

Policies for Parents

Parent Contract

Services will not begin until parents have signed an agreement and made payment for tutoring.

Website

Information about our services and staff can be found on our website at www.sloanacademics.com. We also post our calendar, operating hours, copies of our forms, and other useful information. Please see the status bar on the home page if you want to know if we are open during inclement weather.

Tutoring Policies

Hours of Availability

Please see our calendars for specific times and dates that the building is open. All tutoring schedules are subject to tutor availability.

Arrival

If a student is late for a session, the session will begin when the student arrives and end at the regularly scheduled time. If the tutor is late for a session, parents have the option of attending the session or scheduling a make-up at their convenience.

Billing and Make-Up Sessions

Please see your agreement for specifics regarding billing and scheduling.

Feedback

Please see your tutoring plan for specifics regarding getting feedback about tutoring progress.

Tutoring Plan

Tutoring plans are written in response to the goals parents set during the initial consultation.

Schedules

Tutoring schedules remain in effect unless a client requests a termination of services, changes in the frequency of sessions, the days and times that sessions are scheduled, or the tutor who will be working with their child.

Although we will make every attempt to accommodate parents with these requests, mid-month changes may not be possible. If Sloan Academics cannot resolve scheduling needs, parents have the option to discontinue tutoring as indicated in the agreement.

Inclement Weather

Sloan Academics will follow the Winston-Salem Forsyth County School System regarding closing for inclement weather. If Winston-Salem Forsyth County schools close for the day due to weather, we will also be closed. Clients will automatically receive a credit unless they contact us to request that we reschedule the session. If we have inclement weather on a Sunday, we will make a closing decision before 1 p.m. Please see the status bar on the front page of our website to see if we are open.

School Breaks

Sloan Academics will be open for business during regularly scheduled hours unless indicated otherwise on our website calendar. Fees are not pro-rated for school breaks unless we are closed during the break. If your child's school break does not coincide with the Winston-Salem Forsyth County School system schedule, please contact us about accommodating your schedule.

Teacher Workdays

Sloan Academics will operate on a regular schedule during teacher workdays unless they fall near a holiday and we have indicated that we will be closed that day on our calendar. Please check the calendar or the notes at the bottom of your billing statement to see if we are closed. Parents can cancel a session if it falls on a workday, but must reschedule the session according to the tutoring agreement rules.

Teacher Contact

Sloan Academics may need teacher input in order to determine how to prepare the most effective tutoring program for your child or to determine if the current program is alleviating the academic problem. Sloan Academics will not contact your child's teachers unless you approve of such contact in writing. See our *Contact Permission Form*.

Confidentiality

Sloan Academics will respect the confidentiality of the relationship and all relevant information pertaining to that relationship. We will not request feedback from a school or other agency unless given written permission.

Food and Drinks

We understand that your child may be coming from school, practice, or some other commitment that makes getting a snack difficult to schedule. Some students need a snack before or during a tutoring session to do well during that session. Other students will not focus if food is present. We will allow 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 child to complete a tutoring session, we do ask that you drop-off and pick-up your child in a timely manner. In the event that your child is attending tutoring during the hour before we close, we request that you make a special effort be here on time for pick-up. If a staff member must wait more than 15 minutes after we close, we reserve the right to charge a \$15 late pick-up fee. ***We cannot guarantee the supervision or safety of an unattended child in our building. Our tutors and staff can only guarantee the safety of children during their scheduled tutoring sessions. Please do not leave children in our waiting room unattended.***

Student Termination

A violation of our policies and procedures will result in termination of services at Sloan Academics. A student who is disruptive or non-cooperative in the learning process may also be terminated from a program at Sloan Academics. The student may be asked to wait in the lobby for a parent to pick the student up. Parents will be notified and a phone conference or meeting will take place involving the student and parents. If we find it necessary to terminate services, a refund for unused services will be issued.

Discontinuing Services

Payments for the *next* month's service are due on the 15th and once payment has been received tutors are given new calendars and expect to tutor your child the following month. If you wish to end your child's monthly agreement for tutoring, please notify us on or before the 15th of the month so that Sloan Academics will have time to place a new student with the tutor before the new month begins. Clients who are enrolled in a course (Learning Strategies or SAT Prep) will not be given refunds or credits should they choose to discontinue.

Extra Sessions

Sloan Academics offers extra session cards for current clients who have additional academic needs. Please see an Office Manager to purchase a card. Clients can discuss scheduling an extra tutoring session with an Office Manager or their tutor.