

THE SYSTEM: POLICIES & PROCEDURES FOR STUDENTS AND PARENTS OF ILLINI TUTORING



Get ready for the best school year yet

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Illini Tutoring

FALL TRIMESTER 2018

This packet was finalized on July 19th, 2018, and the information therein applies to the entire school year. We will periodically send updates by email if needed.

Introduction

From Elizabeth Sotiropoulos, Founder of Illini Tutoring:

Dear students and parents,

Hello and welcome to Illini Tutoring! We are so excited to work with you and/or your children this school year! Illini Tutoring regularly works with hundreds of students each school year. Since 2010, we've helped students improve their grades, get into top colleges, and earn more financial aid. But much more importantly, we've helped thousands of students become their truest selves. We believe that every person, regardless of the positive or negative labels other people might give them, is invaluable and has the ability to achieve great things. To quote W. B. Yeats, we believe that "education is not the filling of a pail, but the lighting of a fire," and our mission is to help students discover that flame inside themselves. Many students first come to Illini Tutoring to improve their grades and get higher test scores, but over 90% of these students stay with Illini Tutoring for a year or longer because the mentoring relationships between our tutors and students are **empowering**.

We hope your experience with Illini Tutoring will go beyond your expectations. We can't promise that every math problem will be easy, nor can we offer a quick, magic fix to better grades and higher test scores. We ask a lot of our students - we ask them to commit to themselves, to prioritize their goals, and to work hard to earn the things they want in life. What we can promise is that we will help every student develop problem solving strategies, math and science fundamentals, study skills, and self confidence that will last long after our time together comes to a close.

Welcome to our family! We are honored to walk with you on this journey of learning and growth.

All the best,

Elizabeth Sotiropoulos

Co-Owner and Founder, Illini Tutoring

In this welcome packet, you'll find information about our rescheduling and billing policies, as well as how students can get the most out of their tutoring experience with Illini Tutoring.

Please note: students and parents are expected to read this packet and abide by the terms and expectations described below. We want you to be successful, and we have learned what works and what does not. If you read through this packet and realize you do not agree to follow the terms and expectations described below, you may cancel your tutoring contract without penalty up to 48 hours after this packet was emailed to you. To cancel your contract, please email contact@illinitutoring.com with this request.

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Contact Information

2500 Galen Drive, Champaign IL 61821

217-714-8395 (email is faster than phone)

General Email (billing questions, rescheduling needs, tutor concerns, etc)

contact@illinitutoring.com

Elizabeth Sotiropoulos, Owner and Academic Tutoring Director

elizabeth@illinitutoring.com

Tutors math through calculus 1, high school chemistry, high school physics, biology.

Tasos Sotiropoulos, Owner and Test Prep Director

contact@illinitutoring.com

Tutors ACT, SAT, SSAT, and SAT Subject exams, high school math through calculus 1.

Brandon Heller, Director of Academic Coaching

brandon@illinitutoring.com

Tutors math through calculus 1, high school chemistry, high school physics, academic coaching

Sam Shaw, Math and Science Teacher

sam@illinitutoring.com

Tutors math through calculus 3, statistics, high school chemistry, high school physics, ACT and SAT

Tutoring Location

All tutoring and test prep classes take place at our 2500 Galen Drive, unless explicitly noted in the course description. Students and tutors are allowed to hold their tutoring sessions via Skype or Google Hangouts. Students and tutors are not allowed to meet offsite unless Elizabeth or Taso AND the student's parent (if the student is under 18) gives written permission (email is fine). Offsite tutoring sessions must take place at a public location where others are present, such as a library or coffeeshop. Offsite tutoring is allowed when the student has an accessibility need and cannot reach our office, when our tutoring rooms are full, or extraordinary circumstance.

On-time Policy

Students are expected to arrive a few minutes ahead of their tutoring session so they will be ready to start on time. Tutoring sessions begin and end on time. If students arrive late, their tutoring session will still end at the regular time. When students haven't arrived within the first 15 minutes of their session, tutors are instructed to work on other projects or leave. If your student will be arriving late, please email the tutor so they know to wait.

Billing and Commitment Information

You will receive invoices and notifications through TutorPanel by email.

We accept credit/debit card payments through PayPal. We recommend you pay your bill online via TutorPanel. We also accept personal check. If you pay by check, please bring your check to tutoring sessions and give it to your tutor. **Write your child's name on the memo line!** This is especially important for students who have a last name different from the person whose writing the check. We kindly ask that you do not mail checks because if your check is delayed, your tutoring sessions may be delayed as well. Please note that checks returned due to insufficient funds will result in a \$25 NSF fee from Illini Tutoring (this total doesn't include any fees your bank may charge you). Your balance will be due immediately.

Academic Tutoring: \$150 deposit when registering + remaining balance due on first day of tutoring

ACT/SAT Prep Classes: \$150 deposit when registering + remaining balance due on first day of tutoring

ACT/SAT Tutoring: \$150 deposit when registering + 3 or 4 installments due on the 1st and 15th day of each month of your test prep cycle (ex: September 15th, October 1st, October 15th, etc)

We do everything we can to help our students improve, but we cannot offer any guarantees of improvement. *We do not offer full- or partial-refunds or any sort of compensation for students who aren't meeting expectations for success, and we do not offer full- or partial-refunds to students who decide to discontinue their tutoring program or package for **any** reason.* It is critical for students and parents to be engaged in tutoring, and to contact your child's tutor or one of the owners as soon as you feel a problem isn't getting better. If your family has a serious need to discontinue tutoring (physical or mental illness, family crisis, etc), please let us know

right away and we will credit your account for the unused portion of your tutoring package. You can apply this credit to any tutoring service through Illini Tutoring within 365 days.

Academic Tutoring (Math & Science) and Academic Coaching students commit for an entire trimester at a time. Towards the end of the Fall Trimester, we will ask you if you or your child will continue tutoring in the Winter Trimester. You will be able to make any desired changes, like regular schedule changes, decreasing frequency of tutoring, or discontinuing tutoring.

Regular Tutoring Days and Holidays; Billing Over Holidays

There is regularly scheduled tutoring Sundays-Thursdays from August 18th to December 20th (inclusive). There are 4 days with no tutoring during Fall 2018. There is tutoring on all other days, even if there is no school.

There is no tutoring for Academic Tutoring and Coaching students on:

Monday, September 3rd (Labor Day)

Tuesday, November 20th [Winter Trimester]

Wednesday, November 21st [Winter Trimester]

Thursday, November 22nd (Thanksgiving) [Winter Trimester]

Academic Tutoring & Coaching Students: Students who will miss tutoring due to Labor Day must reschedule this session with their tutor.

ACT/SAT Prep Students and College Students who use hourly packages: Because you schedule your sessions from a package, holidays do NOT count towards your package hours. You simply skip the holiday and resume at your next regularly scheduled tutoring appointment.

Rescheduling and Missing Tutoring Sessions

Academic Tutoring and Coaching Students:

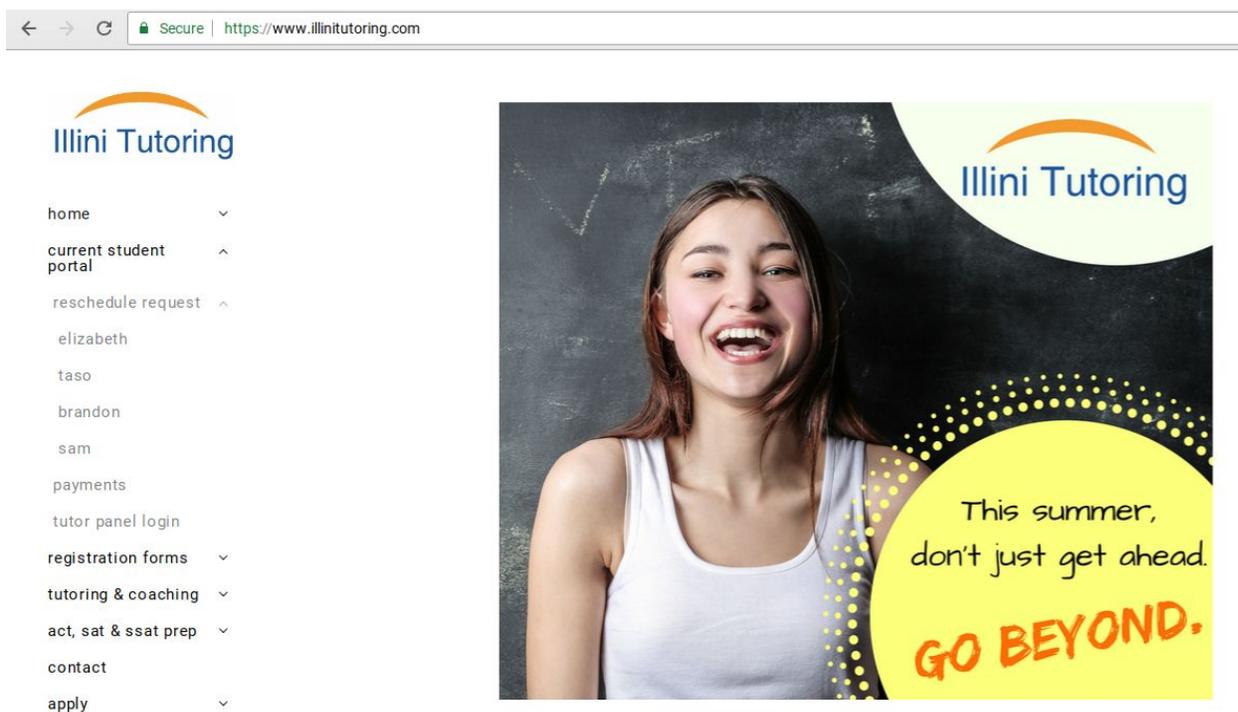
Commitment yields success, and success yields confidence. Parents and students must commit to tutoring in order to see results. To get the most out of your tutoring investment, please have your child at tutoring a few minutes before their session starts. Tutoring needs to be a priority to see results, and while schedule changes may seem insignificant, they send the message to your child that academic success isn't a priority. With that said, we expect that all appointments and extracurricular activities will be scheduled around tutoring. If your child is in sports, music, drama, or other activities, we strongly recommend you tell your child's coach or director that your child will be unable to attend last-minute practices and rehearsals if they conflict with tutoring. These activities are never granted exceptions to our rescheduling policy. We want our students to have a balanced life, and we encourage them to participate in sports, music, drama, and other activities that build character and teamwork. However, we remind all parents and students that **GRADES MUST COME BEFORE THESE ACTIVITIES.**

We understand there are legitimate reasons to miss tutoring and to reschedule sessions, and our tutors do the best they can to accommodate our students' needs. If you must reschedule a tutoring session, follow these steps to reschedule:

1. To reschedule a one-on-one tutoring session, you absolutely must give us 24 hours notice. **We will not reschedule one-on-one sessions with less than 24 hours notice.**

(continued)

2. When you know you'll need to reschedule a tutoring session, visit our website IlliniTutoring.com, hover over Current Student Portal → Reschedule Request → Your Tutor's Name. Fill out the short form there and your tutor will receive your request. **Please do not email our main address with a request to reschedule** -- this will cause a delay in rescheduling.



The screenshot shows a web browser window with the URL <https://www.illinitutoring.com>. The page features the Illini Tutoring logo at the top left. A navigation menu on the left includes links for home, current student portal, reschedule request, elizabeth, taso, brandon, sam, payments, tutor panel login, registration forms, tutoring & coaching, act, sat & ssat prep, contact, and apply. On the right, there is a promotional banner with a smiling woman and the text: "This summer, don't just get ahead. GO BEYOND."

3. If you are unable to request a reschedule at least 24 hours in advance (due to illness, family emergencies, car trouble, forgotten sessions, inability to get a ride to tutoring, doctor appointments, dentist appointments, last-minute sports practices, play rehearsals, school functions, etc), your child can make up that missed session during our Walk In (Make Up) hours. Tutors take turns hosting Walk In hours on a variety of days and times. Students can make up missed tutoring hours any time during the semester and they can attend any tutor's Walk In hours. To help us keep track of how many hours your child needs to make up, please fill out a reschedule request, even if you're providing less than

24 hours notice. We will post Walk In hours in the office AND send them in an email at the start of each month.

4. If your child reschedules or misses tutoring 2 times in a trimester, whether you've requested a reschedule in advance or not, your child's tutor may talk to you about choosing a new time that works better for everyone's schedule.
5. If your child is running late, please email your tutor so they know to wait for you. Tutors may leave, work with another student, or start working on another project if your child doesn't show up within 15 minutes of the start of the session because we assume your child isn't coming.
6. We provide no refunds, full or partial, for any missed session for any reason. Students with a significant reason may pause their tutoring and apply any credited sessions to future tutoring services. These significant reasons may include hospitalization, death in the immediate family, serious and prolonged illness, and so on. Only future sessions can be credited, and any and all types of credit must be used within 365 days.

Test Prep Students:

You registered to prep for a particular test day. You can continue test prep even after that test day, but after the registration deadline, you may not delay or pause your tutoring to a later date unless you have an extreme situation (Taso must approve all request to pause or delay tutoring.) After your registration deadline passes, you will receive a form by email asking for your availability. You will need to fill out and submit this form within 72 hours of receiving it. If you don't fill it out, you won't be scheduled. We make multiple attempts to contact students and parents when this happens, but if we do not hear from you after 3 attempts to reach you, we will assume that you will not do Test Prep tutoring. Your registration deposit will not be refunded and it cannot be applied to a later Test Prep period.

You will receive your tutoring schedule with your first 12-18 tutoring hours on it about 5 days after we receive your availability form. Test Prep students are allowed ONE reschedule per month, and you must follow the guidelines described above (e.g. you must still give 24 hours notice.) We cannot accommodate more than one reschedule a month because our Test Prep schedules are always booked very tightly. We only have enough flexibility to allow one reschedule per student, per month.

Make sure that you prioritize your Test Prep. This is a short-term commitment, which means you should tell your coaches, teachers, directors, and other leaders in your life that you must choose your Test Prep sessions if they schedule any last-minute practices, rehearsals, and so on. If you do choose to reschedule your tutoring time(s) for any reason, and you reschedule more than 1 each month, you will complete those hours at Walk In tutoring.

Expectations

We expect students to come to tutoring ready to work. We understand that students have various attitudes toward math and science, and our tutors are trained to work with students in a manner that's sensitive to those attitudes. However, we will push our students to do their best work.

We ask each student what their personal goals are, and we prioritize those goals. We coach students to become their own strongest advocate because this builds self-confidence and negotiating skills, which students need to become adults who are independent, critical thinkers, and creative problem solvers.

We expect that students and their parents will communicate about tutoring and academic goals. Our tutors are happy to answer questions from parents, but as a matter of helping our students become independent and self-motivated, **we ask parents to talk to their children first**. For more information about how Illini Tutoring handles conflict resolution, see the following section.

Illini Tutoring is a progressive environment where every student, parent, and tutor, regardless of gender, sexual orientation, religion, race, citizenship, and ability should feel welcome and safe. Students should feel free to express themselves, so long as their behavior, dress, and speech belong in a welcoming, inclusive environment. Illini Tutoring does not tolerate harassment or bullying in any form, and we reserve the right to refuse or discontinue service with no refund to anyone who does not comply with these expectations.

We talk about math and science objectively, and we present facts based on the scientific evidence currently available. We respect that scientific fact may conflict with personal beliefs, and we encourage our students to use these conflicts as an opportunity for personal growth and discovery.

It is expected that students will come prepared to work with a clear mind. Alcohol and drugs aren't allowed on our premises, and we expect that students will come to tutoring free from the influence of any mind-altering substances. Weapons of all kinds are also strictly forbidden.

It is a privilege for us to work with our students, and it is a responsibility that we take seriously. Our student's safety and well-being is our top priority. We are aware that some people, in education and every other profession, have abused and broken the trust that is required when working with young people in a one-to-one setting. Our staff has been trained in appropriate conduct. We believe that appropriate personal touch - like handshakes, high-five's, fist bumps, and the occasional celebratory or comforting hug - has an important place in tutoring and mentoring relationships. We respect, though, that some people do not feel good with any touch at all. We take measures to maintain a comfortable working distance with our students. If you have any questions or concerns about our touch policy,

Conflict Resolution between Students and Tutors

Occasionally, a parent or student may feel a tutor isn't meeting their needs, or a tutor may feel that a student is not presenting their best effort. Most of the time, these conflicts can be easily resolved between the student and tutor. Understand that our tutors have one common goal: to help your child. After trying a few different strategies for making tutoring sessions better, we occasionally decide that the best solution is to pair the student with another tutor. Our tutors

view education as a team effort, and so we don't take these things personally! We ask our students and parents to please solve conflicts in this order:

1. Ask the student to talk to the tutor directly. We want to encourage our students to develop problem solving skills, so if your child feels there's a problem during tutoring, encourage them to speak up.
2. Contact the tutor - ideally in person, with a follow up email. Problems are best resolved in person, where tone and message aren't misinterpreted.
3. Contact Elizabeth or Taso by email if the problem hasn't been resolved.

We pair every student with the tutor that we feel best suits their needs. Occasionally, our first match isn't the best match. Remember that all relationships - especially mentoring ones - take time to develop, and it's completely normal for the student and tutor to need a session or two to understand each other. But, if after a couple of sessions your child doesn't feel their tutor is a good fit, please email contact@illinitutoring.com. Explain what is working and what is not, and we'll schedule your child with a different tutor. In the rare event that the first match is a poor match, please be assured that the second match is nearly always much better.

Very rarely, after careful consideration, we may decide that none of our tutors are a good fit for your child. If multiple attempts to resolve conflicts don't yield improvement, we will talk to you about finding tutoring assistance outside Illini Tutoring. If we choose to end the relationship because we feel we can't help your child, we will refund any unused tutoring.

Safety

The safety of our students and tutors is our highest priority. There must be a minimum of 2 adults in our office at all times, and we schedule our students accordingly. If your child asks for a tutoring session outside of our regular tutoring hours (when there are no other tutors working with students), a parent/guardian must be present in the waiting room.

In the event of inclement weather, tutoring will be held as usual unless there is a power outage that makes it impossible to work. We will notify you if tutoring sessions will be rescheduled. Our staff is trained in tornado and fire safety. In the event of a tornado, students will be directed downstairs into the interior bathrooms or stairwell, and away from windows. For their safety, we will not allow students to leave the premises after a disaster unless they are accompanied by a parent or unless they are at least 18 years old.

The First Tutoring Session

Before your child's first tutoring session, talk with them about their expectations for tutoring. We encourage our students to be independent and solve their own problems, even if that means making a few mistakes along the way.

On the day of your child's first tutoring session, remind them that they'll need to bring any homework, textbooks, workbooks, notebooks, and the calculator they normally use. Come to the office a few minutes early. We sell snacks and drinks for \$1-2 each.

Your child (and you, if you are joining them) should come in the front door of the office building, go to the second floor, and come in our front door. Wait in the waiting room until your tutor comes out and introduces him- or herself, and takes your child back to the tutoring room. You are welcome to wait in the waiting area - we have Wi-Fi and reading material!

Note about parents sitting in tutoring sessions: We understand some parents may want to sit in their child's tutoring session. We have noticed that this really disrupts tutoring sessions. Students often feel awkward and nervous when their parents are sitting next to them during tutoring, even if you're only trying to be helpful. The safety of your child is our top priority - all of our tutors are background checked and we all have doors with windows to provide peace of mind. If you want to sit in the session to make sure your child is behaving and paying attention, don't worry -- our tutors are trained to handle behavioral issues in a positive manner. If you want to sit in to learn how to do the math along with your child (so that you can help them at home), talk with the tutor. Tutors will suggest that you come in for the first 10 or last 10 minutes of a tutoring session. Remember, we are here to help your child become more independent -- let them be in charge of their learning as much as possible. We respectfully ask that parents wait in the waiting area instead of in the tutoring room.

Your Child's Progress We invite parents to talk with their child's tutor during the first or last few minutes of any tutoring session. Please be mindful that our tutors need to start and end their tutoring sessions on time, and because we book our tutoring sessions back to back, we are unable to talk with parents after a tutoring session. We encourage parents to schedule a consultation with the tutor or one of our owners if you have more in-depth questions about your child's math level or college readiness.

Go Beyond Students who have registered for Go Beyond for the Fall Trimester receive:

- Access to scheduling Sunday tutoring hours (when available)
- Weekly progress report from your child's tutor
- Up to 30 minutes of phone or email support with your child's tutor each week.

If you have any questions about your child's progress, we first encourage you to talk to your child! We also invite you to come in to the first few minutes or last few minutes of your child's tutoring session if you have questions or comments about your child's progress. Our tutors have very limited availability outside of your child's tutoring time, but your questions and comments are very important to us. If you need more regular, detailed correspondence than what our tutors can provide during the tutoring hour, you can add Go Beyond at any time during the trimester!

The Three Types of Tutoring at Illini Tutoring

Academic Tutoring (Math & Science Tutoring)

If you registered your child for tutoring for a class, like math or science, you are signed up for Academic Tutoring. Academic Tutoring students come in once, twice, or more often as needed for an hour at a time. They work primarily on material for class(es) at school that you indicated on your registration form. Students always meet with the same tutor, unless the tutor is sick and a substitute fills in. The major goal of Academic Tutoring is to raise students' grades. The secondary goals are to raise a student's confidence, help them have a richer understanding of math and science and related problem solving, and learn how to become a more independent learner and critical thinker.

Students come in at their regularly scheduled tutoring times. If the student feels they need more help in their class or they want to add a class to their tutoring, you may increase the frequency of tutoring. Just email contact@illinitutoring.com to confirm this increase. Alternatively, after students have completed their trimester commitment, they may reduce their frequency or discontinue tutoring. To do this, please email the address above with necessary details. Tutoring frequency can be increased at any time, but we must be notified of decreases and discontinuation the trimester before you plan to make these changes.

Academic Coaching

Students who are struggling because of inadequate executive function skills, often due to a behavioral challenge or learning disability, benefit tremendously from structured academic

coaching. While our Academic Tutoring sessions include general advice about being successful in school, Academic Coaching is designed for students who struggle with fundamentals like organization, time management, focus, and self-confidence. Academic Coaching is always paired with Academic Tutoring - rather than being a completely separate type of tutoring, part of each Academic Tutoring hour is devoted to improving the student's executive function skills. Students who signed up for Academic Coaching will spend about 15-20 minutes per session working on these skills through their R.I.S.E. program assignments. The remaining time will be spent working on other typical Academic Tutoring work, like homework and studying. There is no additional cost for Academic Coaching, but you must specifically sign up for it. If you have questions about how Academic Coaching can benefit your child, please contact the director Brandon at brandon@illinitutoring.com. The major goal of an Academic Coaching program is to help students develop strategies for managing their executive function deficits. The goals for the Academic Tutoring portion of each hour are outlined in the previous section.

ACT, SAT, SSAT and SAT Subject Test Prep

Students who sign up for Test Prep with Illini Tutoring begin by signing up for prep for one of the above tests (also including SAT Subject Tests). Most students sign up for one-on-one prep, but we do offer several limited-enrollment classes each year for ACT and SAT Prep. Students begin with a diagnostic exam, which is analyzed by Taso. He then develops a special curriculum for each student that meets their personal needs, individual areas of struggle, and ultimate score goals. The major goal for Test Prep is to help students raise their scores on a standardized exam, and the secondary goals are to help students develop better problem solving strategies and learn how to choose universities and majors that are a good fit for a student's interests and talents.

We will send you an availability form when the registration deadline for your Test Prep package passes. You/your student will need to indicate their availability for the 6-8 weeks of their test prep tutoring. This form must be submitted within 72 hours after you receive it. Then our scheduling coordinator will schedule all of your child's tutoring hours (or, the first 12-18 hours, if you've signed up for a 24 or 30 hour Test Prep package.) Your/your student's Test Prep time(s) will be confirmed by email about 5 days after we receive your availability form.

Before your first tutoring session, your child will need to come to Illini Tutoring to take a diagnostic ACT, SSAT, SAT, or SAT Subject exam. These exams range from 1 to 4 hours. This exam will be scored and Taso will develop a curriculum for your child based on their score.

Students arrive at Illini Tutoring a few minutes before their tutoring session begins, and parents are invited to either wait in the waiting room or drop off their kids and pick them up shortly after their tutoring session ends, just like with our other tutoring options.

Getting the most out of ACT, SAT, SSAT, and SAT Subject Test 1:1 Prep Tutoring:

Students are expected to do their homework to the best of their ability. There is a very clear difference between test scores of students who did their homework honestly and those who did not. Homework is structured so that students are practicing not just concepts they learn in tutoring, but also timing/pacing and endurance for taking such a long exam. **Please resist the temptation to rush through homework or find the answers online. It's better to come to tutoring with incomplete homework than to come with homework that isn't an honest reflection of your abilities.**

Your Child's Progress: We invite parents to talk with their child's tutor during the first or last few minutes of any tutoring session. Please be mindful that our tutors need to start and end their tutoring sessions on time, and because we book our tutoring sessions back to back, we are unable to talk with parents after a tutoring session. Email Taso at contact@illinitutoring.com if you have questions about your child's progress.

Rescheduling: Students who have a conflict with their regularly scheduled time must inform their tutor at least 24 hours in advance (but earlier is better) by filling out the Reschedule Request form for your tutor on our website. PLEASE DO NOT EMAIL, TEXT, OR CALL US OR YOUR TUTOR! After we receive this reschedule request, we will reschedule your tutoring session to a time that works for you and your tutor. In the event your tutor is unavailable during the availability you give us, we will schedule you with another tutor for that rescheduled session.

Test Prep students are allowed only one reschedule per student per month, even if more than 24 hours notice is given. If your child needs to reschedule more than one session per month, these sessions can be made up at Walk In Tutoring.

We will offer about 2-4 Walk In times each month. Our Walk In times are available to any student who works with any tutor who needs to make up a missed tutoring session. Even if your tutor is not hosting a Drop In during a particular month, Test Prep students may still utilize these hours.

ACT and SAT Prep Classes

SAT Prep: No class offered during Fall 2018

ACT Prep: No class offered during Fall 2018

Making up a missed class: Taso will announce make up dates for missed classes, if there will be any.

Getting the most out of ACT and SAT Prep Classes: Taso will teach concepts, introduce new strategies, and review answers in class. Students are strongly encouraged to complete their homework assignments in order to see the largest score improvement possible. Also, we encourage students to bring a notebook to take notes. If your student is completing assignments and still wants extra practice to improve, they should ask Taso for this extra practice before the completion of class.

Parents who have questions about their child's progress must email Taso at contact@illinitutoring.com. Progress reports are not automatically sent out.

FAQ's

Q. My child had an unexpected illness/emergency/project due the next day... or... my child can't get a ride to tutoring/we're having car trouble/we have a family emergency/we forgot about a tutoring session, and my child's tutoring session is in less than 24 hours (or we already missed it). Can't you reschedule the session just this once?

- A. Being the math people that we are, we calculated what would happen if we allowed each student to reschedule one session each semester. If we allowed everyone one rescheduled hour (with less than 24 hours notice, that is), we would lose 160 hours of tutoring each semester. That means we would have to work with far fewer students, which would increase costs substantially for everyone. Because students are limited as to when they can come to tutoring, rescheduling at the last minute puts a huge strain on our resources. What's more, we want students to prioritize their grades above all other activities, and that means planning ahead to avoid mistakes and learning how to say, "No," when a last-minute event demands the time you've already committed to yourself. Remember: tutoring is for YOU and YOUR improvement. And we deeply, deeply apologize, but we cannot make exceptions for serious and legitimate reasons for missing tutoring. This caused problems in the past, so we made the difficult decision to not allow any exceptions.

We realize there is no perfect solution for anyone. We don't want you to miss tutoring anymore than you want to, so that's why everyone automatically receives tutoring session reminders via TutorPanel. We also remind students and parents regularly of our 24 hour notice requirement. But sometimes, life just happens, and you'll have to miss a

tutoring session. We strongly encourage students to attend our Drop In hours to make up their tutoring. Students who show up usually still get one-on-one or two-on-one tutoring.

Q. How does billing and scheduling work for Academic Tutoring students?

- A. Students come in once, twice, three times a week or more, depending on what you signed them up for. Everyone pays a flat monthly rate for Academic Tutoring. Your child will have a standing appointment(s) - you don't have to worry about scheduling after registration unless that standing appointment needs to change. Based on the semester and our schedule, there are 12 tutoring days for each day of our working week in the entire semester (in other words, there are 12 Sundays with tutoring, 12 Wednesdays with tutoring, etc). Because of Labor Day and Thanksgiving, we take a few days off during the semester - however, since some months have 5 of a particular day, your child will still average 4 days of tutoring per month. For this reason, we do not pro-rate months in which your child's normal tutoring day falls on a holiday that we're closed.

We WILL pro-rate August and December this semester.

Q. What if my student starts in the middle of the month?

- A. *Academic Tutoring and Coaching Students:* If your student starts less than 2 weeks into the month, you'll be billed for the full month. The session(s) that your child would have had can be scheduled with the tutor. We encourage you to redeem those sessions early into tutoring -- this helps students get caught up quickly.

If your child starts the month and has missed more than 2 sessions, we will ask you if you'd like to pay for the full month (and schedule any missed sessions) or if you'd like to pay a pro-rated total. The pro-rated total is equal to the number of tutoring sessions your child will attend (\$60/hour for a standard tutor, \$75/hour with an owner).

ACT, SAT, and SSAT Prep Students: Test Prep students follow their own test prep cycle, which may or may not coincide with the start of a month.

Q. What can my child work on in tutoring?

- A. We expect that students will bring in work primarily for the class you registered them for. This may include homework, doing extra practice (we have plenty to provide!), studying for tests, designing a study schedule, working ahead in class, and so on. Academic coaching students will also work on their R.I.S.E. assignments. Much to our students' delight, most of us tutor every math and science class you'll find in a middle or high school. If your child initially starts tutoring for algebra II, but realizes they need help in chemistry, please make sure you have discussed this with the tutor. A tutor may suggest focusing on just one class or adding an additional time each week to be sure your original goals can still be met with the addition of the second class.

Some students have a lot of homework in other classes, and they want to use the tutoring hour to work on that homework. If the student has absolutely nothing to do in math or science, and their tutor feels confident in the student's work in those classes, the

pair may work on other assignments. Your child's tutor may ask them to complete a review assignment before working on other assignments, like essays, English and history homework, and so on. We do this because tutoring is a significant investment, and we want to be sure that your child spends their time in tutoring wisely.

Some students will come to tutoring and say they want to practice for the PSAT, ACT, SAT, or similar test if they don't have any homework. Our tutors can provide practice on the math concepts covered on these tests, and they can give your child practice worksheets to do during tutoring. However, only students who are specifically signed up for Test Prep Tutoring can complete test-specific prep. This means we cannot work out of test prep books (even if your child provided it.) If you would like information about our second-to-none Test Prep, please email Taso at contact@illinitutoring.com!

Q. Will you assign my student homework?

- A. Parents tend to feel very strongly about this subject - some parents want us to assign homework, other parents want their child to come to tutoring to finish their school homework and come home ready to do other things. As a rule, we leave it up to the tutor, and few of us like to assign homework unless it's truly necessary. If you specifically want or do not want your child to receive homework, please tell your child's tutor.

Q. Can my child take a month off from tutoring?

- A. As long as you've completed your 3-month commitment, you can discontinue after completing any month of tutoring (if you discontinue in the middle of a month, we will not refund any unused sessions). But if you discontinue and intend to come back, be aware that your child's tutoring time will likely be unavailable when you return and you will need to restart the registration process, along with restarting a new 3-month commitment. You may also pay a higher tutoring rate because we often raise our rates at the end of the semester for newly registered students if our availability is very limited. We do this because we want to encourage students to start tutoring early and stick with it, even if they reduce their tutoring frequency.

We encourage you to think very carefully about discontinuing tutoring. Has your child made a marked improvement at home? Have they become substantially more independent? Do you have a plan to address any dips in achievement? We encourage students to decrease their tutoring frequency to once-a-week. If they're successful on their own after cutting back on tutoring, then they're ready to approach school without a tutor! Many of our students continue working with a tutor even after they pull their grades up because it provides everyone with peace of mind.