Welcome to House of Tutors!

During this orientation, we will cover:

- Business Summary
- Payroll Summary
- Policies & Procedures
BUSINESS SUMMARY

House of Tutors has been serving the educational needs of Austin and its surrounding communities since 1980.

Our goal is to provide our customers with excellent academic services of the highest quality, professionalism and integrity.
House of Tutors provides...

- Tutoring for individuals or groups
- Placement test preparation (CLEP, Wisconsin Spanish...)
- Standardized test preparation (SAT/GRE/GMAT/LSAT)
- English as a Second Language
- And more!
BUSINESS HOURS

• Sunday 10AM – 10PM
• Mon-Thu 8AM – 10PM
• Friday 8AM – 6 PM
• Saturday By Request

• Offsite appointments are by request only, and may take place at any time that is convenient for both student and tutor.
• House of Tutors may close after the completion of the last scheduled appointment of the day.
• Business hours are subject to change from semester to semester
• House of Tutors generally follows the UT Scholastic Calendar. During Winter Break, Spring Break, and the Summer Break, House of Tutors is open on a limited schedule.
CONTACT INFORMATION

Main contact phone number: 512-472-6666
Front desk e-mail: frontdesk@houseoftutors.edu
Accounting e-mail: accounting@houseoftutors.edu
PAYROLL SUMMARY
Pay days, pay periods & tax information

- House of Tutors operates using semi-monthly pay periods.
- Checks are ready every other Friday.
- All checks are held for pickup at the front desk. You must sign for each check you collect.
- All checks expire 90 days from date of issue. There is no charge for reissuing expired checks if you still have the original. Reissuing lost checks, expired or current, requires a $25 charge.
- The position of tutor is a subcontract position. All compensation you receive as a tutor is treated as self-employed income for tax purposes. House of Tutors does not withhold any subcontractor income for tax purposes. There are no unemployment benefits for tutors.
PAY SCALES

- There are 4 primary pay scales, each based on a percentage of the gross income House of Tutors receives for each appointment. Progression through these rates is determined by academic standing, tutoring experience, tutoring hours completed and student evaluations.

<table>
<thead>
<tr>
<th>Scale</th>
<th>Percentage</th>
</tr>
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<tbody>
<tr>
<td>Scale 1</td>
<td>33%</td>
</tr>
<tr>
<td>Scale 2</td>
<td>36%</td>
</tr>
<tr>
<td>Scale 3</td>
<td>39%</td>
</tr>
<tr>
<td>Scale 4</td>
<td>41%</td>
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- Tutors will start at Scale 1, and will remain on Scale 1 during their first semester of tutoring.

- Tutor pay rates are reevaluated at the beginning of each semester. To be considered for a pay rate increase, tutors must have excellent student feedback, and must have completed a significant number of hours of tutoring since their last pay rate increase. (~50)
Always be ethical!
You are tutoring, not doing the work for the students. Your first priority should be to ensure that students understand the material, not that they get their homework done.

Students are customers
Never talk down to or use derogatory language in front of students. If you feel that you have an issue with a student, make sure you address it with the manager in private.

Professionalism
Although our atmosphere is intentionally relaxed, all tutors are expected to present themselves in a professional manner, both in dress and demeanor. Casual clothing is acceptable, however revealing dress such as low-cut tops, midriff-baring tops and extremely short shorts/skirts are not. Clothing should also be free of any potentially offensive logos/text. Because many House of Tutors students are under the age of 18, clothing with references to tobacco or alcohol are prohibited.
Tutors should respect the students’ personal space and avoid uncomfortable and/or suggestive situations. If you find yourself in such a situation, simply excuse yourself and alert the front desk staff.
Satisfaction policy – 15 minutes

If a customer is not satisfied with an appointment, and ends the appointment within the first 15 minutes, he/she will not be charged. If this becomes a recurring issue, your contract may be terminated. Some students are not comfortable ending an appointment, and may wait until after an appointment to voice their concerns. In such instances, it will be up the manager’s discretion whether the tutor should be paid for the appointment.

You can help avoid this by frequently getting feedback from the student on how well they understand your explanations. If you feel that an appointment is not going well for any reason, or that you are not able to help the student, you should tell the student that you are going to end the appointment, that the student will not be charged for the appointment, and that the front desk will try to find another tutor who can assist them.

Evaluations

House of Tutors uses tutor evaluations in order to measure the performance of our tutors. We will ask your first 10 students to fill out evaluation forms after their appointments. After that, we will randomly ask students to fill out evaluations.

If the front desk staff asks a student to fill out an evaluation, please give the student room to fill it out. Do not loiter around the front desk while they are filling it out.

Evaluations are kept on file and are an important factor in deciding pay scale changes. The manager will discuss evaluations with you, giving you an opportunity to comment about negative evaluations, and helping you improve your tutoring skills.

Tutor “no-shows”

If you fail to show up for a scheduled appointment, you will receive a verbal warning. Any tutor who fails to show up for a scheduled appointment a 2nd time may be subject to contract termination. Exceptions will be made for emergencies, but you must do your best to let House of Tutors know as soon as you realize you will not be able to make an appointment.
**Student “no-shows”**
If a student has not arrived for an appointment, please allow 5 minutes before asking the front desk to call the student. If the front desk representative is not able to reach the student, you must wait an additional 15 minutes (20 minutes total) after the scheduled start time before you write the student up as a no-show. If the student calls to say that they are running late, but that they will still be coming to their appointment, you must stay for the scheduled duration of the appointment, however you should charge the student based on the scheduled start time, not the actual start time.

**Extending appointments**
If your appointment runs past the student’s scheduled time, you may not charge them for the extra time unless you let the student know you are running over before you actually run over. If you and the student both agree to extend the appointment, please check with the front desk representative to ensure that you do not have an appointment already scheduled for that time.

**Stay on schedule**
Start and end your appointments on time. This usually entails arriving a few minutes before your first appointment starts, and allowing a few minutes for review/recap at the end of each appointment. Remember that with back-to-back appointments, running long with one appointment means starting late with the next.

Front desk staff will come remind you of an appointment if you are running more than 5 minutes late.

If you are running late for an appointment, please call and let the front desk know. Repeated tardiness may result in contract termination.
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**Signing students out**

It is your responsibility to sign students out at the end of each appointment. If you forget to sign a student out, the accounting department will have no proof that the session took place. (ie. You will not get paid.)

**Availability**

If you schedule hours that you will be available, we expect that you will be available for any appointment during those hours.

**Extending appointments past closing**

Please remember that front desk staff members have other commitments. We understand that some appointments will run past our 10PM closing time. Please make sure your appointments end by 10:15PM. If you and the student both agree to continue working past this time, alert the front desk representative so you can make arrangements to continue the appointment at an offsite location.
**Be prepared**
As a subcontractor, you are expected to provide all necessary materials for your tutoring sessions. This includes pencil/pen and paper as well as calculator and/or reference materials when appropriate. House of Tutors will *usually* have a supply of pencils and scratch paper for your use. There are calculators at the front desk, which you may check out for use during appointments. There are also several reference books located behind the front desk for your use.

**Hygiene**
It is important for all tutors to maintain good personal hygiene when interacting with students in the close confines of a tutoring room. Please address any personal odor issues prior to tutoring.

**Smoking**
House of Tutors is a smoke-free environment. Smoking is only allowed outside the building. Due to the close confines of our tutoring rooms, please do not smoke within 15 minutes of an appointment.
**Breaks, downtime & eating**

If you have unscheduled hours during your availability and would like to leave for a while or end your day early, please ask the front desk staff to check that you do not have any more appointments, and to remove your remaining availability.

During downtime between appointments, please do not loiter around the front desk in a manner that may be distracting to those who are working. We ask that tutors either wait quietly in the lobby, computer lab, break room or in a tutoring room.

The break room has a refrigerator and microwave for general use. Please do not eat in any other part of the building. The break room is a common area, so please clean up after yourself.

**Parking**

House of Tutors conducts ESL classes during the mornings & early afternoons Monday-Thursday. Parking is generally not available until after 2PM those days. We encourage tutors to utilize alternative means of transportation. House of Tutors is within walking distance of several bus routes, and there is a bike rack in front of the building for tutors who ride their bicycles. For tutors who do drive, parking is available on many of the streets around House of Tutors. If you plan to drive to House of Tutors before 2PM, allow yourself ample time to find a parking spot.

**Phone usage**

You may use the phones located in the lobby for short local calls. (~5 minutes or less) Cell phones should only be used outside the building, and should be turned off before each tutoring appointment.

**Computer/Internet usage**

You are welcome to use the computer lab for personal use. Please restrict your usage to work-appropriate sites. Please do not download or install any software on the computers.
If you have questions about any policy at House of Tutors, please ask!
PROCEDURES
How do I get appointments?
House of Tutors uses an online scheduling system for handling appointments. Students can log on or call in to schedule appointments based on tutors’ availability.

When do I work?
As a subcontractor, you are free to set your own hours within House of Tutors’ business hours. Remember, you won’t get paid if you don’t get booked for appointments, and you won’t get booked for appointments if you don’t have availability. The more hours you have available to tutor, the better your chances of getting appointments. We do our best to limit the number of tutors for any given subject to ensure that our tutors stay busy. We ask that all of our tutors maintain at least 5 hours of availability per week, from the first week of a semester through finals.

How do I add/remove hours?
To add or remove hours, please let the front desk representative know what hours you would like to add or remove. Remember that you are still responsible for any existing appointments you have during those hours.

Scheduling appointments with students
Do not schedule appointments on your own without consulting the front desk. The front desk staff needs to be aware of all scheduled appointments. Please refer students who want to make another appointment to the front desk staff.
USING THE SCHEDULING SYSTEM
ACUITY (Scheduling System)

Acuity is the scheduling system that House of Tutors uses to track tutoring appointments. The system is hosted on the Acuity’s servers. In addition to giving House of Tutors staff the ability to manage student appointments, it also allows students to make appointments online even when House of Tutors is not open for business.

Staff and students begin by logging in to the Acuity system through the House of Tutors homepage (houseoftutors.edu). Click on “Book an appointment” to be directed to House of Tutors’ Acuity page.

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This is the students’ scheduling page. Students can use this link to schedule appointments online. The House of Tutors homepage has a login section on the right side of the screen.

In order to log in as an administrator, click on ‘Tutor Login’ located on the bottom right hand side or you can directly visit http://hoft.acuitiescheduling.com/login.php.
How to schedule an appointment

1. Select your subject from the drop-down menu below.
2. Select a time that suits you.
3. Pay for the appointment through our secure online payment system.

Need an appointment in the next 24 hours? Give us a call at 512-472-6666.

Forgot your password? You can reset it.

Please remember our 24-Hour Cancellation Policy: You can cancel up to 24 hours prior to your appointment start time. After that, we will charge for the appointment.

Questions? Comments? Please feel free to contact us!

House of Tutors
2400 Pearl St., Austin, TX 78705
512-472-6666
frontdesk@houseoftutors.edu

Use this page to login with your tutor credentials. Management will provide you with your user name and login.
Once you log in, you are presented with the “Appointments” screen.
Appointments

From this page, tutors can view the day’s appointments. Each tutor’s schedule is separate from the others, and only have access to their personal one. You can navigate to each day if needed.

If an additional calendar needs to be added, please consult with a member of management.
Business

To access tutor username and password, click on the “Preferences” tab and then “Business.” This will allow you to view email, username and password. If password needs to be changed you are able to do so on this screen.
Calendars

To access tutor calendars, click on the “Preferences” tab and then “Calendars.” This will allow you to view the types of appointments that can be booked for the tutor.

If there is a subject you can or can not tutor see a member from the front desk and they can assist you.
Availability

To access tutor availability, click on the “Preferences” tab and then “Availability.” This will allow you to view the availability, or the times in which the tutor is available for an appointment.

Here, you can adjust the your schedule. If a tutor is unavailable on a particular day, leave the text in that box blank. You can add times for the day by typing in the range they are available. If you will be gone for several days at a time, select “Override normal hours” and enter the necessary information. This will block out a stretch of days. If a tutor has a break between the day, click on “Add unavailable time” and enter the necessary information.
SIGNING STUDENTS OUT
After each appointment, please remember to sign your student out at the front desk. You are responsible for filling out the shaded areas of the shift report for each student.

- Please make sure the information you write is accurate and legible.
- Remember, you must sign your student out to get paid!

<table>
<thead>
<tr>
<th>Seq #</th>
<th>Customer Name</th>
<th>Div</th>
<th>Tutor Number</th>
<th>Subject Tutored</th>
<th>Tutor Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Klitz Roger</td>
<td>C</td>
<td>3036</td>
<td>QVC PHY</td>
<td>1 1.5</td>
</tr>
</tbody>
</table>

- Seq # – These are sequential for each transaction. For appointments with multiple students, each student gets their own line, but they share the same Seq #.
- Customer Name – Last Name, First Name. If you don’t know a customer’s name, ask!
- Division – C for college, K for K-12, E for ESL
- Tutor Number – Your unique 4 digit number (assigned to you)
- Tutor Initials – Your initials
- Subject Tutored – Math, Spanish, Astronomy, etc… (Abbreviations are okay.) Please write “no show” or “late cancel” when appropriate
- # of Students – # of students in the appointment
- Tutor Hours – Appointment length in hours, .5 hour minimum, .25 hour increments after that.