

Tutor FAQ

What should I do if parents aren't responding?

- If a parent is not responding and this is your first email to them, wait 2-3 days then send a follow up message. Here is an email template:

Hello,

I hope you are doing well. This is XXX from 425 Tutoring. I understand you are probably busy, but am wondering whether you got a chance to look at my previous email? I am looking forward to hearing back from you.

Best,
XXX

- If this is a parent whose child you've already been tutoring, and **they have been unresponsive multiple times**, give them a day or two, then send them a follow up email. Here is an email template:

Hello,

I hope you are doing well. I understand you are probably busy, but I am wondering whether you saw my last email regarding XXX. Considering there are other students in this group, it is important for me to get a response back so we can best plan times to meet and I can have ample time to prepare for lessons. If you are no longer interested in having XXX tutored, that is totally fine, just please let me know.

Best,
XXX

What should I do if one of my students doesn't show up to a session?

- If a student does not show up to a session, and you are left with only one kid, it is imperative that you either end the session and reschedule, or that you have the parent sit in on the session. If you know beforehand that you will only have

one student available for a session, you can email the parent beforehand and ask them to sit in the session. If it is on the spot, you can ask the student if one of their parents can sit in. The parent does not have to be involved in the session, it can be as simple as them being in the same room.

- As explained in the interview and "Welcome Guide", please inform your students' parents of this rule, so they are prepared for if this occurs. This is a company policy to prevent any legal mishaps.
- If this is the first time the student did not show up, simply let the parent know what you went over in class and let them know the time of the next session. If this occurs multiple times, it is important to let them know that you are volunteering your time to help out their child, and it takes time for you to plan lessons. Here is an email template:

Hello,

I hope you are doing well. I understand XXX is probably quite busy, and this can be a hectic time, but he/she was not at the session today. 425 Tutoring is a volunteer service aimed towards helping students learn, and it takes time out of my day to plan lessons for these classes. There are many other students on a waitlist to participate in classes. If you do not want to continue with tutoring as it is too difficult to fit into your schedule, that is totally fine, but please let me know so I can plan accordingly.

Best,
XXX

- As always, be sure to be respectful in your messages. If you have any concerns as to what to say, feel free to ask the person who paired you up with your students, or you can ask questions in the slack group chat.

How should I structure my lessons? Do I have to assign homework?

- In your "Welcome Guide" there are documents outlining the curriculums for specific grade levels and subjects. Used this to fill out the "Curriculum Template" document. In your sessions, it is best to introduce new topics via powerpoints or written documents. After teaching new subjects in class, **if your students want**

homework (this is not required and should be discussed with the parents and students in the introduction session), reinforce these topics in the homework through Khan Academy or your own personalized problems. It is recommended not to assign new topics to learn outside of the class time. There are example presentations in the "Welcome Guide".

What should I do if I want more students?

- Reach out to 425tutoring@gmail.com with the subject line including your name and "Requesting Students" so you can be put into our queue.

What should I do if one of my students drops out?

- Reach out to the person who set you up with your students immediately and a new student will be added to your group. If you had three or four kids in your group before one dropped out, you may continue without getting new students as long as you have more than one in a class.

What should I do if a parent tries to give me money?

- For now, reach out to 425tutoring@gmail.com or the person who set you up with students.

How do I get my volunteer hours signed?

- To get your volunteer hours signed, reach out to the 425 Tutoring email (425tutoring@gmail.com) with any documents or online portals. There are also sample volunteer forms available in the "Welcome Guide".

What is the 8 week program and what should I do once I finish my 8 weeks?

- Student and tutor pairings are set for 8 weeks. This is in place so we can keep things organized and there is a period of time for tutors and students to decide what they would like to do moving forward.
- If you would no longer like to continue after your 8 weeks, let the parents of your students know that you will no longer be tutoring, and a new tutor will be put in your place. Please notify us a week prior if you plan to stop tutoring.

- If one or all of your students decide to no longer continue, contact us immediately so we can add a new student to your group. If you still have two kids after one of your students drop out, you do not need to notify us unless you would like more students.

What are the different leadership positions at 425 Tutoring and who holds them?

- Founders: Aiden Silvestri (CEO), Miki Kusunose (President), Forrest Williams (CTO)
- CFO: Kaushik Vudathu, Secretary: Jennifer, COO: Arya Nistane
- Head of Student Outreach: Nikhil Kalgalwa and Theo Koob, Student Outreach Officers (SOO): Shreyas Subramanian and Michael Shin
- Head of Tutor Outreach: Tori Cormier, Tutor Outreach Officers (TOO): Korina Deme and Esther Himmelfarb.
- Curriculum Managers: Jenna Silvestri and Breana Truong

I have ideas to help develop the company and/or I want to help out in the recruitment process of students and/or tutors. What should I do?

- Please send a direct message on the Slack to Aiden Silvestri, Miki Kusunose, or Forrest Williams regarding your ideas or requests. Make sure to fill out the monthly survey as well.

Is 425 Tutoring a company?

- 425 Tutoring is a certified Nonprofit Corporation under Washington State.