



Owner/Lead Tutor: Andrea Bishop **Cell:** 864.380.1613 **Email:** upstatelit@gmail.com
Powdersville | Easley

Welcome!

We are thrilled you have chosen us to be your child's tutor! We are more than "just a tutor." We are trained and experienced teachers who specialize in reading, and we take our position to help your child seriously. It will be an exciting journey for your child and for us, watching them learn and grow. This handbook will give you the information you need to know and walk you through our policies. Please read it and let us know if you have any questions. Thank you for choosing us to be a part of your child's literacy journey!

Andrea Bishop and Team

Reading tutoring:

What is Structured Linguistic Literacy - Speech to Print approach?

- Structured Linguistic Literacy (SLL) is an instructional approach that focuses on the sounds of our language and how they are represented in print. It's designed to be efficient and integrated and takes advantage of the brain's natural ability to recognize patterns & order. SLL integrates a variety of skills, including: Phonemic awareness, Encoding, Decoding, Phonics, Fluency, Handwriting, Vocabulary, and Comprehension.
- Structured linguistic methods teach multiple spellings of one sound at a time and multiple sounds of one spelling.
- We do not teach spelling or syllable “rules”, as that tends to be cognitive overload for many of our struggling readers and those with poor working memory.

Tutoring Information & Policies:

Reading Assessments/Progress Reports/Testing:

During the initial session, we will administer informal assessments to gain knowledge and specific feedback to help us create a personalized plan for each student. We will also complete mid-year and end-of-year assessments to assess progress. A report of the results will be given or emailed to the family.

What will happen when my child comes to tutoring?

During each session, we will learn and practice skills using a structured literacy approach tailored to your child's most pressing needs. We create and follow a specialized plan to meet that objective. Sessions will be fun, engaging, and just the right amount of challenge.

LEVELS: Our program is designed and created based on the research and science of reading, and is aligned with the Structured Linguistic Phonics Approach. We choose the level your child will be on based on their assessment results. We use these levels as the framework of their lessons, while also addressing your child's most pressing needs.

There are 4 levels in our program:

- 1) The **Pre-Soaar** level is for students with little to no letter-sound knowledge. Learning from the beginning with the most foundational reading skills.
- 2) The **Novice** level is for emerging & developing readers and those who are reading at a Kindergarten or 1st-grade level.
- 3) The next level is the **Bridge**; it's designed for transitional readers who are transitioning from decoding every word to those who are beginning to read a little more automatically but still need to be taught the code of our language to help them become more automatic, fluent readers and accurate spellers. Students in this level are typically reading on a 2nd or 3rd-grade level.
- 4) **Flier** is the highest level in our program. It's for intermediate readers reading on a 4th-grade level or higher. These readers typically need to close gaps with the advanced code and need more practice to gain fluency and better comprehension.

Do I need to stay with my child?

No, but you may park out front of the Center, and the tutor will walk out to greet you and to walk your child in. You may also drop them off as long as you are back by the time your child's session ends. We don't currently have the space for families to wait inside. The tutor will walk them back outside when we finish. If you are running late, please text. Please know that our schedules usually run back-to-back with students, so your promptness is greatly appreciated. We cannot extend your session in the event that you are late due to the nature of our schedule.

Session Length and Reading Passages:

Tutoring sessions run approx. **55 minutes** in length. After most sessions, we will send home a reading passage for your child to read and reread to you in between sessions. We may also have suggestions of other practice you can do in between sessions, as well.

What happens if you miss a session?

Tutoring spots are reserved for your child only. Once a spot is reserved for you, it is no longer available for other families. When you agree to tutoring, you are reserving that time slot for your child. We take our job seriously, and the student showing up consistently helps them get to the goal of becoming a better reader. We do not offer refunds for missed sessions; however, if your child has to miss/cancel, we offer ONE make-up session per semester upon your request and on a day and time that is convenient for you and your child's tutor.

What happens if your tutor has to cancel a session?

If your tutor has to cancel a session, you will be given the option to reschedule within the semester that s/he has to cancel on a day that works best for you and your tutor. If it can't be rescheduled, you will receive a refund.

Winter Weather Cancellations:

We will follow Anderson County District One weather closings.

*Note: Sometimes school is canceled as a precaution, but the roads are fine. In those cases, we may plan to meet anyway.

Communication: Email or text is the best way to communicate with us, especially for quick messages; however, we are always happy to set up a phone call during business hours.

- Please text your tutor as soon as you know your child won't make it to a session or if you will be late.
- Immediate feedback regarding the information covered can be provided at your request. We can also debrief for a couple of minutes after the tutoring session. If you would like to chat with your tutor for longer, please set up a time that is convenient for you both to chat or send an email. Please be considerate of the tutors after hours and on weekends. If you send them a message during those times, they may not respond until business days and times.

How will I know my child has completed tutoring at Upstate Literacy?

We consider a student a graduate of our program when they have reached their grade level or slightly above in reading, and the team feels that they have reached a point at which the student can be successful without additional tutoring services and support. We will notify you when this exciting time arrives for your kiddo.

Trial Period & Program Fit

At Upstate Literacy, our desire is to help **every learner we can effectively serve**. We welcome students with a range of learning differences, including dyslexia and other reading challenges. Our goal is to provide an environment where every student can make meaningful progress through research-based reading instruction.

Initial Trial Period

All new students begin with an **initial trial period**. During this time, we are not only identifying your child's instructional needs but also determining whether Upstate Literacy is the best environment to support meaningful progress.

After approximately **2–3 tutoring sessions**, we conduct an **internal Initial Program Fit Review** for every new student.

During this review, we evaluate:

- Reading needs
- Instructional readiness
- Student engagement and participation
- Responsiveness to intervention
- Overall program fit
- Any factors that may impact meaningful progress

For the vast majority of students, tutoring simply continues as planned. If concerns arise regarding your child's ability to make meaningful progress within our program, we will communicate those concerns with you promptly and work collaboratively to determine the best path forward.

Program Fit

Meaningful progress requires an environment where instruction can take place safely and productively. While we strive to support every student, there may be times when a student's behavioral, emotional, or support needs extend beyond what our tutoring program is designed to provide.

Examples may include, but are not limited to:

- Repeated refusal to participate in instruction
- Frequent behaviors that significantly interfere with learning
- Aggressive or unsafe behaviors toward themselves, staff, or materials
- Behaviors that prevent meaningful instruction despite appropriate support and redirection

Whenever concerns arise, Upstate Literacy is committed to:

- Communicating openly and promptly with parents or guardians.
- Working collaboratively to support student success whenever appropriate.
- Discussing any concerns that may be affecting meaningful progress.
- Recommending additional supports or services when we believe another setting may better meet the student's current needs.

If, after appropriate communication and reasonable efforts, we determine that we are unable to provide effective instruction or that our program is not the best fit for a student's current needs, Upstate Literacy reserves the right to discontinue tutoring services.

This decision is never made lightly. It is made with the student's best interest in mind and with our commitment to being good stewards of your family's time, financial investment, and educational goals.

Whenever possible, program fit decisions will be communicated through a phone call or face-to-face conversation, followed by written documentation for your records.

Our commitment is always to communicate with honesty, professionalism, and compassion while keeping the student's best interest at the center of every decision.

Please do not hesitate to reach out to me with any questions or concerns. We will work together to help your struggling reader evolve into a confident, successful reader!

- Andrea Bishop 😊

Tuition

Fall semester: August 10 - December 17, 2026

Semester Tuition:

Mon./Tues. students - \$1,200 **or** 5 equal payments of \$240 (16 sessions)

Wed./Thurs. students - \$1275 **or** 5 equal payments of \$255 (17 sessions)

Spring semester: January 11 - May 17, 2027

Semester Tuition:

Mon.-Thurs. students - \$1,200 **or** 5 equal payments of \$240 (16 sessions)

***Rates are subject to change at any time, but will be communicated to the families in advance.

Tuition includes all student materials, pre-, mid-, and post-assessments accompanied by a progress report, personalized lesson planning, tutor expertise, and ~55-minute sessions with the student. We may also give advice for a student's IEP or 504 plans if requested (Mrs. Andrea typically does this.)

Payment Information:

- 1) **Payment option 1:** You have the option to pay the total tuition for the semester upfront for a 2% discount.
- 2) **Payment option 2:** You have the option to pay the total tuition split into 5* equal monthly payments. **Payment is due by the 1st of each month.**
 - **Late payments:** If payment is not made by the 15th of the month, a \$20.00 late charge will be assessed. If payment hasn't been paid by the 30th of the month, services will be paused or discontinued until payment is made, unless an agreement has been arranged.
- 3) Payments are made through QuickBooks. **Invoices are sent via email.** Auto-pay is recommended.

*** **If you start after the semester begins,** your tuition will be totaled and equally divided among the remaining months of the semester, unless you choose to pay the total upfront.

Note: Most families work with us for at least a full school year, but if, for any reason, this ends up not being a good fit, or your child graduates from our program earlier, we can discontinue services at any time. If you choose to discontinue services in the middle of the month, you will not be refunded or prorated for that month.



Tutoring Agreement

Thank you for choosing Upstate Literacy! We are honored to partner with your family in your child's reading journey.

Please read the Student Handbook carefully. The policies outlined in this handbook are designed to create the best possible learning environment and support meaningful progress for every student.

This agreement is intended to ensure that we have a shared understanding of our policies, expectations, and commitment to working together throughout the tutoring session. It is not a guarantee that tutoring services will continue if Upstate Literacy determines the program is not an appropriate fit for a student's current needs.

By typing your first and last name during online registration, you acknowledge that you have read, understand, and agree to the following:

- Tuition will be paid according to the payment option selected during registration (monthly or paid in full) through QuickBooks Online.
- Tuition is non-refundable.
- One make-up session will be offered if your child must miss a scheduled tutoring session, provided the absence is communicated according to our attendance policy.
- I understand that reading intervention is a process that requires time, consistency, and partnership between the tutor, student, and family. Meaningful progress does not occur overnight.
- I understand that Upstate Literacy conducts a Program Trial & Fit Review after approximately 2–3 tutoring sessions. If concerns arise regarding my child's ability to make meaningful progress within the program, I understand that Upstate Literacy will communicate those concerns with me and reserves the right to discontinue services if, after appropriate communication and reasonable efforts, the program is determined not to be the best fit for my child's current needs.
- I understand that Upstate Literacy will communicate openly regarding my child's progress and any concerns that may impact instruction.
- I understand that communication will occur primarily through email or text message. Phone conversations are always welcome and may be scheduled as needed.

Our Commitment to You

At Upstate Literacy, we are committed to providing research-based instruction, preparing thoughtfully for every session, communicating honestly, and caring deeply about each student we serve.

We look forward to partnering with your family and celebrating your child's growth throughout this journey.

We are so excited you chose us to help your child succeed in reading!

Let the journey begin!

***** By typing your first and last name during online registration, you confirm that you have received, read, and understand the Upstate Literacy Student Handbook and Tutoring Agreement and agree to the policies, expectations, and terms outlined within. Your typed name serves as your electronic signature and acknowledgment of this agreement.**