

Policies for Parents

Welcome

Sloan Academics offers one on one tutoring to students of all ages and ability levels. Students with dyslexia receive Multisensory Language Therapy from Orton/Wilson trained tutors. Young students who need to get started with reading and writing skills find help through Ready to Roll. Students of all grade levels get additional instruction and practice in math, reading and writing. Tutoring in United States and World History, Biology, Chemistry and almost any subject taught in the local schools is available. A Learning Strategies course teaches organization and study skills. And when it is time to take the SAT/ACT for college admission, students can gain experience and knowledge to face those tests with confidence. Support is also offered for students, who choose to do their school work online. Because all of Sloan Academics' tutoring is offered one on one, the individual student's needs are the primary determinant of what happens in the tutoring session. Helping students be as successful as they can be is the goal of Sloan Academics.

Tutoring Agreement

Services will begin after you have signed the **Tutoring Agreement** and made payment for tutoring. The \$ 100 registration fee is not refundable.

Policies for Cancelling a Tutoring Session or Running Late

To cancel a tutoring session, call 722-5890 ext 200 at least two hours prior to the session. We will contact the tutor. Do not email cancellations on the day of tutoring. In order to be fair to our tutors, a cancellation received inside of the two hour limit will be treated as a no-show appointment and the tutor will be paid for the session. If you are scheduled early in the morning, please leave a message on voicemail. Your call will be handled as soon as possible.

If you are running late, please call and the tutor will wait for you. The tutor will wait no more than 10 minutes if we have not heard from you and the session will be considered a "No-show." The session will begin when the student arrives and end at the regularly scheduled time. If the tutor is more than 5 minutes late for a session, students may attend the remainder of the session and schedule a make-up session.

Extra Sessions

Additional tutoring may be requested at any time. Sloan Academics will make every attempt to accommodate your student's needs.

Billing and Make-Up Sessions

Specifics for billing and requests for make-up sessions vary by service. Please see the policies for each type of tutoring service.

Student/ Tutor Schedules

Tutoring schedules remain in effect unless you request a termination of services or changes in the frequency of sessions, the days and times of the sessions, or the tutor who will be working with your student. Although Sloan Academics will make every attempt to accommodate your request, changes may not be possible. If Sloan Academics cannot resolve scheduling needs, you have the option to discontinue tutoring at the end of the month.

Feedback from Tutors about Student Progress

Tutors will provide verbal feedback at the end of each session if it is requested. Written feedback can be obtained from the Education Director.

Inclement Weather

Sloan Academics will follow the Winston-Salem/Forsyth County School System regarding closing for inclement weather. If WS/FC schools close due to weather, Sloan Academics will also be closed. You will automatically receive a credit unless you request that the session be rescheduled. When Sloan Academics is closed due to weather, it will be stated on the front page of the website and on the WXII online listings.

School Breaks/Teacher Workdays

With noted exceptions, Sloan Academics follows the Winston-Salem/Forsyth County School System calendar. A list of days Sloan Academics is closed appears on the reverse of the Tutoring Agreement. These dates will also be noted on your monthly statement. If your student attends a school whose breaks do not coincide with the WS/FC School system schedule, please contact Sloan Academics about how your student's needs might be met. Summer tutoring is offered by separate arrangement.

Teacher/School Contact

Sloan Academics may need input from your student's school teacher in order to determine how to prepare the most effective tutoring program or to determine whether the current program is alleviating an academic problem. Sloan Academics will not contact a teacher without your written permission. See the *Contact Permission Form*.

Confidentiality

Sloan Academics will maintain the confidentiality of our relationship with you and all relevant information pertaining to that relationship. Sloan Academics will not request feedback from a school or other agency nor respond to requests for information without your written permission.

Food and Drinks

Students may bring any snack food or drink that does not attract undue attention and is easily eaten in the tutoring area. Sloan Academics reserves the right to hold and return food or drinks if these snacks are interfering with the learning of other students in the tutoring areas.

Pick-Up and Drop-Off

Although it is not necessary that you wait in the lobby for your student to complete a tutoring session, Sloan Academics asks that you drop-off and pick-up your student in a timely manner. Please do not leave students in the waiting room unattended.

Discontinuation of Tutoring Services by Sloan Academics

Violation of policies and procedures could result in discontinuation of services at Sloan Academics. Tutoring services may be discontinued if a student is disruptive or non-cooperative in the learning process. If Sloan Academics finds it necessary to discontinue services, a refund for unused services will be issued.

www.sloanacademics.com

Information about Sloan Academics' services and staff can be found on the website. Sloan Academics also posts the list of days tutoring is closed, operating hours, copies of forms, and other useful information there.

Multisensory Language Therapy, Subject Area Tutoring, and Ready to Roll

Billing Policies

_____ The student's schedule and fees remain in effect for the duration of the school year unless a change in or a discontinuation of services is requested. Sloan Academics must be notified by the **15th of the month** to make changes to or terminate service for the next month.

_____ Sloan Academics mails statements on the 1st of each month for the next month's service and full **payment is due on the 15th of the month**. For example, the statement for November fees is mailed on October 1st and is due on October 15th. Failure to pay by the 15th of the month may result in removal from the tutoring schedule.

Additional Policies for Cancelling a Tutoring Session

_____ Sloan Academics is unable to refund or credit the fees for sessions I cancel. It is solely my responsibility to request scheduling for make-up dates. I need to call Sloan Academics or email officemanagers@sloanacademics.com to request make-up options. Make-up sessions are offered as described below:

- Once a week students will be eligible for 1 make-up session per month, twice a week students will be eligible for 2 make-up sessions per month. All other cancellations are forfeited.
- Make-up sessions must be scheduled within 30 days of the cancellation and must occur while the student is enrolled.
- Outstanding make-up sessions cannot be substituted for or credited to the next month's service.
- When I request scheduling for a make-up date, I will be given a limited number of make-up times. These times may be less convenient than my normal tutoring time.
- Once a make-up session has been scheduled, it cannot be rescheduled.

Additional Policies for Cancellation by Tutors

_____ If a tutor cancels a session; I will have the choice of rescheduling the session or receiving a credit.

_____ In the event a tutor resigns in the middle of a month, Sloan Academics will provide an alternative tutor at an acceptable time or will refund the cost of any outstanding sessions.

Credit / Refund Policies

_____ Sloan Academics will only issue credits or refunds in the following situations: 1) A tutor cancels a session; 2) A tutoring session is cancelled due to inclement weather or other unforeseen situation.

Learning Strategies

Billing Policies

_____ Sloan Academics requires that students sign-up for a minimum of 8 sessions.

_____ Payment in full is due before tutoring begins.

Learning Strategies Policies for Cancelling a Session or Cancellation by Tutor

_____ Sessions that I cancel will not be refunded or credited. I will be eligible for two make-up sessions. It is solely my responsibility to request scheduling for make-up dates. I understand that make-up sessions must be scheduled within 30 days of the cancellation and must occur while the student is enrolled. When I request scheduling for a make-up date, I will be given a limited number of make-up times. These times may be less convenient than my normal tutoring time. Once a make-up session has been scheduled, it cannot be rescheduled.

_____ I need to email officemanagers@sloanacademics.com or call Sloan Academics to request make-up options.

_____ If the tutor cancels a session, I will be eligible for a make-up session. Sloan Academics does not offer credits or refunds for cancellations by tutors for this type of tutoring.

Scheduling Additional Learning Strategies Sessions

_____ Additional tutoring may be scheduled as Subject Area or Drop-in tutoring after the 8 sessions of Learning Strategies are completed. Please see the policies regarding Subject Area and Drop-in tutoring.

Drop-in Tutoring

Billing Policies

_____ Drop-in tutoring is available for Subject Area and Learning Strategies.

_____ Sloan Academics requires payment for a minimum of 3 drop-in sessions at a time.

Drop-In Policies for Cancelling a Session or Cancellation by Tutor

_____ Sessions that I cancel will not be refunded or credited, but rescheduled until used.

_____ I need to email officemanagers@sloanacademics.com or call Sloan Academics to request make-up options.

_____ If the tutor cancels a session, I will be eligible for a make-up session. Sloan Academics does not offer credits or refunds for cancellations by tutors for this type of tutoring.

_____ I understand that all drop-in tutoring is based on tutor availability and that Sloan Academics cannot guarantee that a tutor will be available on the day and time preferred.

SAT, ACT, Test Prep

Billing Policies

_____ SAT Prep is offered for a minimum of 10 sessions for Reading, Writing, and Math OR a minimum of 6 sessions for Reading (and optionally, Writing) or Math. ACT Prep is offered for a minimum of 10 sessions for English, Math, Reading, and Science OR a minimum of 6 sessions for English/Reading or Math/Science. Other Test Prep is offered for 10 or 6 sessions according to subject material. Test Prep tutoring sessions are 90 minutes long.

_____ Payment in full is due before tutoring begins.

Test Prep Policies for Cancelling a Session or Cancellation by Tutors

_____ Sessions that I cancel will not be refunded or credited. I will be eligible for two make-up sessions during the ten session course and one make-up session during the six session course.

_____ If the tutor cancels a session, I will be eligible for a make-up session. Sloan Academics does not offer credits or refunds for cancellations by tutors for this type of tutoring.

_____ I need to email officemanagers@sloanacademics.com or call Sloan Academics to request make-up options.

_____ I am responsible for making sure that all the sessions occur before the test date.

Scheduling Additional Test Prep Sessions

_____ Additional 90 minute sessions may be scheduled at the ACT/SAT rate at any time.

Online School Tutoring

The opportunity to complete academic course work using an online program is the answer to the needs of students who for whatever reason cannot or choose not to attend traditional school. Having the support of a caring, skilled tutor who is familiar with the curriculum can be the difference between success and failure for these students. Because the reasons for choosing to do online course work are so varied and individual, Sloan Academics offers a customized program for each online tutoring student. To explore whether online tutoring is the answer to your student's academic needs, contact the Education Director for a consultation. Online School Tutoring is offered to middle and high school students.