

5 Auburn Street, Framingham, MA 01701  
Phone 508-283-1355 ● Fax 508-872-8911  
[www.MetroWestSchool.com](http://www.MetroWestSchool.com)

# **RSM-MetroWest PARENT HANDBOOK**

Updated September 2015

**In this Document:**

|  |           |
|--|-----------|
| <b><u>1. Application Process</u></b>                       | <b>3</b>  |
| <b><u>2. Placement</u></b>                                 | <b>3</b>  |
| <b><u>3. Tuition</u></b>                                   | <b>3</b>  |
| <b><u>4. Before School Starts</u></b>                      | <b>4</b>  |
| <b><u>5. Parking</u></b>                                   | <b>5</b>  |
| <b><u>6. Drop-off and Pick-up</u></b>                      | <b>6</b>  |
| <b><u>7. Allergies and food</u></b>                        | <b>6</b>  |
| <b><u>8. Homework Expectations</u></b>                     | <b>7</b>  |
| <b><u>9. Homework Help</u></b>                             | <b>7</b>  |
| <b><u>10. Make-up Classes</u></b>                          | <b>7</b>  |
| <b><u>11. Assessment and progress reports</u></b>          | <b>8</b>  |
| <b><u>12. Weather Cancellations</u></b>                    | <b>8</b>  |
| <b><u>13. Parent Waiting Areas</u></b>                     | <b>9</b>  |
| <b><u>14. Communications from RSM-MetroWest to you</u></b> | <b>9</b>  |
| <b><u>15. If you need to contact MWSM</u></b>              | <b>10</b> |
| <b><u>16. School Hours</u></b>                             | <b>10</b> |

## Application Process

We have rolling admissions, and accept new students throughout the academic year and for summer school.

Fill out an application on our website. Go to [www.MetroWestSchool.com](http://www.MetroWestSchool.com) and click Online Application.

For returning students, we need a new application form every school term.

For siblings: If you are signing up several children, please note that you need to submit a RSM-MetroWest application **separately** for each student.

Your Smart account will be set up (or updated in the case of returning families) automatically.

Please fill in all fields. We are committed to keeping the children at RSM-MetroWest safe.

Parents' contact info and the student's' allergies and health conditions are important data which help us prevent and handle potential emergency health situations.

## Placement

All new students older than first grade are required to take a placement test before enrolling in a particular class. Please email the office at [info@MetroWestSchool.com](mailto:info@MetroWestSchool.com) or call at 508-283-1355 to schedule a test for your child.

New students should fill out an application (see above) upon arriving for the test, even if they are not sure they will register. There is no commitment in filling out the application.

Once evaluated, our teachers will notify you with the appropriate class(es) your child should enroll in.

For a September admission, children in Kindergarten or 1st grade can enroll in a Kids & Numbers or Beginners' Level 1 class, respectively, without an evaluation. If you would like your child assessed for admission to a more advanced Level 1 class, this would require an evaluation. Please use our online sign-up form for evaluations located on the homepage of our website. Students in kindergarten who are joining our school after October 1st should arrange for a trial class in an ongoing Kids & Numbers class prior to enrolling.

## Tuition

All payments for math classes are made through Smart Tuition. Once your child is enrolled in our school, an account will be set up with Smart Tuition. Upon notification that your account is ready, you can log in and submit your payment preferences.

If you are registering for the regular full year program, you must pay the **nonrefundable** registration fee of \$100. If you are registering mid-year, the registration fee is \$80 for registrations after January 1<sup>st</sup>, and \$40 for registrations after April 1<sup>st</sup>. It is in your interest to pay this as soon as possible. Students without paid registration fees are not guaranteed a seat in their class. If your seat is assigned to another registered student we will do our best to find the next best match, however we cannot guarantee it will be on the same day and/or time.

The deadline for the first tuition payment for all annual, semi-annual, or monthly payment plans is August 1<sup>st</sup>. Prior to August 1<sup>st</sup>, only the registration fee of \$100 is due to hold the seat. However, those applying to school mid-year should pay the registration fee plus the first payment as soon as practical to hold the seat you want, as your seat is not guaranteed until payment is received.

### Details of mid-year enrollment "catch up" payment for monthly payment plans:

For students who attend the full school year, the first payment for a 9-installment "monthly" plan is due on August 1st, and the last one is due on April 1st. When a student joins us after the start of the school year, we expect the payment to "catch up" with the regular schedule, but we do subtract the cost of missed classes. When computing the amount owed, we begin with the total payment that every other student in that class and on the monthly payment plan has already paid, and then subtract the cost of the classes that the new student did not attend. The following charges are, therefore, due upon registration:

- 1) Registration fee of \$100
- 2) Convenience fee for the monthly payment plan of \$45
- 3) Payments to cover the monthly charge for past months, minus the cost of all classes that the new student did not attend. After this "catch up" payment, the next, regular monthly payment is due on the first of the next month. The last payment is due on April 1st. This is when the last payment of the year is made by all our students.

**Details of mid-year enrollment "catch up" payment for semi-annual payment plans:**

The approach to determine the amount due is the same as outlined above. When a student joins us after the start of the school year, we expect the payment to "catch up" with the regular schedule, but we do subtract the cost of missed classes. When computing the amount owed, we begin with the total payment that every other student in that class and on the semi-annual payment plan has already paid, and then subtract the cost of the classes that the new student did not attend. The following charges are, therefore, due upon registration:

- 1) Registration fee of \$100
- 2) Payments to cover the charge for past months, minus the cost of all classes that the new student did not attend. After this "catch up" payment, the next, and final, regular payment is due on January 1st.

**Summer classes** should be paid upon registering. There is no registration fee for summer school.

For short-term classes like Chess and writing, please pay by check at the RSM-MetroWest office.

Complimentary services, such as homework help and math competition prep classes, are only available to our families whose accounts are currently paid. If your Smart tuition account has a balance overdue, these free services will not be available until the account is paid and up to date.

**Financial Aid Policy**

For our families who have difficulty paying for classes, we do offer a limited number of partial scholarships every year. These are made available at the sole discretion of the Managing Director.

Our ability to provide financial aid is subject to the financial state of the company, and therefore financial aid cannot be guaranteed regardless of specific financial or other circumstances of the applicant. When making financial decisions we consider a number of criteria:

- Specific financial circumstances of the student's family.
- The time the student has been with RSM-METROWEST; given similar financial circumstances we give priority to students who have been with the program longer.

- Attendance history of the child.
- Payment history of the family prior to application for financial aid.

**Note that we do not provide financial aid to new students.** The minimal requirement for financial aid is for the student to have been with RSM-METROWEST for one full year. Financial Aid Applications will only be considered for students who are registered for the year for which Financial Aid is requested.

### Separation Policy

1. Parents can terminate a student's enrollment at any time for any reason from any of our year-long classes. **A one month written notice of termination is required, and the parents are responsible for one month payment after the written cancellation notice is received.** The school will refund any unused portion of the tuition payment after that. However, the registration fee is not refundable.
2. The "one month any time cancellation notice" policy does not apply to the following "short session" classes:
  - All Summer school classes. Payment for the summer school is not refundable after two weeks before the first day of the school. See **Summer School policies on our website for detail.**
  - Any of the special 15-session classes such as Chess. A two-week advance cancellation notice is required for a full refund before the first class starts. No refunds are issued if a withdrawal notice is received after two weeks before the first class date.
3. The school can terminate a student's enrollment at any time for one of the following reasons:
  - **The student's behavior** in the class is found to be consistently disruptive and inappropriate for a classroom and the student does not respond to teacher's requests and warnings to alter such behavior. Parents will be informed of any incidents of disruptive or inappropriate behavior.
  - **The tuition payment is more than one month overdue.**

In case of student termination initiated by the school any unused portion of the tuition will be refunded; however the registration fee is not refundable.

**Before School Starts**

You should have received or should expect to receive a letter from your teacher with introductions, teacher contact info and a list of supplies before the school starts. You should have received an email message from the office with the confirmation of your child's class day and time.

Please make sure that your payment is up to date. The first semester tuition deadline for monthly, annual, or semi-annual payment plans is August 1<sup>st</sup>.

**Parking**

While there is ample parking available at the school parking lot to the east side of the building, it can be quite crowded at pick-up and drop off time. Please allow several minutes to park.

Please enter the parking lot through the East entrance (watch for the ENTER sign) and exit through the West exit.

Please do not block traffic.

***Never stop for pick-up and drop-off on Auburn Street.***

Never allow your children to walk on the parking lot unattended.

**Drop-off and Pick-up**

At drop-off time, please take your children directly to the classroom and wait until the class starts before leaving. We cannot be responsible for the safety of your children if left unattended before the teacher comes to class.

Please come inside the school to pick up your children after class. Be aware that your children will not be allowed to leave the school unattended.

Parents of students age 12 and older can fill out and sign a release form stating that they have permission to leave the school without adult supervision. Please click here for a form:

<http://www.metrowestschool.com/FORMS/Release%20Form%202012-13.pdf>

Children will be dismissed inside the classrooms by their individual teachers.

Please do not be late for dismissal time. Be aware that if you are late, a charge of \$1/min may be applied to your account for every minute of delayed pickup after a 5 min courtesy period. Children cannot be left unattended at school, even with older siblings.

If your child uses carpool, please email [info@MetroWestSchool.com](mailto:info@MetroWestSchool.com) and your teacher to let us know who is authorized to pick up the child.

### **Allergies and food**

We ask you to please make sure that your children are not hungry when they come to MetroWestSchool. Hungry children are tired children.

Please send a snack with your child, and a water bottle. While there is drinking water available at the school, trips to the water fountain during the class are very disruptive to the class.

Please make sure the office is aware of any allergies that your child may have. If you did not indicate allergies or any other health conditions we may need to be aware of on your application, please let us know as soon as possible by contacting [info@MetroWestSchool.com](mailto:info@MetroWestSchool.com). **We are not a nut-free school.** If your child has any serious allergic conditions, please discuss this with school administrators. We do ask the children not to share food. Please talk to your children about the importance of this rule. None of our staff are trained or licensed to administer any drugs or medical procedures, such as an Epi-Pen. If you feel that your child may need such treatment, please stay in our waiting area while your child is in class. We will call 911 in the event of any such emergencies.

Please discuss with your children the necessity to pick up food wraps and uneaten food and dispose of them in the trash bin. Children are expected to leave the classroom clean, as the next class may be starting in a few minutes.



## Homework Expectations & Missed Classes

Homework is assigned at every class with the possible exception of the days before major tests and vacations. Please make sure the homework is done and returned. If your child misses a class, please check our website: <http://www.metrowestschool.com/homework.html> for assignments. For younger grades homework will be emailed out in the event of a student's absence. For older students, a packet will be emailed only if a new packet was begun that day in class. Otherwise, check the website for specific problems that were assigned.

Missed homework will only be provided to families whose accounts are currently paid. If your Smart tuition account has a balance overdue, this free service will not be available until the account is paid and up to date.

Our policy is not to hand out classwork or homework in advance because we cannot know exactly what will be assigned. In many cases it could be easy (just Lesson X), but if the class took a test or needed more practice on a particular topic, the teacher may change the homework, or be ahead or behind by a week, and that is not always known in advance. Teachers usually plan their lessons class-by-class, and it may not be known even to the teacher what future assignments are going to be exactly. It is certainly not known to the office, and that is the underlying reason for our policy.

That said, if a teacher does know the plans and feels comfortable providing advance assignments, she may release material a week in advance if requested, so that parents can preview material with their children on vacation or during a planned absence. Parents are asked to discuss such needs directly with the teacher. For these reasons, without a direct request from the teacher, the office staff cannot provide future assignments.

If you have specific questions on the homework assignment received by your child, please contact your child's teacher. All teachers can be reached at their school address by using the format *firstname.lastname@metrowestschool.com*.

## Homework Help & Tutoring

You can certainly help the child at home. If you do so, please help with concepts and possibly discuss problems similar to the homework assignment. Try to not provide solutions to the actual problems in the homework. If you need to offer significant help, please indicate in the margins of the homework what the child was having trouble with, so the teacher is aware of a problem. Many students might have similar problems, but if everyone returns perfect homework the issue may go unnoticed.

We offer free “Homework Help” at RSM-MetroWest at least once every week. Please see the schedule and sign up here: <http://www.metrowestschool.com/homework.html>

. These special courtesy sessions are moderated by one teacher and one or more student teaching assistant(s). **Registration is required and is done online only.** To ensure that all of our students have fair access to this free service, we may limit per-child access to 4 sessions. If unreserved slots are available, children are welcome even after the limit of 4 sessions is exceeded. Please understand that Homework Help is not one-one-one tutoring: several children will share a room, with instructors taking turns working with several students. If your child needs help for more than three consecutive weeks, please ask about arranging a private tutoring to get them back on track academically, or discuss with their teacher the possibility of transferring to a less challenging class.

As a complimentary service, homework help is only available to our families whose accounts are currently paid. If your Smart tuition account has a balance overdue, this free tutoring service will not be available until the account is paid and up to date.

If you would like your child to receive private tutoring, we have several excellent tutors on staff at MetroWestSchool. Please contact the office at [info@MetroWestSchool.com](mailto:info@MetroWestSchool.com) to schedule the sessions. Note that tutoring can be arranged with a teacher or a student teaching assistant (student tutor). Specific time is subject to tutor and room availability. Please consult <http://www.metrowestschool.com/tuition.html> for rates.

## **Make-up Classes**

If your child's class is cancelled due to inclement weather, we will schedule a make-up class. We have allocated a week in late June for the snow day make-up classes (please consult [www.MetroWestSchool.com/calendar.html](http://www.MetroWestSchool.com/calendar.html))

We usually have to schedule the make-up classes for the same day and time as the original class. Therefore, if multiple weather cancellations fall on the same day of the week, we may have to schedule subsequent make-up classes during school vacations.

We do not offer make-up classes if your child misses a class that is in session. Our classes are frequently of different levels, and rarely are there two classes at exactly the same point in the curriculum due to differences in levels and scheduling. In addition, many classes are full. These issues frequently make it impractical to visit another class to catch up on missed material.

If your child misses a class, and you feel extra help is needed to catch up on the material, please feel free to take advantage of the Homework Fridays, or ask your teacher to recommend a tutoring session. The details on these are described earlier in this document.

## **Assessment and progress reports**

Twice a year, in December and May, your children will be given the so-called Director's Tests. These tests are offered by the school administration and are essentially semester exams. It is very important that your child does not miss the day of the test. Please consult [www.MetroWestSchool.com/calendar.html](http://www.MetroWestSchool.com/calendar.html) for the dates of Director's tests. If missing the test is unavoidable, please arrange to take the test home with you. We will rely on you to provide a test-like environment and ensure that the child works uninterrupted and unassisted.

You will receive two semester progress reports: one in early January after the December tests have been graded and analyzed, and one in June after the May tests.

Your teacher may also offer routine tests and quizzes.

You should feel free to contact your teacher if you have any questions about your child's performance.

## **Weather Cancellations**

In the event of school cancellations due to inclement weather, or other emergencies, RSM-MetroWest phone message (**508-283-1355**) will be updated and the cancellation notice will be posted at [www.MetroWestSchool.com](http://www.MetroWestSchool.com) by **2 PM** on weekdays and by **8 AM** on weekends. Please make sure to check the school website and/or phone before heading for the school, if the weather is uncertain.

**Please note that our cancellations may not coincide with those of Framingham School district.**

## **Parent Waiting Areas**

You are welcome to wait for your children at MetroWestSchool. There are three waiting areas available – one on the first floor, one on the second floor, and one at the top of the main stairwell.

There is free wireless access in both areas. Please check the Announcement Board for wireless instructions.

Please remember that classes are in session while you are waiting. If you have small children with you, it is your responsibility to keep the noise under control. If you need to talk on a cell phone, we ask you to please step outside.

## **Communications from RSM-MetroWest to you**

Our main means of communication is by email. It is critical that we have up-to-date email addresses in our records. Please notify us of any changes.

Please make sure to add email from MetroWestSchool.com and metrowestschool.com to your safe senders list to avoid our email being misclassified by spam filters.

We must have at least one email address. This will be used for all essential email communications regarding school academic calendar, payment and registration issues, and emergency

communications.

We have separate email lists for various aspects of non-essential communications. Your emails are automatically added to all lists when you sign up to RSM-MetroWest for the first time. You will be given an option to permanently unsubscribe from these non-essential lists in every email you receive on those lists. These emails will be coming to you via Constant Contact, rather than directly from MetroWestSchool.

**If you need to contact us:**

For all general questions: [info@MetroWestSchool.com](mailto:info@MetroWestSchool.com), 508-283-1355 (during school hours).

For payment and balance inquiries: Please access your account at [www.Smarttuition.com](http://www.Smarttuition.com). You will need your own family ID number to log in. Our school code is 11196.

For missed homework: [homework@MetroWestSchool.com](mailto:homework@MetroWestSchool.com).

For weather cancellation inquiries: 508-283-1355 (please check the website [www.MetroWestSchool.com](http://www.MetroWestSchool.com) first).

For all administrative questions and concerns: MWSM's Associate Director Ms. Karla Talanian: [Karla.Talanian@MetroWestSchool.com](mailto:Karla.Talanian@MetroWestSchool.com)

For questions on your child's class issues or academic progress, please contact your teacher. All teachers can be reached at the email address format of [firstname.lastname@metrowestschool.com](mailto:firstname.lastname@metrowestschool.com).

For all questions on our academic program or any questions that could not be resolved via other routes please contact the school's Director, Dr. Anna Charny: [Anna.Charny@MetroWestSchool.com](mailto:Anna.Charny@MetroWestSchool.com).

**School Hours**

During the school year the office is open 3:30-8:30 (Mon - Fri) and 8:30 am – 5:30 pm weekends. Please call the office at 508-283-1355 to schedule an appointment if you need to come to RSM-MetroWest when classes are not in session.