



# **Student and Family Handbook**

**Updated June 01, 2023**

## How to Use This Handbook

Thousand Grains of Salt's Student and Family Handbook is designed to guide expectations for our learning community's behaviors and the services provided. By enrolling your student in any of our programs, you are committing to abide by the standards laid out in the handbook.

The handbook consists of three sections. The first section, **General Conduct** (page 2), sets behavior and communication standards for students, families, and staff. It also provides starting points for problem solving, if situations do arise. We believe most situations can be dealt with through good communication, and this helps facilitate that!

The second section is **Cancelations and Missed Sessions** (page 6). This section will help you avoid getting billed for a session your student did not attend, so please read it carefully! It can save you money!

The final section covers **Funding and Privacy** (page 8). This covers how sessions are paid for, and who has the right to access student records. It also covers how information may move between our company and your student's school.

We highly recommend every family reviews the handbook at least once a year, just so everyone is up to date!

We look forward to learning with you!

The 1kNaCl Staff

# General Conduct

## Student Conduct

Students are expected to come to their sessions on time and prepared to learn, meaning students should have appropriate paper, writing utensils, books, calculators, or computers (as needed and as appropriate to their assigned work). Students are expected to treat their education like their job and to work closely and respectfully with their instructor.

Student assignments are expected to be completed in a timely manner. In no case is a student's schoolwork only to be completed in the presence of a tutor or instructor: staff are meant to help your student's scholastic development, not support it entirely. Students are expected to work on their subjects every day, as they would in a normal school setting.

If a student opts to participate in group tutoring or a workshop, they will be expected to be kind and respectful toward all other participants, regardless of their appearance, aptitude, cultural background, race, religion, personal beliefs, or linguistic skills. Under no circumstances is it acceptable for a student to verbally or physically harass or attack another student. Doing so may be grounds for removal from the session, and, if staff deems the instigating student is a threat to others, that student may be removed from the course or workshop.

Under no circumstances is a student allowed to verbally or physically harass, curse, or strike at an instructor or tutor. If such a situation does occur, the instructor is within their rights to immediately discontinue the session if they feel it is appropriate.

In all such cases, the incident will be reviewed by the staff member involved, the parents or guardian of the student, and a company supervisor, and a plan of action will be developed at that time. In some cases, it may be in everyone's best interest to

continue tutoring sessions with particular modifications, to meet with another tutor, or to suspend sessions altogether.

1kNaCl reserves the right to discontinue services with no warning if it is deemed by a supervisor that continuing could cause physical, mental, or emotional harm to staff or other students.

### **Parent and Guardian Conduct**

Parents and guardians (henceforth referred to as “parents”) are expected to take an active part in their child’s education: this ranges from providing the student with the proper learning supplies to ensuring that their child completes schoolwork outside of their time with an instructor or tutor. Parents are also asked to treat instructors and tutors with mutual respect: parents should ensure students are ready for their sessions in a timely manner, contact the tutor in case of traffic delays or other unexpected inconveniences, and be cognizant of the fact that many tutors and instructors work with multiple families in the same day. See the *Student Cancellations and Missed Sessions* section for more information regarding timely contact with tutors/instructors.

Under no circumstances is a student to be left in the sole care of a tutor or instructor; it is the parent’s responsibility to ensure that they or another legally responsible adult are present and accessible to both the student and the tutor at all times. Students must be able to work with 1kNaCl staff in appropriate conditions, which include, but are not limited to, areas with appropriate lighting, air circulation, and visibility. 1kNaCl instructors and tutors are in no way responsible for transportation or childcare of students or their siblings. Failure to abide by this standard may result in a prompt discontinuation of services.

Just like we expect our staff to be professional, we also expect parents and guardians to act in a professional manner. Yelling, screaming, cursing, threatening, or striking a staff member, student, or another parent may result in only being able to communicate with staff via written formats, limited access to locations, or, in some cases, may result in your student being

banned from receiving services. While we want to provide each of our students the best education opportunities possible, the desires of an individual person do not outweigh the safety of our staff and other students.

### **Modes of Communication**

1kNaCl uses Seesaw as our primary form of communication regarding student issues. The Seesaw messaging system will be the first place instructors and tutors reach out to students and parents, and is also the primary system for administrative announcements. If staff are repeatedly unable to reach parents, they will reach out via e-mail.

1kNaCl's Staff Safety and Privacy Policy prohibits part-time staff from distributing their personal number to or calling/texting parents. If you wish to be able to text with staff, please download the Seesaw app and enable all notifications so Seesaw Messages will show up on your phone just like texts do. Seesaw will also translate messages into whatever language your phone is set to, so this is a great tool for family members whose primary language is not English!

### **Religious and Cultural Respect and Sensitivity**

Our community is considered to be the most diverse in the country. As such, our students, their families, and our staff represent a wide variety of ethnicities, cultures, identities, beliefs, and practices. 1kNaCl encourages everyone to be proud of who they are, but also to be sensitive to the fact that others may not share their background. We encourage students to politely ask questions when they are curious, but also to respect others' decisions if they do not wish to answer those questions or be part of those sorts of conversations.

If a student is concerned about something or has a question that they do not know how to ask, they are welcome to talk to any of our staff about it, and we will do our best to help them.

## **Requests for Separation**

Although we would like for all of our students to always get along, we understand that sometimes it is difficult to do so. If a parent or guardian wishes to request their student is kept away from another student, they may do so, and we will do our best to keep the students in separate tracks or from otherwise crossing paths. If it is impossible to do so, we will notify the parent or guardian when the students might interact so the parent or guardian making the request can choose how they wish to handle the situation. If the parent or guardian decides to keep their student enrolled in that class or workshop, staff will work with the requesting parent and student to develop protocols to make sure the student feels safe, has coping mechanisms available to them, and has clear lines of communication and support with supervising staff.

Please note that a request for separation will not bar another student from enrolling in a class or workshop—it only means that, if the class or workshop has separate tracks, the students will be put in separate tracks, and if it does not, the parent will be notified.

Requests for separation are designed to keep our students safe, help them develop coping mechanisms, and teach them how to resolve their differences. Requests for separation are specifically for individual children experiencing conflict, and requests for separation that are based on group attributes (such as someone's appearance or identity) will not be honored.

# **Cancellations and Missed Sessions**

## **Student Cancellations and Missed Sessions**

Cancellations must be made no less than 24 hours in advance to avoid being charged for the session.

## **Rescheduling or Recording Options**

In cases where there has been a request to reschedule a one-on-one session, the tutor or instructor will offer up to three alternative dates and times. In the case of group instruction, an instructor will upload a recording of the instruction or advise students about their office hours, as deemed appropriate by staff.

If 1) a student's session is not canceled in time, OR 2) they do not arrive within 15 minutes of the set start of a session, OR 3) the student is not at home, on site, or online within 15 minutes of the set start time, the student is considered a no-show, and the session will be billed. If a student misses three sessions in a semester (in a manner which is deemed billable by the previously outlined policies), 1kNaCl will advise the student's school (if using school funding) and may discontinue service to that student for the semester.

Students cannot cancel or reschedule their own sessions: a parent, guardian, or school representative must sign off on all cancellations or reschedule requests. If a parent or guardian does not approve in writing, the session will be recorded as an unexcused absence. Staff will make every effort to reach out to parents in such situations, but it is ultimately the parent's responsibility to ensure students attend their regularly scheduled sessions and to keep track of their absences.

## **Medical Emergencies**

Exceptions are allowed for cases of medical emergencies or sudden onset of illness, if the parent contacts staff as soon as possible or business hours allow (ex: a student wakes up with a stomach virus and parents text or call the tutor first thing the

next morning). In such cases, the session will either be rescheduled or added on to the end of the student's currently available sessions. If a cancellation is not made within those parameters, the session will be treated the same as a no-show.

In cases of an excessive number of medical emergencies or sudden onsets of illness, doctor's notes may be requested to substantiate sessions being categorized as a cancellation instead of a no-show, and, in cases of a charter school, the student's school may be advised.

### **Instructor Cancellations and Missed Sessions**

If an instructor or tutor needs to cancel a session, they will always do their best to give as much advanced warning as possible. However, in some cases, such as an emergency, it is not possible to give advanced notice. Instructors or tutors will do their best to contact you as soon as it is possible for them to safely do so. If an instructor cancels a session, the student will not be billed. If the session is rescheduled, it will be billed at that point in time.

If an instructor or tutor is on their way, but expect to be delayed more than five minutes, they will make contact with the student's parent or guardian, but only when it is safe to do so. Please understand that, in some situations, it is not safe for an instructor or tutor to immediately attempt to message through Seesaw or e-mail, and they will do so as soon as possible.

If a session has started but the instructor or tutor is not present and you are unable to reach an instructor or tutor and they have not canceled, please reach out to our office personnel. Please be sure to check Seesaw Messages before doing so!



# Funding and Privacy

## Session Fees and Supply Rentals

All services must be paid before students can commence sessions. Exceptions to this policy are outlined below.

No deposit is required for supply rentals, however, if rental items are not returned within six weeks of the end of semester, the cost of replacing the items will be charged to the student's account and a hold will be placed until the items are returned or the charge is paid.

## Charter School Funding

Students who receive charter school funding may find themselves in the unique position of needing to wait on vouchers or purchase orders throughout the school year. 1kNaCl will not provide services billable to a charter school prior to the arrival of a voucher or purchase order unless the following conditions are met:

- 1) The student is continuing on in a subject that they have previously received services from 1kNaCl for within the last school year; and
- 2) The parent has communicated, in writing, to their charter school case manager (ES or CT) their intent to attend sessions through 1kNaCl, including days and times of the sessions; and
- 3) Their case manager has responded *in writing* that the appropriate voucher or PO has been put in, and the student has funds available, for the listed sessions; OR
- 4) 1kNaCl has received written confirmation from the appropriate accounting department that the voucher or purchase order will be approved and 1kNaCl is clear to begin sessions with the student in question.

Charter schools generally will not cover the cost of fees for unreturned supplies or sessions previously rendered. For questions regarding these policies, please refer to your school's handbook.

## **Third Party Funding**

By utilizing third party funding, you are agreeing that all student records may be released to that third party upon their request.

## **Private Payments**

Students whose families pay for their services directly may expect to adhere to the following guidelines:

- Invoice due dates are set to the 1st of the month by default, unless a family requests a different due date.
- Charges on any given invoice are for services (tutoring, groups, workshops, etc.) to be completed in the upcoming month or the remainder of the month. In the case of workshops, invoices are provided as soon as enrollment is confirmed and have a due date no later than the start date of the workshop. Supplies will not be sent until invoices are paid in full.
- When a student begins services before they have an invoice to pay, the first invoice will include fees for past services received (tutoring, groups, workshops, etc.) and all remaining services to be received in that month. If the invoice is part of a series of same / similar charges, such as a payment plan, all following invoices are delivered to them 7 days prior to the due date of the 1st of the month.
- Students with mid-month service starts will receive an invoice due immediately (or 7 days before the suggested "start" of services, if the start date is more than 7 days away) for the services that will be performed in what remains of the month.
- If a parent indicates that they are waiting for a paycheck, etc. and they need to pay the day services start, the Friday after, etc. the situation will be reviewed and, if appropriate, accommodations will be offered and an amended "due" date can be negotiated without interrupting services.
- Please help us help you: if you will be late for a payment or otherwise need assistance, contact us beforehand, rather than after.

- Overdue balances are considered grounds for suspension of services, and services may not resume until 1) the balance is paid in full, and 2) the next month's services are also paid in full, or 3) a third party (such as the student's school) provides vouchers or POs for subsequent sessions, or 4) all parties agree to a payment plan.

### **Funding Transfers Between Students**

Funds may be transferred between student accounts as long as the original funding party consents to the transfer in writing. If a family is paying out of pocket, the individual who made the payment must consent to having the funds reallocated. If the request involves school funding, a representative of the school must agree to the movement of funds. If the students in question are at different schools, both schools must agree to having the funds transferred between students. It is the responsibility of the parents/guardians to get these agreements sent over from the schools: 1kNaCl will not take on the responsibility of soliciting such agreements under any circumstances. All agreements must be made in writing: verbal discussions do not adequately fulfill this requirement.

Other third party funding may be allocated to be used between multiple students at parent/guardian discretion, however all student names must be listed in the original agreement.

### **Refund Policies**

Students enrolled in individual tutoring sessions who do not complete their sessions may be eligible for a refund in whole or part as long as 1) notice of the intention to discontinue services is made in writing at least 24 hours beforehand, and 2) there is no outstanding balance on the student's account.

Students enrolled in small group sessions are enrolled on a monthly basis, and sessions may be discontinued on that basis.

Students enrolled in a workshop can receive a refund for the full value of the workshop as long as 1) supplies have not been sent

out/picked up OR supplies are returned completely unopened, and 2) the first workshop session has not occurred. Once a workshop starts, students are no longer eligible for a refund.

Refunds are issued to the party that originally paid for the service, through the original payment method.

### **Record Keeping and Privacy**

1kNaCl preserves student records for a minimum of 10 years after the student graduates or discontinues services. These records include, but are not limited to, any information provided when a student was initially registered, additional information provided by the student, family, or school, records transferred over from another institution, tutoring and instructional logs, e-mails, Seesaw posts, work samples, session recordings, photos taken for identification or instructional purposes, assessments, and test results.

Parents and guardians are able to access the current school year's student work, logs, video uploads, photos, and recordings via the Seesaw platform. Previous year's student work and student uploads are also available via Seesaw. Written requests for additional information may be made.

If a third party, such as a charter school, pays for all or part of the services provided to a student, they may request copies of student work and student records.

1kNaCl does not provide copies of student records to third parties unless legally required to do so or unless the request falls under the conditions outlined above. 1kNaCl does not provide third parties access to student information except in instances where the information is necessary to provide services to the student or to communicate information to a party previously listed.