



## MLC Bridge Program Overview

Meyers Learning Center (MLC) is pleased to offer our new Bridge Program, an enhancement to our unique Time Management, Organization, and Study Skills curriculum which will enable increased accountability and visibility into student learning. We know that students do best with consistent monitoring and real-time problem-solving through difficulties. In our efforts to help overcome the constraint of limited face-time with students, we're expanding our traditional in-person tutoring model to include remote, recurring progress checkpoints (phone, email, text messaging, etc.) and tutoring (phone, email, and video chat). Through the Bridge Program, we aim to improve student goal achievement, accountability, and learning.

This program is ideal for:

- Students who struggle with time management and organization skills
- Students who need a greater frequency of tutor meetings or contact, to help facilitate goal achievement
- Parents who wish to increase the tutor's role, to enhance accountability measures in service of the student's academic goals
- Students and parents who are busy and would benefit from alternate means, in addition to one-to-one tutoring, for supporting the student's learning and skill development

### Program Structure: How it Works

1. New and current MLC families have the opportunity to opt into this service as an add-on to their child's regular in-person tutoring. The Bridge Program is only offered as an addition to our face-to-face tutoring, not a replacement.
2. Goals and expectations will be discussed at the Initial Consultation (for new families), so that parents can explicitly state and describe their wishes for the use of these services. If you are starting the program after you have already worked with our tutor for a while, please discuss your goals and expectations directly with the tutor to confirm your priorities. A clear delineation of roles among parent, student, and tutor is essential, for the Bridge Program to work effectively.
3. Depending on the extent of tutor involvement desired, parents may need to provide the tutor with passwords or entry codes to the student's online grade and assignment tracking website (such as School Loop or Infinite Campus) and permission to monitor these sites.
4. Communications regarding your child's progress will be emailed via CenterTrac, our online session note communication system. Parents will receive weekly summary notes of the student's accomplishments, tasks to-do, and any issues needing further attention or intervention. They may also receive targeted communications to address specific issues, if needed. At the end of the month, parents will receive a Bridge Program CenterTrac notification of billing for the time in that month.
5. If a tutor encounters barriers in gathering comprehensive information (from the student or the school), parents may choose to intervene and/or request additional time from the tutor for additional investigation and communications. The level of tutor involvement in trouble-shooting or fact finding is determined by the

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parent's request for additional time and communications needed. For tutor meetings with school professionals (via phone or in-person), parents will be charged the normal tutoring rate.

**Fee Schedule** – Bridge Program fees consist of the following options (in addition to our in-person tutoring)

- **Rapid Checkpoints:** Electronic accountability checks and feedback (via chat, text, email, or brief phone conversation) on student progress and status of homework, TMOSS, and other tutoring work.
  - **Level A** package : 4 – 8 checkpoints per month, \$90/month
  - **Level B** package: 9 – 15 checkpoints per month, \$170/month
- **Remote Tutoring:** Tutoring via webcam (Skype), phone or email
  - Phone/video chat or email support: \$15 per 10-minute increment (10 minute minimum) calculated for each phone or video appointment. No-shows are charged for the scheduled session duration.

### The Parent's Role

1. As always, tutoring works best with clear, collaborative communications. We ask that parents be as responsive and timely in communications with MLC and the tutor as possible. We strive to do the same. If there is ever a concern about the tutoring or the tutor's responsiveness, please let the tutor or MLC management know immediately.
2. Many parents express interest in utilizing the Bridge Program to help reduce their involvement with the student's academics. Tutors can assume this role, if granted access to the appropriate information and open communications with the student and parents. Parent support and intervention may be needed in contacting teachers or school officials to provide permission for the tutor to communicate with school professionals. The tutor's time may vary, depending on the level of parent involvement, and tutors will bill and be compensated for their time as needed. Parents who wish to cap the tutor's additional time should communicate that in writing to the tutor and MLC management. Expectations for the scope of work should be adjusted to the time granted for tutoring.
3. Parents provide the technology and tools for the student to participate in the Bridge Program (recommendations provided under the "FAQ" section of this document).
4. Parent participation will be required for students who have difficulty following through on agreements or plans made with the tutor. Tutors can provide structure and accountability for students, but tutors cannot and will not complete the work for them. Ultimately, a student's success results from his or her personal level of motivation, effort, and dedication.
5. Technical difficulties may occur. Flexibility will be needed. In the event of tech problems, the tutor will use multiple methods to reach the parent/student and try to remedy the situation. Checkpoints or remote tutoring may need to be rescheduled, if technical difficulties prevent the session.
6. Although parents, tutor, and teachers can offer support, the goal is to enable the student to eventually function without significant dependence on their support "team". Students must know that they are primarily responsible for doing the work that will help them reach their goals. Their success is ultimately in their own hands and depends on the effort they apply to their learning.

Please let us know if you have questions, and as always—keep the lines of communication open!

We are happy to partner with you in supporting your child's learning.

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## Bridge Program FAQs

### Why did you create “The Bridge Program”?

Students do best with consistent monitoring and accountability as they try to form new learning habits. We’ve created the Bridge Program to build a bridge between in-person sessions, through which tutors and students can communicate and increase goal attainment by having more frequent contact and support.

A growing body of research supports the combination of in-person and online tutoring as a highly effective educational approach. SRI International recently completed a substantial study for the U.S. Department of Education which revealed that, “instruction combining online and face-to-face elements had a larger advantage relative to purely face-to-face instruction than did purely online instruction”. Feel free read about the study for more information: <http://www.nachi.org/documents/US-Department-of-Education-Online-Education-Report.pdf>

### What are the program fees?

- **Rapid Checkpoints:** Electronic accountability checks and feedback (via chat, text, email, or brief phone conversation) on student progress and status of homework, TMOSS, and other tutoring work.
  - **Level A** package : 4 – 8 checkpoints per month, \$90/month
  - **Level B** package: 9 – 15 checkpoints per month, \$170/month
- **Remote Tutoring:** Tutoring via webcam (Skype), phone or email
  - Phone/video chat or email support: \$15 per 10-minute increment (10 minute minimum) calculated for each phone or video appointment. No-shows (barring illness or family emergency) are charged for the scheduled session duration.

### What if we need more time added to our schedule?

Parents may communicate directly with the tutor regarding scheduling requests.

### Can we replace face-to-face tutoring with the remote tutoring entirely?

The Bridge Program is offered only as an addition to our face-to-face tutoring, not a replacement.

### How are Bridge Program checkpoints scheduled?

Checkpoints can be scheduled between the tutor and student—if your child is capable of scheduling and maintaining his or her own appointments. If not, the tutor can schedule with you, to contact the student at a time that is mutually convenient. Please let the tutor know your preference.

### What if my child is not progressing as s/he should be?

The weekly “Checkpoints” emailed to you from the tutor will outline progress, action items, or concerns needing attention. If the student is not responsive to emails, texts, or agreements made, the parent will be notified. The tutor will strive to work with the student and parent when problem-solving is needed. Parents must be prepared to intervene and participate in situations where students need parental involvement. Adjustments can be made to the Bridge Program arrangement at any time.

### What if the tutor does not check in with my child, as planned?

We have high expectations for our tutors. They are reliable, professional educators, and this should not be an issue. If, however, you are not satisfied at any time with any aspect of the tutoring, please let us know immediately. We will address your concerns right away.

### How will I be billed for the Bridge Program?

Billing for the program occurs on a monthly cycle, through an electronic invoice emailed to you. This will be in the same invoice on which your in-person tutoring is billed.

## What are the recommended Technology tools for the Bridge Program?

Remote tutoring works best with the following high-speed browsers. These can be downloaded for free. If your computer system is able to run the latest version of these browsers, we strongly encourage you to upgrade your system before starting the Bridge Program.

- Firefox
- Chrome
- Safari
- Internet Explorer

## Equipment

Technology tools for the student are to be provided by the parent. Depending on the Bridge Program structure you desire, different technology tools may be required, such as:

- Phone
- Video chat (Recommend Skype)
  - Webcam, we recommend: For PC - Logitech 720p Webcam Pro 9000 - \$60, For Mac - Logitech QuickCam Vision Pro - \$79
  - For Headsets, we recommend: Logitech ClearChat Comfort USB Headset - \$25
- Email
- Text messaging
- Instant messaging (Recommend Yahoo, Google, and Skype)
- Google documents (great for project management, calendaring, reminders, planning, assignment tracking): docs.google.com
- Geometer's sketchpad: <http://www.dynamicgeometry.com/>
- White Board