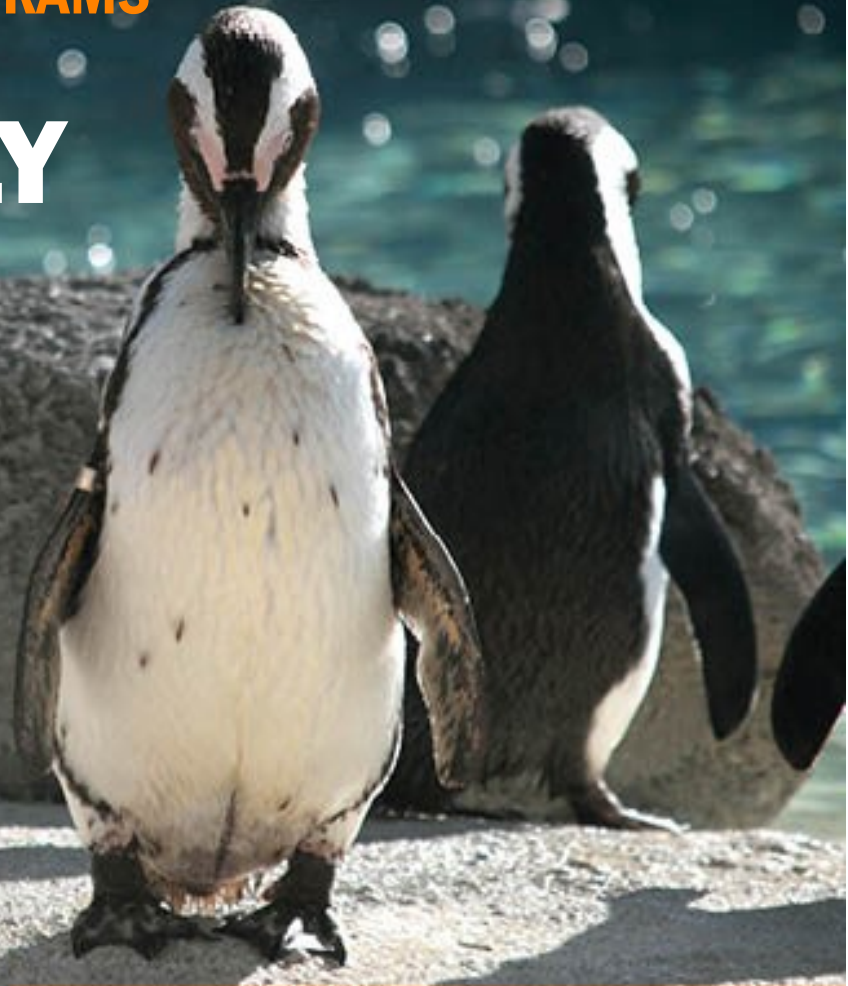


VIRTUAL ZOOMOBILE PROGRAMS

FREQUENTLY ASKED QUESTIONS



What are Virtual ZOOMobile Programs? Who are they intended for?

The Zoo's Virtual ZOOMobile programs are 30-minute, live presentations designed for pre-school ages groups. Participant ages must be between the ages birth to five (5) years old.

How much does a Virtual ZOOMobile Program cost?

Preschool groups in Cecil, Talbot, Caroline and Queen Anne's counties are eligible for a FREE Virtual ZOOMobile program (\$175 value) through generous support from PNC Grow Up Great using the code **PNC21** at checkout.

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What kinds of animals will we meet during a Virtual ZOOMobile Program?

The Zoo houses many species of Animal Ambassadors, including reptiles, birds, small mammals, amphibians, and invertebrates. We carefully choose Animal Ambassadors for each presentation to support the designated topic, to make the experience fun and educational for your group, and to ensure the best welfare for each animal. Note that we are unable to fulfill requests for specific animals.

How many devices can log in for a Virtual ZOOMobile Program?

In general, we recommend small groups or classes (up to 25 children) for each program. Due to the limited number of free programs, we ask that you only sign up for one free program per preschool group or class.

VIRTUAL ZOOMOBILE FAQs

What can I expect during the virtual experience?

When scheduling your program, you will be given the option to choose between two different topics. Each program includes meeting three of the Zoo's Animal Ambassadors, which will be chosen by Zoo staff to support the program topic.

Big Book of Animal Tails: This program includes a fun and silly, interactive reading of "The Big Book of Animal Tails" and learning about the special ways animals can use their tails.

Sensory Safari: This program focuses the five senses. Children will learn about how we use our senses, then find out how animals use their senses to explore.

When are Virtual ZOOMobile Programs available?

Programs are typically available Tuesdays to Saturdays at 9:30 am, 11:30 am, and 1:30 pm. Check out our website for the most up to date availability at www.marylandzoo.org/learn/virtual-zoomobile/.

How do Virtual ZOOMobile Programs work? What platform will we use?

The Zoo typically hosts virtual programming using Zoom, but we know that not all groups are able to use one of these platforms. During registration, you can choose between three platform options: Zoom (the Zoo hosts), Google Meet (you host), or Microsoft Teams (you host). If you are planning to host the meeting, you will need to be prepared to invite the Virtual ZOOMobile Presenters as participants to your established virtual meeting space.

Ideally, all participants will have access to a camera and microphone (or the ability to use a chat feature) to ask their questions and interact with our educators, but we know that may not be possible for everyone. No matter your circumstances, we will be flexible and do our best to ensure the experience is engaging for everyone!

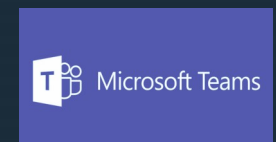
Virtual ZOOMobile Programs can also work well for those with a group that is together, meeting in-person. To give your group a high quality experience, you will need a computer, internet connection, projector, screen, speakers, and ideally, a camera and microphone so your group can ask questions and interact with their Virtual ZOOMobile Presenters.



Meeting Platform Options:



(preferred)



MARYLAND ZOO

VIRTUAL ZOOMOBILE FAQs

Is a Virtual ZOOMobile Program safe/secure?

The Maryland Zoo is dedicated to ensuring that all virtual programs remain safe for participants.

All Virtual ZOOMobile Programs are hosted for one group/organization/school at a time. We never mix groups into a single session. When you register for a program, that date and time will be closed so no other groups are able to reserve the same time slot.

Education staff will communicate with registrants only through official Maryland Zoo channels. Most communication from Education staff will take place through email from education@marylandzoo.org.

When we host a virtual program via Zoom, we employ a number of measures to ensure the security of the virtual space for your group.

Participant verification: Nobody can join the virtual meeting before the hosting Educator. All participants enter a waiting room. We then admit you first (please make sure you add your name so we can find you easily to admit you). We then admit the participants and ask that you let us know if anyone does not belong.

Meeting settings: All participants will enter the meeting muted, and we will then unmute for participants to talk to each other and Zoo Educators. Participants will not be able to chat privately with each other, record the session, share their screen, or share images in the chat. We will not allow virtual backgrounds.

Managing inappropriate behavior: Zoo Educators can and will mute and turn off the video of participants, or remove participants from the meeting, if they are saying or sharing inappropriate things.

If you are hosting the meeting space for the session, it is your responsibility to manage the meeting settings and other security measures we employ when we host programs via Zoom.



Does the Zoo provide any additional activities?

We may be able to provide free animal-themed activity kits for your preschoolers.

Contact Kelsie Myers at kelsie.myers@marylandzoo.org (preferred) or 443-992-4626 for more information and availability.

VIRTUAL ZOOMOBILE FAQs

How do I register for a free Virtual ZOOMobile Program?

Registration for these programs is required at least 72 hours in advance of the program time through our website. Visit www.marylandzoo.org/learn/virtual-zoomobile/ to view the open dates and register.

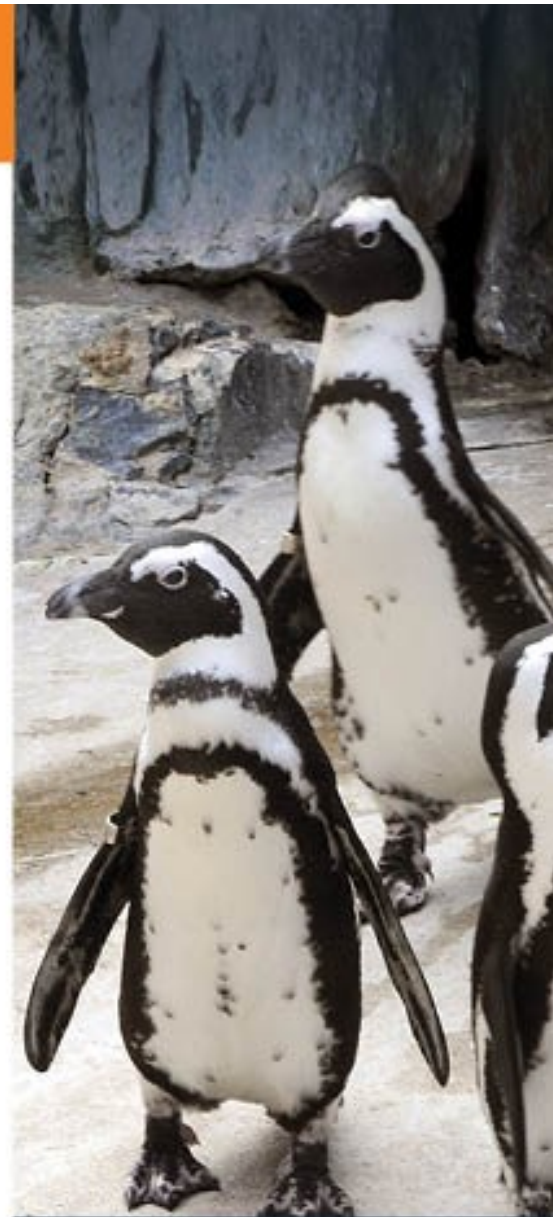
During the registration process, you will first need to select your preferred date and start time. If you are with a school in Maryland, add “1” to the quantity field for “MD school group”. All other groups should add a “1” in the quantity field for “Nonschool group”.

After selecting an available date/time, you will be asked to answer a series of questions designed to provide us with more information so we can tailor the selected program to your group. We will need to know the approximate number of children and/or adults you anticipate attending the program. You will also be asked to choose the topic for your Virtual ZOOMobile Program.

Once you add the program to your cart, enter the discount code “PNC21”. After the discount code is applied, you will be able to register for the program for free.

Still have questions?

Contact the Maryland Zoo Education Department at education@marylandzoo.org (preferred) or 443-552-5300.



Are Virtual ZOOMobile programs available for other age groups besides pre-school?

Yes! You are welcome to register for a Virtual ZOOMobile for older children (and even adults!), however these age groups are not eligible for the free programs provided by PNC Grow Up Great. Registration for each Virtual ZOOMobile program is \$175.