

## Policies, Procedures, & Guidelines

We have outlined our policies, procedures & guidelines by which **bridge2success** conducts our tutoring sessions, including face-to-face, online, and telephone sessions.

### *Parental Partnership*

- **bridge2success** tutors come alongside parents and guardians to build a bridge for children to their school education.
- Our tutors review material and, within reason, provide additional work that helps children successfully complete their school assignments and strengthen their academic foundation.
- Our parents give us information that will help the tutor build a bridge to their children.
- Our students are expected to complete reasonable assignments and put into practice our tutor's academic advice and study methods.

### *Parental Supervision*

- Our tutors provide instruction under the direct supervision of parents or guardians in a safe environment.
  - We do not tutor our students when no parent or guardian is present during face-to-face home or online tutoring (for example, Skype, Face Time, ooVoo, etc.).
  - Exceptions may be made when the tutoring takes place (1) in a public arena, such as a library, community center, or a school as agreed upon by the parent or (2) in a classroom setting with a group of students.

### *Scheduling*

- Customized tutoring schedule is outlined and agreed to on the **bridge2success** Tutoring Contract.
- We work within your family's schedule.
  - We may accommodate schedule changes about a week in advance. Notify us by e-mail ([info@bridge2success.org](mailto:info@bridge2success.org)) or phone/text (410-599-4129).
- Cancellations should be made more than 24 hours ahead. Cancellations not made within 24 hours may be charged ½ single tutorial session.
- Tutoring sessions include the following:
  - Orientation – review teachers' instructions, preparation of assignment
  - Instruction (approximately 50 minutes) – work on assignment, review
  - Completion – outline progress and challenges

### *Payment Policies & Fees*

- Initial meeting and consultation are free of charge.
- Tutoring fees are outlined on the **bridge2success** Tutoring Contract form.
- Payments may be made in cash, check, or credit card (on Paypal).
- Checks returned due to insufficient funds will be assessed a \$35 fee in addition to the amount of the check.
- Receipts will be given digitally by e-mail within 2 business days.