

## General Conduct and Etiquette

Congratulations! You have taken a very important step on your journey to becoming a physician. The MCAT is a very difficult test that takes significant study, dedication and hard work to master. It is my goal to help guide you through this process and educate you on important topics and strategies to succeed on this test. That being said, I am not your physics instructor, organic chemistry TA or any other professional in these fields. I am someone who has done very well on my MCAT, was accepted into medical school, and who has significant experience teaching these materials. You may find that throughout our time together I may not have all the answers, or I may push you to find the answers for yourself.

First and foremost you and I must be dedicated to our study plan. The plan is put into place in our very first session and is dictated by your needs. Think of our time together like a college course, you must do your homework and show up on time to be successful. If you get a little behind, that is fine and to be expected but consistently showing up for lessons unprepared or constantly cancelling sessions is a sure fire way to guarantee a poor result, in addition to a waste of your tutoring time.

Finally, communication is key for a good student/tutor relationship. I promise to always tell you exactly how you are doing and how you are advancing regardless of whether or not it is positive. My goal is for you to get into medical school and sometimes tough love is the route to go. I want you to always feel comfortable sharing your feelings and opinions with me in the same way, if things are not going the way you want let me know! If you are feeling extremely stressed, let me know! I have taken extensive courses in stress management and study techniques and I'm here to help.

## Necessary Internet connection and applications

Tutoring sessions are done online and therefore require a stable wired internet connection. I recommend you to a speed test analysis, anything that is performing under 10mbps may not be suitable and result in lag time for our sessions. Wifi at public locations is not sufficient enough for tutoring sessions. If there are internet connectivity problems it will result in loss of scheduled time. Additionally you will need to have the newest version of Skype and Flash downloaded to your computer to partake in our sessions and use of online whiteboard.

## Payment Plan Policy as of 4/1/2018

All payments are due at the originally signed contract dates regardless of rescheduling on the students end. If the student is late on a payment then they forfeit their right to a refund to any hours already paid for and lose their assigned slots until payment is received. If your payment is more than five days late then your contract will be ended.

## Rescheduling Policy as of 4/1/2018

Any notice of rescheduling must be given within 24 hours of the scheduled session. Any movement or change within 24 hours will be at the discretion of myself, and with very few exceptions will result in a loss of those scheduled hours. For students on a payment plan, movement or rescheduling that results in a change in scheduled hours will not affect the originally scheduled payment dates.

Any rescheduling made on my part either last minute or otherwise will be done only in extreme situations. Under these circumstances you are entitled to the hours lost and everything will be done to accommodate you in rescheduling this session as soon as possible. In the event we are unable to find a time to reschedule these tutoring hours will be refunded to you.

#### Refund Policy as of 4/1/2018

##### For Paid in Full students:

Notice of cancellation of remaining sessions must be given via email. The student will still be responsible for payment of all sessions within two weeks of cancellation or the next two sessions, whichever comes last (i.e if the student meets twice a week with me they will be responsible for payment for four or more sessions within the two week period, if the student meets every two weeks or less they will be responsible for their next two sessions). Every attempt will be made by Rebecca to fill your time slots within the next two weeks, if she is able to fill these spots a refund of 50% for every spot filled will be applied.

If the student has been given a discounted rate and terminates their initial scheduled agreement before 75% of the scheduled hours have been completed they will be charged the full tutoring rate for every hour completed (\$100 per hour as of 4/1/2018).

Refunds will be returned to the student within two weeks of the notice date unless other accommodations are made in writing via email.

##### For Payment Plan students:

Notice of cancellation of remaining sessions must be given via email. If the student is current on their payments then please refer to the paid in full agreement. If the student is not current on their payments and cancels without payment then they lose the right to any refund for scheduled sessions.

#### Notice of Disclosure:

I have read the following policies and agree to follow them.

Print: \_\_\_\_\_

Sign: \_\_\_\_\_

Date: \_\_\_\_\_