

Alcorn ACT Tutoring

Policies and Responsibilities

Introduction

At Alcorn ACT Tutoring we strive to provide the best experience possible for students, parents, and tutors. The following policies and responsibilities help to create a positive experience for everyone involved. By registering for our program, you agree to abide by these policies and responsibilities.

Student Responsibilities

During the Tutoring Session

- Students must join the zoom link or arrive at the tutoring location **5 minutes early**.
- Online students should situate themselves in a location with good lighting, low levels of background noise, and a stable Wi-Fi connection. These conditions foster a low-distraction, high-learning environment.
- Students should **ask questions** and not be afraid to make mistakes. This is a time to learn!
- Students should always have the calculator they will use on the test, their testing watch, and their ACT prep book with them during the tutoring session.

Between Tutoring Sessions

- Students should always complete the sections assigned to them for homework before the next tutoring session. This enables us to cover enough material to sufficiently prepare them for the test in just 8 weeks.
- Students should take off between 1-2 days per week from the ACT. This will help them to study more efficiently during the days they do study and avoid burnout.



Parent Responsibilities

- Remember, the ACT is just a test. Help your student to understand the importance of the test, but do not put extra pressure on them. The ACT causes significant anxiety for many students; extra pressure will increase anxiety and decrease performance.
- Support your student by expressing excitement when they improve. Let your student know that you are proud of them and that you believe in them.
- Provide your student with a quiet environment where they can study effectively.
- Register for the ACT test date your student is preparing for. The registration deadline is about one month before test day, but register when you start our program to be safe

Policies and Procedures

Cancellation Policy

Tutoring sessions cannot be canceled within 24 hours of the scheduled appointment. If the tutor is notified >24 hours before the scheduled appointment, a make-up appointment may be arranged. If possible, this make-up appointment should be scheduled on the Saturday closest to the date of the canceled appointment.

We will work hard on our end to provide you with all the tutoring sessions that this program includes, however, we do not offer refunds for canceled appointments that student and parents fail to reasonably reschedule. Example: canceling an appointment on the last week of the program and failing to offer a suitable time for a make-up appointment.

In the rare case that the tutor needs to reschedule an appointment, the tutor will notify the student or parents prior to the appointment, and will work with the student and parents to schedule a make-up appointment.

Late Policy:

If the student is late to a tutoring appointment, the tutoring session will continue until the end of the scheduled session with no refund for the time lost. If the tutor is late for the session, the session will continue for longer than scheduled until the session has reached the full 90 minutes. This ensures that there is no time lost due to the tardiness of the tutor.



Payment

The program costs a total of \$1500. This amount can be paid in full before the program begins, or in two half-payments of \$750. If paying in half-payments, the first payment is due before the first tutoring session, and the second is due at the halfway point of the program.

Please direct payment to Venmo: @haydenalcorn6

Refunds

We do not offer refunds. Purchases are final at the moment payment is received.

Recordings

Tutoring sessions may be recorded by Alcorn ACT Tutoring to refer to in future sessions with the student or to train new tutors. With student permission, segments of these recordings may be used to create content for our website or social media profiles.

Conduct Policy

The tutor shall:

- Treat each student fairly and without discrimination,
- Refrain from inappropriate language and behavior.
- Promote a focused, high learning environment.
- Maintain confidentiality in regards to scores and other personal information.

The student shall:

- Treat the tutor with respect, and not subject them to abusive language or behavior.
- Refrain from inappropriate language and behavior.
- Stay focused.

The parent shall:

- Treat the tutor with respect, and not subject them to abusive language or behavior.
- Ensure the student understands what may constitute “inappropriate language and behavior.”
- Refrain from inappropriate language and behavior.
- Be honest.



Repeated breaches of the conduct policy may result in termination of a tutoring session. We reserve the right to terminate or suspend tuition of an individual if we feel these breaches have become very frequent or extreme. We do not offer refunds for terminated sessions.

When you register for our program, you agree to follow this conduct policy. This policy is designed to protect everyone involved and promote a professional atmosphere.