



2023 – 2024 Wah Mei Chinese Program

FAQ for Parents/Guardians (English)

Program Logistics

1) When and where does the Wah Mei Chinese Program take place?

- The 2023-2024 Wah Mei Chinese program will take place on Saturdays (See full calendar for specific days). The program will begin on September 9th, 2023, and end on May 25th, 2024, for a total of 32 weeks.
- Our program will take place at two different locations depending on the classes enrolled.
 - Beginning Chinese (Beginning Mandarin and Beginning Cantonese) will take place at 1400 Judah Street, San Francisco, CA 94122.
 - Mandarin and Cantonese Levels 1, 2, or 3 will take place at 1555 Irving Street, San Francisco, CA 94122.

2) How do I apply?

- The Wah Mei Chinese Program application packages can be requested by emailing (chineseschool@wahmei.org) or accessed on our website. Similarly, submit your completed applications to chineseschool@wahmei.org or you may drop off forms in person (at 1400 Judah Street) along with payment. Only completed applications will be considered. Rates will be calculated based on your child's start date.

Program Structure

Each class will be taught in an immersive Mandarin or Cantonese environment at the appropriate level (PreK, Level 1, Level 2, or Level 3). The goal of the Wah Mei Chinese Program is to help children develop their language proficiency in listening, speaking, reading, and writing skills in a fun, interactive, and immersive way.

3) What type of activities are planned?

The Wah Mei School Chinese Program aims to provide a variety of content including Chinese dialogue, Chinese character writing practice, skits, and role play, and more contained in theme-based activities and curriculum.

4) Classroom Ratio

We will have multiple classrooms with a 1-teacher-to-7-student ratio for the PreK classes and a 1-teacher-to-15-student ratio for all other classes.

5) What age/grade does the Wah Mei Chinese Program accept?

- The Wah Mei Chinese Program has both In-person and Virtual 1:1 options for children of different ages. We have in-person classes for preschoolers to 5th-grade students. Our virtual 1:1 option welcomes individual from all school ages, regardless of Chinese language proficiency.

6) What is the Virtual Class option?

- The Virtual Class option is a good choice for your child/children if you need one on one tutoring and lessons. The lessons will be facilitated in either Cantonese or Mandarin



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with one of our Chinese teachers. The schedule for virtual classes will be based on the availability of the teacher. The cost of virtual classes will be \$175 for four classes.

- Virtual classes will be held over Zoom and a link will be provided to you via email. Each class will be about 50 minutes long and will be tailored to the needs of your child which can range from Chinese homework support, dialogue practice, Chinese language lessons, etc.
- Virtual classes will be scheduled in advance, and it is the responsibility of the parents/guardians to have their child/children attend each class on time. *If you are more than 10 minutes late, the class will be canceled and will be considered an unexcused absence. Unexcused absences will not be refunded or rescheduled.* Please notify us two days in advance if you need to reschedule as we have limited availability.

7) Will each grade have its own class?

- The class groupings will depend on registration. We will do our best to divide groups by grade (PreK to 5th grade).

8) Will snacks be provided?

- The program will provide snacks such as fruits or crackers. All snacks will be nut free. If you are planning to bring your own snacks, please make sure it's nut-free as well. Please include food allergy information in your application.

9) Who can pick up my child?

- Any authorized person over the age of 16. Parents/guardians must include all authorized family members on the registration form.

10) Will there be an early drop off or late pick up?

- The Wah Mei Chinese Program will begin at 9:30 AM or 11:00 AM (Cantonese PreK) which is the time parents/guardians can drop off their child/children. The program ends at 10:45 AM (Mandarin PreK), 12:00 PM (Mandarin/Cantonese Levels 1, 2, 3), or 12:15 PM (Cantonese PreK). Late fees will accrue every minute after pick-up time at \$2 per minute. Late fees will be added to your monthly tuition fees.

11) What if my child is sick or absent?

- Children should be kept home if they feel sick or exhibit any of the following symptoms: Fever, Chills, Repeated Shaking/Shivering, Cough, Sore Throat, Shortness of Breath, Difficulty Breathing, Feeling Unusually Weak or Fatigued, Loss of Taste or Smell, Muscle pain, Headache Runny or congested nose, or Diarrhea.
- Please contact Shirley Yuan at syuan@wahmei.org if your child will not be in attendance. For children who are ill during the program, staff will call the parent/guardian for pick up. Any emergencies will be handled accordingly to ensure the health of the child.

Payment, Refund, and Cancellation policy

12) Is there any discount provided?

- Yes.
 - Wah Mei School Staff: 40%
 - Educator (i.e.: SFUSD Teacher or teacher with valid CA Child Development Permit working in an ECE setting in San Francisco): 15%
 - Sibling Family Discount (applies to the oldest sibling enrolled in the program): 10%



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13) Is financial aid available?

- a. Financial aid may be available based on need. If your family requires financial assistance to participate in this program, please contact us at chineseschool@wahmei.org.

14) When do I pay? How can I pay?

- a. Payment will be processed upon official acceptance into the program. Payments can be made by check, cash, or credit card. Credit card payments will be processed no later than the 7th of the month. Late fees will be applied after the 7th of the month.
- b. Refunds will not be offered if you are absent for partial weeks of a month. If you wish to discontinue your child/children's participation in the program, please submit a two-week written notice.

15) Any other fees that I need to pay in addition to the monthly tuition fee?

- A non-refundable \$50 application fee is due upon registration.
- Late fees will accrue every minute after pick-up time at \$2 per minute. Late fees will be added to your monthly tuition fees.

Contact Information

For general questions please email chineseschool@wahmei.org. All other questions and concerns can be directed to Shirley Yuan, Program Manager, at syuan@wahmei.org / (415) 234-3974.



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華美中文課程常見問題手冊 (中文)

課程概述

1) 華美中文課程在什麼時候進行？在哪裡進行？

- 2023-2024 年華美中文課程將在每個星期六舉行（具體日期請查看完整日曆）。該課程將於 2023 年 9 月 9 日開始，至 2024 年 5 月 25 日結束，一共 32 個星期。
- 我們的課程將根據註冊的課程在兩個不同的地點進行。
 - 初級中文（初級國語和初級粵語）將在 1400 Judah Street, San Francisco, CA 94122 進行。
 - 國語和粵語（一級，二級，三級）都將在 1555 Irving Street, San Francisco, CA 94122 進行。

2) 如何申請參與華美中文課程？

- 華美中文課程申請表可通過電子郵件 (chineseschool@wahmei.org) 索取或訪問我們的網站。同樣，您可以將填寫完整的申請表提交至 chineseschool@wahmei.org，或者您可以親自（在 1400 Judah Street）遞交表格並付款。我們只會考慮完成的申請表。學費將會根據您孩子的開始日期計算。

課程結構

每個班級將會根據適當級別在沉浸式國語或粵語的環境中進行授課。華美中文課程的目標是以有趣、互動性、和沉浸式的教學方式幫助孩子們提高聽、說、讀、寫的能力。

3) 華美中文課程會有什麼類型的活動？

- 華美中文課程旨在提供豐富的內容，包括中文對話、漢字書寫練習、小品和角色扮演，並包含更多主題性活動和課程。

4) 課堂師生比例如何？

- 我們將有多個課室。PreK 班的師生比例為 1:7，所有其他課室的師生比例為 1:15。

5) 華美中文課程會接受什麼年齡、年級的孩子？

- 華美中文課程為不同年齡階段的孩子提供面對面授課和網上一對一課程。面對面課程接受學齡前兒童到五年級學生，而一對一網課歡迎所有學齡的人，不論中文水平如何。



6) 什麼是一對一網課?

- 如果您需要一對一的中文輔導或中文課程，您可以選擇考慮一對一網課。此課程將會由我們的一位中文老師以粵語或國語進行教學。網課時間表將根據您和我們老師的共同空檔而定。每節網課的時長為 50 分鐘，每四次網課的費用為\$175。
- 網課將會提前安排好，包括時間和所需登錄信息。家長和監護人有責任提醒孩子們準時參加每堂課。如果您遲到超過 10 分鐘，這堂課將會被取消並視為無故缺席。無故缺席將不予退款或重新安排。如果您需要重新安排上課時間，請提前兩天通知我們，因為我們老師的時間可用性有限。

7) 每個年級都會有自己的課室嗎?

- 班級分組將取決於我們的學生註冊情況。我們將盡力按年級分組

8) 會提供零食嗎?

- 該課程將會提供水果或餅乾等零食。所有零食都不含堅果。如果您打算自帶零食，請確保不含堅果。如果您孩子對任何食物過敏，請在申請表中註明。

9) 誰可以接送我的孩子?

- 任何年滿 16 周歲的授權人員。父母或者監護人必須在註冊表中提供所有授權人員信息。

10) 是否可以提前放下孩兒或者遲接?

- 華美中文課程將於上午 9:30 或上午 11:00 (學前班粵語) 開始，這是家長或監護人可以接送孩子的時間。課程結束時間為上午 10:45 (學前班國語)、中午 12:00 (國語或粵語 一級/二級/三級)、或中午 12:15 (學前班粵語)。如果遲到接走小朋友，我們將按每分鐘收取\$2。此費用將會添加到您的月度學費中。

11) 如果我的孩子生病或缺席怎麼辦?

- 如果您的孩子感到不舒服或出現以下任何症狀，應將小朋友留在家中：發燒、發冷、反復顫抖/發抖、咳嗽、喉嚨痛、呼吸急促、呼吸困難、感覺異常虛弱或疲勞、味覺或嗅覺喪失，肌肉疼痛，頭痛流鼻涕或鼻塞，或腹瀉。
- 如果您的孩子不能出席課程，請通過 syuan@wahmei.org 聯繫 Shirley Yuan。對於在課程期間生病的孩子，教職人員將會打電話給家長/監護人接走小朋友。任何緊急情況都會得到妥當處理，以確保孩子的健康安全。

付款、退款、和取消學位政策



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12) 是否有優惠折扣?

- 有。
- 華美學校員工：40%
- 教育工作者 (即三藩市聯合校區教師或持有有效加州兒童發展證書並在三藩市 ECE 環境中工作的教師)：15%
- 兄弟姐妹家庭折扣 (適用於參與課程的最年長小孩)：10%

13) 是否有經濟援助?

- 有。我們會根據需要提供經濟援助。如果您需要了解或申請經濟援助參加此課程，請通過 chineseschool@wahmei.org 與我們聯繫。

14) 我應該什麼時候付款? 我怎麼樣可以付款?

- 學費將在正式註冊該課程後呈交。可以通過支票、現金、或信用卡付款。信用卡付款將在每月 7 日之前處理。遲交費用將在每月 7 日之後收取。
- 如果您在一個月中缺席某些星期，將不會提供退款。如果您希望取消學位或停止參加該課程，請提交兩個星期的書面通知。

15) 除了每個月的學費，我還需要支付其他費用嗎?

- 註冊時需要支付一次性不可退款的\$50 申請費。
- 如果您有遲到接走孩子，你可能會被收取每分鐘\$2。

聯繫方式

對於一般問題，請電郵發送至 chineseschool@wahmei.org。所有其他問題或疑慮，都可以通過電郵 syuan@wahmei.org 或電話 (415) 234-3974 聯繫課程經理，Shirley Yuan。

华美中文课程常见问题手册