

On-Track Tutoring



Client Handbook

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On-Track is proud to be an Accredited Business with an A+ Rating from the Better Business Bureau, a member of the Educational Industry Association, and a member of the National Tutoring Association.



WELCOME!

Thank you for choosing On-Track to help educate your child. We look forward to working with your family!

TO REACH THE ON-TRACK OFFICE:

call: (480) 563-5588 **fax:** (480) 563-4112

or visit: www.ontracktutoring.com

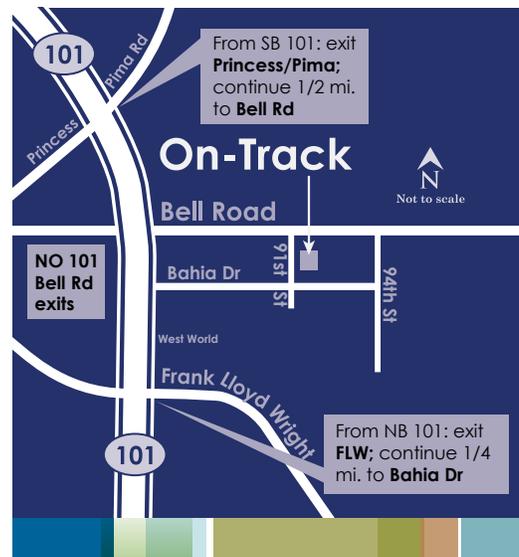
OFFICE STAFF HOURS:

Mon-Thurs: 8:30 a.m. – 5:00 p.m.

Friday: 8:30 a.m. – 4:00 p.m.

OFFICE LOCATION:

16641 N 91st St, Scottsdale, Arizona 85260



Supporting students of all abilities.

On-Track's Services



On-Track provides **exceptional academic tutors and mentors** who maintain high standards of excellence and professionalism. We aim to inspire a **passion for learning** and to encourage students to develop a sense of **academic independence, responsibility, dedication** and **self-discipline**.

We believe that when students are given the **tools to build confidence and knowledge**, they can achieve academic success. Our mission is to **empower students of all abilities to discover their strengths and achieve results**. We strive to meet this goal through a variety of services:

One-on-One Academic Tutoring

An entirely different approach to tutoring for students of all abilities. Stressing concepts as well as skills, we provide completely customized tutoring at all levels. Home- and site-based tutoring is available for specific subjects as well as in the following areas:

Kindergarten & Reading Readiness *Phonics, emergent writing skills, early math & problem-solving skills*

Specialized Multisensory Reading *Hands-on learning using Lindamood-Bell® & Wilson Reading/Language®*

Special Education Tutoring *Experience, certified special education teachers for students with IEPs or 504 plans*

Homeschooling & Correspondence Course Support *Partnered with renowned, accredited programs*

Standardized Test Prep SAT/ACT, HSPT, AP Exams

Focusing on subject content as well as effective test-taking strategies. A comprehensive, individualized approach to standardized test preparation, we offer only one-on-one prep, ensuring the attention and personalized plan necessary for test success.

The Writing Institute™

The fundamental and advanced elements of writing. This one-of-a-kind program teaches the complex process of writing through state-of-the-art methods and curriculum. Tailored, strategy-based lessons empower students with a greater understanding of how to improve their writing. **The Writing Institute™** can help struggling students at any level learn to be confident, skilled writers. *(Available during the summer months.)*

The Jones-Gordon School, formerly known as On-Track Academy

Each child is unique, just like our private day school. JGS was designed for bright, capable students who have learning challenges, attention deficits (ADD or ADHD), anxiety disorders, twice exceptionalities, or who simply need the flexible schedules and one-on-one support that we provide. We strive to cultivate each student's love of learning through differentiated instruction, multisensory teaching methods, and experiential curriculum. Our structured, nurturing environment and team of top-notch, caring teachers enable students to thrive!

Strategic Connections™: Executive Function (ADHD) Skills Training

Strategies to build connections between learning, remembering, and executing. Essential for children with ADD/ADHD, specific learning difficulties, or who simply lack critical executive function (EF) skills. Personalized home and school organizational systems are included in our exclusive, one-on-one mentoring program. Each student's training begins with assessment of current skills and includes individualized strategies in areas such as goal setting, planning, organization, time management, test-taking, note-taking, reading comprehension, metacognitive thinking and written expression.

Summer Programs

Catch up, get ahead, or stay "on-track" over the summer. We provide a variety of summer learning opportunities to kids of all ages and abilities.



On-Track **FAQs** *Answers to our most commonly asked questions*

Q: How do I know if my child will benefit from tutoring?

A: If your child is lacking in self-confidence when it comes to school or struggles in one or more academic areas, tutoring can help. On-Track is unique in that we offer primarily one-on-one tutoring services. If your child is easily distracted, appears disorganized or has difficulty passing tests, On-Track's individualized tutoring approach may be most effective in helping your child achieve academically.

Q: What kind of results can we expect?

A: Strategies taught during tutoring sessions must be used repeatedly to develop new habits and routines. Students who are diligent about using the new strategies will see faster, global outcomes resulting in improved test scores and grades. It is important to remember that the tutor-student-parent team should always work in conjunction to ensure the best results.

Q: What is an appropriate tutoring location?

A: The most appropriate tutoring location depends on the child. Tutoring should always be conducted in a quiet place with supplies and resources readily available. If the home environment is too distracting, tutoring can take place at a library, bookstore, or at our facility.

Q: How should we prepare for our first tutoring session? For subsequent sessions?

A: Home-based clients need to prepare a place for tutoring that is free from interruptions. A home office or dining area is often ideal. Students should be prepared at EACH session with an assignment calendar, all textbooks, and notebooks/binders. Being unprepared for sessions = incomplete tutoring sessions.

Q: Do I need to be home when my child receives in-home tutoring?

A: Yes. In order to build the most effective tutoring team, your participation is key.

Q: Is it okay to ask my tutor to drive my student to an appointment following tutoring sessions?

A: No. Tutors are never to transport your child.

Q: What is On-Track's homework philosophy?

A: Homework should be manageable and not take an excessive amount of time for completion; rather, it is an opportunity for practice and enrichment. **While tutors may utilize homework as a springboard for in-depth teaching opportunities, it should never be the central focus of the tutoring session.** In short, homework completion is **not** tutoring. Rather, teaching strategies to optimize learning **is** tutoring. Tutoring will guide students to independent learning and enable them to achieve academic success.

Q: Do you do background checks on your tutors?

A: Yes. Every tutor is background checked and/or has a valid state-issued Fingerprint Clearance Card.

Q: How can I schedule additional sessions with our tutor?

A: All scheduling-related questions or changes are made directly with your tutor. If you discover that you need a tutor for another subject, please contact the office and we will match your child with an additional tutor. In this case, we will ensure that tutors are working together toward your child's goals.

Q: What if we need to cancel a session?

A: Our tutors require 24-hours notice of cancellations; otherwise, the session will be billed at the regular hourly rate. Cancellations must be made directly with your tutor, NOT the office. Tutors will do everything they can to reschedule cancelled tutoring sessions.

Q: What services do you provide in addition to tutoring?

A: On-Track offers a full-spectrum of educational support services, including: kindergarten and reading readiness; specialized, multisensory reading and writing programs; individualized test prep (SAT/ACT); Executive Function (ADD/ADHD) Skills Training; and a private day school for elementary through high school students with learning differences.



On-Track's Leadership

DANA STEMPIL HERZBERG, MEd, PRESIDENT/CEO

Dedicated to meeting the needs of students of all abilities, Dana is a recognized expert in educating and mentoring students with ADHD and learning differences. Dana earned a master's degree, Summa Cum Laude, in Curriculum and Instruction, with a focus on brain-based learning, twice exceptionality and multisensory curriculum from ASU, where she also graduated Summa Cum Laude with a bachelor's in Special Education.

Dana founded On-Track Tutoring, and later On-Track Academy (now called The Jones-Gordon School), with the vision of helping students of all abilities to achieve academic success. Able to overcome her own learning challenges and to recognize her potential through strategic learning approaches and the help of excellent tutors, it is her aspiration that the On-Track tutors and teachers provide the same high-caliber support to individuals struggling at any level.

Administrative Office Staff

KAREN KAPLAN, BA

TUTORING COORDINATOR

(480) 563-5588 ext. 1005

karen@ontracktutoring.com

SUELYNN JAROCH, BA, MA

TUTORING PLACEMENTS

(480) 563-5588 ext. 1008

suelynn@ontracktutoring.com

HEATHER PRANITIS, BA

BILLING & MANAGEMENT

(480) 563-5588 ext. 1000

heather@ontracktutoring.com

SHARI SCHWARTZ, BFA

OPERATIONS, COMMUNICATIONS

(480) 563-5588 ext. 1004

shari@ontracktutoring.com

Team Building with On-Track

In order to get the most from tutoring, it is critical that each member of the team understands his or her role and takes an active part in the process.

On-Track Administration Office: *Our Role*

Establishing an effective team is the first step in the process of building a successful student/parent/tutor relationship. The information you share with us serves as the cornerstone of this team. In order to make the best placement, we need a thorough understanding of your child's background, personality and academic needs. Pertinent information also includes: educational or psychological testing results, current medications, previous tutoring experiences, past report card grades/conference results.

MAKING THE MATCH We aim to match your child with the right tutor as quickly as possible without compromising the integrity of the match. This process typically takes **two to three business days**, but depending on circumstances, can take as long as **two weeks**. We have found that early intervention and ongoing support have the highest level of success. **Please note: NEW clients MUST have completed registration forms to us before the tutoring placement process can begin.**

FOLLOW-UP Follow-up ensures that the tutoring relationship is both positive and effective. Following each month's sessions, a progress report from your tutor is available to you. In addition, we maintain communication through emails, newsletters, and phone calls. Please communicate your desire for additional follow-up or on-going contact and support. We are always willing to be of assistance!

STUDENT PRIVACY & CONFIDENTIALITY Privacy and confidentiality is maintained at all times. A student's identity and academic issues will not be discussed with anyone unless such communication is necessary to assist the student (e.g., tutor substitutions). It is On-Track's policy to respect parents' wishes regarding school involvement. Therefore, tutors will NOT communicate with a student's teachers or other school personnel unless parents have given express written permission via a Release of Information form (available from the office).



On-Track Tutors: *Their Role*

Our exceptional tutors are qualified professionals whose skills and teaching abilities make them outstanding instructors. The diversity of their talents gives the team an unparalleled edge. Each tutor has an extensive educational background in his or her areas of expertise, and also has the advantage of using these skills in everyday work—whether they are engineers, educators, speech pathologists, or college students. Moreover, each tutor shares our enthusiasm for inspiring a passion for learning and growth! **Your tutor will:**

- utilize a **“whole student”** approach in which he/she strives to create a self-disciplined, organized, independent, responsible student.
- maintain **open communication** at all times. This communication includes parent and student, and can extend to teachers, counselors, etc., if requested.
- be sensitive to the student's learning style and will **individualize instruction** in order to promote a thorough understanding of the subject matter.
- maintain **consistency** in both scheduling and teaching practices.
- hold the student **accountable** for his/her own academic success.
- **evaluate the progress** of the student on an ongoing basis and will modify approaches as necessary.
- maintain a **professional yet relaxed atmosphere** in which the student will be comfortable and open to learning.
- consistently preserve the **privacy and confidentiality** of the student and of the tutoring relationship.

Students: *Their Role*

As the center of the tutoring relationship, the student has a crucial role to play. In order for this type of relationship to be effective, the student **must commit** to being an active member of the team.

Preparing for the Tutoring Sessions

- The student must be responsible for **taking notes** in class, bringing them to the tutoring session, and communicating teacher expectations to the tutor.
- The student must **bring home** all **necessary materials** including binders with returned papers, tests and quizzes, textbooks, assignment calendars, assignment specifications, and other necessary resources.
- The student should **prepare any questions, problems or concerns** related to class discussion or homework **PRIOR** to the tutor's arrival.
- The student should be **organized** and have all **materials available** during the session.
- The student should provide the tutor with progress reports, quiz, exam and report card grades, comments from teachers, and any other **evaluative material**.

Staying On-Track

The student will be held responsible for:

- using his/her **assignment calendar/agenda**.
- consistently **completing all homework**.
- maintaining a **list of difficulties** encountered while completing any assignment between tutoring sessions.
- maintaining an **organized notebook** in which he/she can easily find pertinent papers.
- completing any **tasks** requested by the tutor.
- **requesting additional help** from the tutor and/or teacher(s) as necessary.



Parents & Guardians: *Your Role*

COMMUNICATION WITH THE ON-TRACK OFFICE

Evaluation System

Our evaluation system is based on the premise that improvement is an ongoing process. An important part of a successful match is your feedback. On-Track employs an online system of evaluation that helps us to continually improve. Log onto: www.ontracktutoring.com/parenteval.html to fill out the evaluation anytime.

Problems and Concerns

Because problems cannot be corrected unless known, please do not hesitate to call the office whenever you have a problem, concern, or suggestion. At On-Track, the success of our students is our first priority.

Success Stories

Hearing about successes is just as important as being aware of challenges. Sharing stories of achievement allows us to encourage tutors and to share their successful techniques with their On-Track colleagues!

COMMUNICATION WITH YOUR TUTOR

Setting Goals: *The Foundation of the Team*

It is important to set attainable goals from the start of the tutoring relationship. Ideally, this process should be a team effort that includes the parent(s), student, and tutor. Frequent communication and continued re-evaluation of goals provide the structure necessary to help the student succeed.

Here are some suggestions for the goal-setting process:

- Begin with small goals and strive for larger ones while maintaining **realistic expectations**.
- Focus attention on the **student's strengths** as an avenue toward **improving** any **weaknesses**.
- Encourage working to the **best of one's ability** as opposed to working toward perfection.

Setting a Schedule: *Maintaining Consistency*

- Maintaining a consistent session date and time is crucial. **Consistency in schedule and in expectations** help lead the student toward academic independence.
- Our tutors try to be as flexible as possible with scheduling. Should you have additional tutoring needs, please give your tutor enough **notice** so that he/she can make the necessary scheduling arrangements. Additionally, remember to discuss and plan ahead for upcoming vacations or scheduling conflicts.
- School breaks can be a great time for **review, maintenance, enrichment, or getting ahead**. Be sure to discuss with your tutor his or her recommendations for tutoring during these time periods.

Getting the Most from Tutoring: *Maintaining an Effective Team*

- Continually discuss the student's **progress toward achieving goals**. Based on the student's progress, discuss with the tutor any necessary modifications of goals or methods.
- Be sure to **update the tutor** with any teaching strategies that have proven effective in the learning process. Freely discuss problems or concerns that need remediation. Remember that problems can only be corrected if they are known!
- Continually **assess the need for changes** in frequency or amount of tutoring. Because we believe that tutor dependency is detrimental to the student, our tutors monitor the student's progress and encourage the gradual reduction of tutoring sessions as the student becomes ready. If the tutor feels that increased tutoring is required to effectively reach a student's goals, it is our policy to alert parents so that they can make an informed decision regarding their child's education.
- Share with your child's tutor the results of report cards, parent/teacher conferences, and/or the need for communication with teachers.

