

Council for Opportunity in Education 2020 Annual Conference

Due to the pandemic COVID-19, the Council for Opportunity in Education (COE) has made the difficult decision to convert its 2020 Annual Conference from an in-person to a fully online/virtual event. To help provide as much information as possible, COE has provided responses to some anticipated questions. If you have additional questions or concerns about any of the following matters, please contact the appropriate staff identified at the end of the FAQs. Thank you.

Frequently Asked Questions

1. Can I pay for access to the conference for just one day? Or can I pay to participate in just a post-conference session?

In order to participate in a post-conference session, you must be registered for the annual conference. You cannot register for a one- or two-day pass. In order to participate in the exclusive conference sessions, you must register and submit payment in full. Post-conference session registrations are an additional \$125 per session.

2. What if I already paid for in-person registration?

COE will convert all existing in-person registrations into virtual registrations. Participants will be reimbursed for the difference between the in-person and virtual registration prices after the conference via their original payment method. COE will contact you if we require any additional information to process the refunds.

3. Do I need to ask COE to convert my registration from in-person to virtual?

No. We will do that for you automatically.

4. When will I receive my refund for the difference between the in-person and virtual registration price?

Participants who previously paid for in-person registration will be reimbursed for the difference between the in-person and virtual registration prices after the conference.

5. How will I receive my refund for the difference between the in-person and virtual registration price?

Participants will receive refunds via their original payment method. COE will contact you if we require any additional information to process the refunds.

6. What if I already made hotel reservations?

If you reserved a room under the COE room block at the Grand Hyatt San Antonio, the hotel cancelled your reservation automatically on July 14. Please contact the hotel if you did not receive a cancellation of your reservation.

7. Has the deadline for pre-registration been extended?

Yes. The pre-registration date has been extended to August 3.

8. What are the registration deadlines?

“Pre-registration” runs through August 3. Then, the regular “Registration” period lasts from August 4 until September 3. Beginning September 4, the “Last-Minute Registration” period runs through the duration of the conference.

9. Will the dates of the conference still be the same?

The dates of the conference are now Monday, September 21 through Wednesday, September 23. The pre-conference sessions, which would have taken place on Sunday, September 20, have been converted to post-conference sessions and will be held on Thursday, September 24.

10. I no longer want to participate in the COE conference. How do I can cancel my registration?

If you would like to cancel your registration, please send an email to finance@coenet.org by Friday, August 14. No cancellations will be accepted after this date.

Please note that registration fees are refundable minus a processing charge of **\$100** for general conference registration, **\$25** for the all-day post-conference sessions. Refunds will be remitted via the original method of payment after the conference.

11. How do I participate in the virtual conference?

All conference registrants will receive instructions for how to participate in the conference virtually. Please note that each registrant must know their COE website login and password in order to access the conference site. These are the same credentials that they use in order to log in to register for COE events.

12. What if I need help using the virtual conference platform?

COE will circulate “how to” instructional materials to assist you in navigating the conference platform shortly before the conference begins. Additionally, there will be a Virtual Help Desk with team members available to assist you through the conference platform. Finally, [COE staff](#) will always be available to provide support.

13. If I can't attend a session, will it be recorded?

No. Session content will only be available live for registered participants during the conference.

14. Will presentation materials be distributed after the conference?

Yes. Materials such as PowerPoint presentations and handouts will be available via the conference portal exclusively for conference registrants.

15. Will there be closed captioning or accessibility accommodations for participants who are deaf or hard of hearing?

COE is currently exploring options to provide closed captioning for participants who may be deaf or hard of hearing. If you require any accessibility accommodations, please contact Angelica Vialpando at angelica.vialpando@coenet.org.

16. How can I obtain a receipt, invoice, etc.?

Once you've logged into your account on COE's website, all receipts, invoices, and other account activity are available for download at any time. If you experience any difficulties, please contact COE's Business and Finance department for assistance at (202) 347-7430 or send an email to finance@coenet.org.

17. When will the conference agenda be available?

The conference schedule will be available by early August. Please continue to check the agenda on the COE website for the latest updates.

18. What if I have additional questions?

If you have any additional questions, please contact the appropriate staff member/office below.

- Questions related to **membership**? Contact chelsea.murray@coenet.org.
- Questions related to registration or **conference payment**? Contact finance@coenet.org.
- Questions related to serving as an **exhibitor, vendor, or advertiser**? Contact Patricia.Mahomond@coenet.org.
- Questions related to serving as a **moderator**? Contact Nicole.Norfles@coenet.org.
- Questions related to the **conference program**? Contact Angelica.Vialpando@coenet.org.