



**S T E P P I N G      S T O N E S**

*Welcome to  
Stepping Stones!*

2015-2016

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# WELCOME

Welcome to Stepping Stones!

We are very excited to be working with you and your family! You can be assured that Stepping Stones' deep commitment to each student and his/her success will ensure a productive and enjoyable experience for your child. We are thrilled to be celebrating over 40 years of service to our community. Since the doors were first opened in 1971, Stepping Stones has been a very special place for all who have entered. Our dedicated instructors have exceptional academic qualifications and strive to recognize the individual needs of each student, both to motivate and build confidence in each students' abilities.

This handbook contains important information about Stepping Stones including the **Cancellation and Billing Policy**. Please read through it and keep it handy. Of course, feel free to contact the office with any questions.

We appreciate your trust in Stepping Stones and we look forward to working together.

Sincerely,

Carole Hasbun  
Co-Director



Anna Hasbun  
Co-Director



# ONLINE ACCOUNT LOGIN INSTRUCTIONS

At Stepping Stones we use a web-based scheduling system to schedule and track student sessions. After receiving a “welcome” email from us, you will be able to log in to an account to view your schedule and account information.

After creating a password, log into your account at:  
[www.steppingstones.teachworks/accounts/login](http://www.steppingstones.teachworks/accounts/login)

In your online account you will find:

**Session Calendar:** Upon logging in, you will see a month view of your child(ren)'s scheduled sessions. To view in a weekly or daily format, click on the appropriate options in the upper right corner. **If any schedule discrepancies are found, it is very important to contact the Front Office at (626)449-5986 Immediately to avoid any Missed or Late Cancel charges as described in the Billing Policy found on Pages 6 and 7 of this handbook.**

**Session History:** Under Session History, you will find a record of scheduled and past sessions with the current status of each indicated in the right-hand column. Cancellations made after the deadline, or Late Cancels, as described in the Billing Policy, will be indicated by a “Missed” status. Again, please alert the Front Office to any discrepancies right away.

**Profile:** The Profile tab contains family contact information and account settings. If your contact information changes, please be sure to update your information on this page. Scroll down to find the profile pages for your child(ren). If you wish they be contacted directly at any time, please ensure we have correct contact information on student profile pages.

**Billing:** Information on Transactions, Payments, and Packages can be found under the Billing tab. Because payments to Stepping Stones are not directly processed through Teachworks, please allow at least one work week for payments to be reflected in your Teachworks account. Visit the Packages page for information on pre-paid package status. If you wish to purchase a pre-paid package please speak to the Front Office.

If you have any questions, please call Stepping Stones at 626.449.5986.

# BILLING

We appreciate your careful adherence to our cancellation policy and prompt payment before the 20<sup>th</sup> of each month.

## **CURRENT RATES:**

**Individual Session (Regular Tutoring)** - \$65.00 per hour.

**Individual Session Six-Session Pre-Paid Package:** \$330.00

**Semi-private Session (Regular Tutoring)** - \$45.00 per hour

**Specialized Tutoring (Coordinated through ILS)** - \$85.00 per hour

**Reading Specialist** - \$90.00 per hour

**ACT Test Prep** - \$100.00 registration fee (includes test prep book, full-length diagnostic test, and individual program planning). Individual test prep sessions are billed at \$65 per hour.

**AP/SAT Subject Tests** - \$70.00 registration fee (includes review of diagnostic assessment, student questionnaire & program planning). Individual test prep sessions are billed at \$65.00 per hour.

**SAT Preparation Course** - \$1,600.00 for individualized seven-week course

**PSAT Preparation Course** - \$750.00 for individualized four-week course

**Workshops Available throughout the year** - Rates vary

## **Independent School Test Preparation:**

**Part A** - \$300.00 (Includes two practice tests, consultation, test preparation book, program oversight and one tutoring session.)

**Part B** - If tutoring is recommended, student will be given priority scheduling. Suggested minimum is ten sessions at \$65.00 per hour.

**Consultation with Director** - \$125.00 per hour

Workshops, PSAT and SAT, ACT and other special courses are payable in advance. You will be billed on a monthly basis for individual tutoring sessions. Invoices, which are mailed between the first and fifth of each month, reflect charges for all sessions from the previous month. If you have more than one student enrolled at Stepping Stones, you will receive a monthly invoice for each child. Please note the invoice number on your check. Our closing date for receipt of payment is the 20<sup>th</sup> of each month. A monthly finance charge of \$15.00 will be assessed on all past due accounts. The fee for a returned check is \$20.00. Since Stepping Stones is a small business, we depend on prompt payment. Your cooperation in this regard will be greatly appreciated.

# BILLING & CANCELLATION POLICY

If you are unable to keep an appointment for any reason, please notify the Stepping Stones Front Office one day prior to the scheduled session as noted below:

## Policy during academic year hours:

<u><i>For appointments on:</i></u>	<u><i>Please call or leave a voice message by:</i></u>
Monday	6:00 pm on Sunday
Tuesday through Friday	8:30 pm the day before
Saturday morning	6:00 pm on Friday

## Policy during summer hours:

<u><i>For appointments on:</i></u>	<u><i>Please call or leave a voice message by:</i></u>
Monday	6:00 pm on Sunday
Tuesday through Thursday	6:00 pm the day before

Our voice mail system can be accessed 24 hours a day for your convenience. Out of respect for the teacher's commitment to each child's established appointment, sessions that are not canceled in keeping with this policy, including same-day cancellations and missed appointments, will be charged the full amount of the session.

Since there is a high correlation between regular attendance and improved academic performance, we strongly encourage you to reschedule any appointments that need to be canceled. Every attempt will be made to accommodate your request. During the regular school year one session each month can be canceled and not rescheduled. Any other appointments during the month that are canceled and not rescheduled will be charged.

# AN EXPLANATION OF OUR BILLING POLICIES

We strive to maintain the very highest standards for our services. Our Billing & Cancellation Policy is designed to reinforce these goals. In order for tutoring to be effective, regular attendance on the part of our clients is vital. This policy also reflects our desire for fairness to both the clients we serve and our staff. We have made a commitment to our teachers, who plan their schedules, make lesson plans for their students, and base their budgets on their agreed-upon tutoring schedules. We appreciate your understanding and adherence to the cancellation policy. If you need to cancel a session, we will always try to reschedule it for you at a mutually agreed upon time during the week.

***Illness/Emergency:*** If your student misses or cancels an appointment on the same day (“late cancel”), we will charge for the appointment as stated in our policy. If we are able to fill a “late canceled” appointment, we will notify you and waive the fee for the session. If we cannot fill the appointment, you will be charged, so that the teacher can be paid.

# GENERAL INFORMATION

Stepping Stones strives to enrich the learning experience, encourage personal responsibility and develop stronger self-confidence for all of our students. We sincerely hope that your child will experience growth academically as well as personally during our time together. As you begin our program, we would like to familiarize you with our business practices in order to serve you and our student(s) to the best of our ability.

## **OFFICE HOURS**

Our regular office hours are Monday through Thursday from 1:00 – 9:30 pm, Fridays from 1:00 – 6:30 pm and Saturdays from 9:00 am – 1:00 pm (Sundays by appointment only). Please note that our voice mail system is available 24 hours a day, so feel free to leave a message at any time. If you call and are connected to voice mail during regular office hours, it is because we are on the other line or we are conferencing with a parent, teacher or student. Please leave a message, and we will call you back as quickly as possible. Schedule changes can be made with the Front Office either in person or by telephone only.

## **ATTENDANCE**

Student attendance should be regular in order for us to provide an effective program. In fact, we have found that a student's progress directly correlates with his/her regular attendance. Once your child's schedule has been established, please encourage your student to arrive promptly and attend consistently.

## **COMMUNICATION**

Even though our primary time commitment is with your child, communication with parents is a high priority at Stepping Stones. Our administrative staff is always available to discuss any concerns you may have. Please feel free to contact us at any time. We encourage ongoing dialogue between parents and teachers. We also welcome input from your child's classroom teacher, counselor, principal/head of school or any other professional who works with him/her. If you would like us to receive input from your child's current teacher(s), please sign a release with the Front Office and we will be in contact with him or her.

## **ETHICAL CONDUCT**

In order to maintain the highest standards of professional ethics and ensure student/teacher safety, our teachers only tutor at Stepping Stones. They do not tutor privately or through other agencies. We appreciate your respect for this professional boundary. Additionally, several of our tutors teach at local public or private schools. We do not assign students to tutors who teach at their schools.

## **YOUR CHILD'S SAFETY**

We are fortunate to have ample parking at Stepping Stones. However, during peak hours you may occasionally find that all spaces in front of the office are taken. Additional parking is available in the lot north of the office and on Ridgeway Road. If you are dropping off or picking up your child, please proceed slowly and with all due caution since we do have a number of young students who either walk or ride bikes to and from Stepping Stones.

## **EARTHQUAKE/EMERGENCY PREPAREDNESS**

In case of an earthquake or other emergency, Stepping Stones will be following procedures which are probably familiar to your child since they parallel training generally given in the schools. Your Stepping Stones teacher will review these procedures with your child during his/her first session and from time to time during the year. In case of a major earthquake, we will assume that middle and senior high school students who normally walk, bicycle or drive to Stepping Stones may be released on their own recognizance. Younger students who are normally dropped off will remain in the care of the Stepping Stones staff until you or your representative is able to pick them up. Emergency supplies are maintained which enable our staff to administer minimal first aid.



# FREQUENTLY ASKED QUESTIONS

## **How are appointments scheduled?**

To schedule an appointment, simply call us at 626.449.5986. If you are connected to our voicemail system, leave a detailed message about your scheduling needs and someone will promptly return your call. Our voicemail system is the most reliable way for you to communicate with us because it is available during and after business hours. The directors regularly monitor voicemail, even when the office is closed. Schedule changes can be made with the Front Office either in person or by telephone only.

## **What is the expectation about attendance?**

Following our initial discussion about your schedule needs, we will offer an appointment time that accommodates your request to the best of our ability. After a regular weekly appointment is agreed upon, we expect the student to attend consistently each week. Each student's appointment time is his/hers until the parent tells us the service is no longer needed.

## **How do I change or cancel an appointment if my child has a conflict?**

Call us on the phone or drop by the Front Office as soon as you know that you will need to cancel a session. We will make every effort to reschedule the session. All scheduling requests need to be communicated directly with the Front Office in keeping with the cancellation policy. While it is a courtesy to let the tutor know your plans, we ask that you always notify an administrator. Families are discouraged from using email to communicate schedule needs or changes, due to unanticipated interruptions to our telecommunications network.

## **What if my student arrives late for his/her appointment?**

The teacher will work with your student for the remaining portion of his/her scheduled appointment. We very much appreciate a phone call to let us know you are running late. We carefully monitor the phones and will expedite your message to the teacher.

## **What about emergencies - for example, my child comes home from school sick, suffers an injury after school or we have a family medical emergency?**

If we are able to fill the appointment time with another student, you will be notified and the "late cancel" fee may be waived. If the appointment cannot be filled, you will be charged so that the teacher can be paid. Under extreme emergencies, the directors will give consideration to your circumstances, and if appropriate, the fee may be waived.

## **Do holidays or school vacation count toward the "one cancellation per month" allotment?**

No, cancellations for holidays or school trips made in keeping with the policy are not included in the "one per month" guideline. When you communicate your schedule change in advance, you allow us the opportunity to reschedule your session to another time or make other arrangements that will keep the tutors' schedule filled.

## **What if my student's tutor is sick or late for an appointment?**

If a tutor is not able to work due to illness, we will try to reach you as soon as possible. We will offer a rescheduled appointment or make arrangements for a substitute teacher if one is available. If a tutor arrives late for a session, you are only charged for the time your student works with the tutor. If possible, the tutor will make up any missed time.

# FREQUENTLY ASKED QUESTIONS

## **How is a “late canceled” appointment handled?**

If an appointment is canceled outside of the Billing & Cancellation Policy guidelines (i.e. a same day cancellation), it is considered a “late cancel” and you will be billed the full amount of the session so the teacher can be paid. If we are able to fill the appointment with another student, you will be notified and the “late cancel” fee may be waived.

## **How is a “missed” appointment handled?**

If a student does not arrive within five to ten minutes of the scheduled appointment time, the tutor will attempt to contact the parent/guardian or the student. If the tutor cannot reach anyone, he/she will attempt to leave a message at one of the telephone numbers you have provided. Missed appointments will be charged the full amount of the session.

## **Can a student make up a missed or “late canceled” appointment?**

If the tutor has an available appointment time, we will gladly schedule an additional session. You will be charged for both the missed/late canceled session and the additional session.

## **Can we schedule an extra session in addition to the regularly scheduled weekly appointment?**

We frequently schedule “one-time only” appointments for regular Stepping Stones’ students. You may give us a call or stop by the Front Office and let us know your needs. If the student’s regular tutor is able to accommodate your request in the subject area needed, an extra session will be scheduled. If not, the extra session will be scheduled with another tutor who has the expertise to assist the student. The cancellation policy for extra sessions is the same as for regular appointments. In consideration of the tutors, extra sessions that are “late canceled” will be charged whether the session is rescheduled or not.

## **What about school holidays and vacations?**

Stepping Stones is open throughout the school year and during the summer.

## **Our center is closed on the following holidays:**

Labor Day Weekend - September 5th - 7th (Saturday - Monday)  
Thanksgiving Holiday - November 26th, 27th, and 28th (Thursday - Saturday)  
Christmas Holiday - December 23rd- January 2nd  
Independence Day - July 4<sup>th</sup>

Our center is open on all other holidays, including Columbus Day (October), Veteran’s Day (November), Martin Luther King, Jr. Day (January), Presidents’ Day (February), and Memorial Day (May).

*We will anticipate seeing your child for his/her regularly scheduled appointment on these days. If your child does not plan to come in on one of the holidays we are open, please be sure to call or stop by the Front Office. If you need to cancel a session, we will always try to reschedule it for you at a mutually agreed upon time during the week.*

# PROGRAMS

## **SAT PREPARATION COURSE**

Our unique SAT Preparation Course is designed to help high school students become more self-confident and better-prepared for the important SAT test. Our unique course is completely individualized based on an initial diagnostic SAT. Because we offer private sessions instead of group classes, experienced teachers work directly with students on skills needed to raise SAT scores and on each student's most effective test-taking strategies. Students will use their time more efficiently without having to sit through instruction on material they already know. Stepping Stones' seven-week preparation course begins with a diagnostic SAT. Each student comes to our center twice a week for additional practice tests and individual one-hour long sessions.

## **ACT, PSAT/NMQST AND INDEPENDENT SCHOOL TEST PREPARATION**

These test preparation programs are also available as completely individualized courses designed based on the needs of students after taking an initial diagnostic test. We work with each student to help him/her successfully prepare for tests such as the PSAT and ACT as well as for independent school tests like the HSPT, ISEE and SSAT as he/she embarks on the admissions process.

## **SUMMER PROGRAM**

One-to-one tutoring programs are offered throughout the summer. Sessions are individually tailored to meet the needs of our students and flexible scheduling is available.

In addition to tutoring in all regular subjects, a program focusing on skills development, enrichment and/or remediation is offered during the summer months. Programs in reading, math, science, writing, foreign languages, and study skills are always available. Registration begins in the spring of each year.

## **STUDY HALL**

The Study Hall program offers a supervised, safe, distraction-free environment so students can get their homework done efficiently. A Stepping Stones tutor will be available to answer homework questions, and help students get organized and stay on track. Study Hall is a great option for students before or after their one-to-one sessions at Stepping Stones to continue working independently in a quiet, focused environment and put to practice the skills they are learning from their tutor.

# YOUR NOTES

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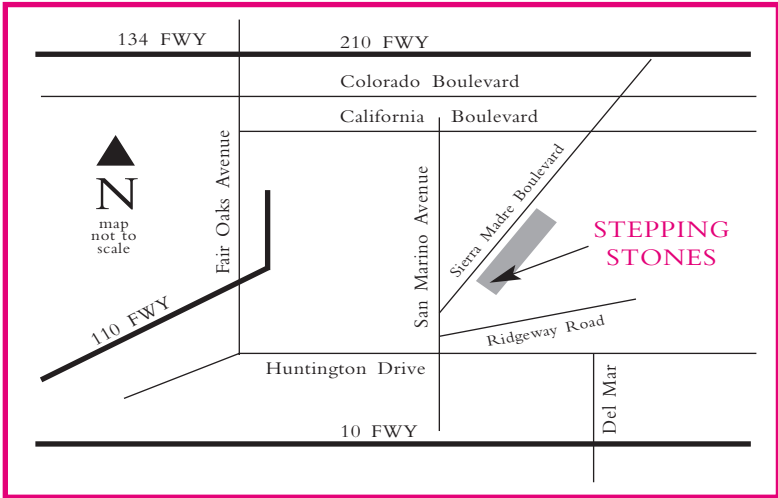
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# Enriching Lives One Student At A Time

Stepping Stones to Learning  
2233 Huntington Drive, Suite 1  
San Marino, California 91108  
T: 626.449.5986  
F: 626.449.6255  
E: email@steppingstones.net  
W : www.steppingstones.net



Academic Year Hours:  
Monday-Thursday: 1:00pm–9:30pm  
Friday: 1:00pm–6:30pm Saturday: 9:00am–1:00pm

Summer Hours:  
Monday-Thursday: 9:30am–7:00pm  
Friday and Saturday by appointment



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Review us on

