

MATH Tutoring on the Go! Policies

March 2011

These policies are my way of ensuring that working together will be productive and pleasant. When we all have a common understanding, productivity is enhanced.

My policies pertain to the areas of:

- Communication
- Fees and Methods of Payment
- Cancellations

If any client has questions or concerns about any of these policies or about specific situations that arise, I will be happy to discuss them by phone or by email.

I appreciate your business and your trust in me to help your student (or yourself) with math!

Communication: I strongly believe in and support parental communication in and outside of school so please feel free to contact me at any time. My email addresses are brishundra@aol.com/brishundra@yahoo.com/brishundram@gmail.com. My cell phone number is 803-292-3596. I must be able to reach someone in your household by email. I need to be able to get a reply back within **two days** if I am asking for scheduling information. So in order to work with me, you need to give me the email address of the person who will be reading email regularly. I do email on a regular basis so I encourage all responses in a timely manner. I also need to have a phone number, where the voice mail is checked at least once a day. If a student and/or parent ever wants to discuss anything about how things are going, I am happy to talk on the phone or in person. However, for things involving scheduling, I strongly prefer email communication or booking via my website.

I am willing to get in touch with teachers. If you want me to do that, please provide me with the teacher's email address and also alert the teacher that I might be asking about the student so they will not have any concern about the student's privacy. If there is anything about your child that I should know in order to help them better, please tell me. I want to know about learning disabilities, emotional issues, and anything else you think is relevant. I have experience interacting with people who have all sorts of issues, such as anxiety, depression, ADD. We need to be on the same team working to make the best of the situation.

Fees and Methods of Payment: I accept checks, cash or PayPal payments . You can make checks payable to **Brishundra McGrier**. Payment is by "six-pack", for six hours of tutoring. I keep track as we use the time, and I give you a reminder when it is time to pay for the next six-pack. We will plan on having you continue tutoring unless you tell me that you wish to discontinue. (I do

like to confirm the continuation as each six-pack is about to end, but if we do not speak about it, the default is that we will continue). You may stop at the end of any six-pack. (Please let me know as soon as you can if you are planning to end.)

Cancellations: This **cancellation policy** is intended to provide a good balance between being fair to the client and fair to myself. My aim is to make sure that people will do their best to stay on top of their calendars so they will not take up tutoring slots that they are not going to use. My other purpose here is to find out as early as possible about openings in order to let you, the clients, have a chance to book them when you need extra or changed dates.

- If a student cancels a whole week in advance, as we are confirming our next lesson, that does not "count" as a cancellation. (If this happens a lot, I might need to move the student into a time slot that is less in demand.)
- I allow one cancellation per "six-pack" without any consequences as long as you give 24 hours notice. (For more than one per six-pack, see consequences below.)
- I require 24 hours notice for a cancellation. (If less than 24 hours, see consequences below.) (For **sudden illness**, please tell me just as soon as you know and there are no consequences.)
- I will try to reschedule a missed session within the same week, but I have a very busy schedule, so it is much more likely that the student will have to go without help that week. Online sessions are available and encouraged if face-to-face session is missed in order to stay on track.
- If you wish to change your session due to a test date falling before your regular session, I will do my best to accommodate you. If this happens very often, we should look at changing the time slot.

These are the situations where a cancellation has consequences:

1. Cancelling with less than 24 hours notice.
2. Cancelling **two or more** times within the same "six-pack".

The consequences of either of those two situations will be that I will "count" a HALF hour of the missed lesson by deducting it from your prepaid time.

3. If someone gives me **less than two hours notice** (or worse yet does not even let me know at all), that whole lesson counts. You will use up one **whole** hour of your prepaid time.

"Getting Started" Policies - Just for New Clients:

The first visit is a "trial" and is \$10 up to an hour. We may have a few things to discuss besides the math, so we might spend about 50 minutes on math, allowing time for "getting-started" discussions, including a visit with a parent or parents. At the end of that session, I need to know if you are planning to continue. If you need to talk it over, please do that the same day and get back to me with an answer. (If you feel that you need more time, please clear that with me so I will know when to expect an answer.)

Starting with the next visit, a client must be on a "six-pack", paying for six hours of tutoring at a time. This is how I handle my payments. A time slot will not be kept for a client who is not willing to make this commitment. As you can see from this New Student Policy, **I am not a tutor who works with students who need an occasional visit** every few weeks to get ready for a test. I expect to see the student "just about every week" with any cancellations handled according to my cancellation policies.

One more very important thing about getting started: I am only interested in working with students who want my help. If you are pushing your child into tutoring and they have not really bought into the concept, I am not the right tutor for you! My students are always looking forward to the next session, and if they are not, we both realize very soon that it will not work!

I look forward to starting on our path to success as I become a partner in your/your child's education!