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RSM-MetroWest
www.metrowestschool.com

RSM-MetroWest

PARENT HANDBOOK

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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 [our home page](#) and click [ENROLL](#).

For siblings: If you are signing up several children, information for all students can be added to the same application.

Your Smart account will be set up (or updated in the case of returning families) automatically. For continuing students: please be aware of your SMART account ID change once the new application has been accepted.

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 confidential data which help us prevent and handle potential emergency health situations.

Placement

All new students in 4th grade and older are required to take a placement test before enrolling in a particular class. **Please use our online sign-up form** for evaluations located on the homepage of our website. Students entering classes after the start of the school year may be required to take catch-up tutoring before entering the class, depending on the evaluation results.

Once your child is evaluated, our teachers will notify you with the appropriate class options.

For a September admission, children in Pre-Kindergarten, 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.

Kindergarten or Pre-Kindergarten students joining our school after October 1st should arrange for a trial class in an ongoing Kids & Numbers class prior to enrolling.

We do recommend evaluation for students entering grade 2 and 3 as well, however if you prefer to register your 2nd or 3rd grader without an evaluation, you are welcome to do so.

Please email the office at info@MetroWestSchool.com or call at 508-283-1355 to schedule a test for your child if you have difficulties finding evaluation spot that works for your family.

Tuition and Fees

Smart Tuition

All payments are made through Smart Tuition. Once your child is enrolled in our school, an account will be set up with Smart Tuition automatically. Upon notification that your account is ready that will arrive in your enrollment confirmation email, you can log in and submit your payment preferences. More information on Smart Tuition can be found [here](#).

Registration fee

A **nonrefundable** annual registration fee of \$100 is required for all classes and tutoring, with the exception of summer school. If you are registering mid-year, the registration fee is \$80 for registrations after January 1st, and \$40 for registrations after April 1st. 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.

Payment plans

We offer two payment plans. **Semi-annual plan** with payments due on August 1 and January 1, and **Monthly 9-installment plan** with payments due on the first of the month August through April. There is an additional **one-time** \$45/year per family **administrative fee for monthly payment plan**.

Catch-up payments for students joining after August 1

Students who join after classes have started are not expected to pay for classes already past. All charges will be prorated based on the number of classes the student is actually registered for.

The first **catch-up payment** is due **upon registration**, and prior to the first class. The catch-up payment is in effect simply the total payment that is due for students who join the full school year due by that time, minus the cost of any classes that took place prior to registration.

Trial classes

Trial classes above grade 1 are offered under certain conditions and must be approved by one of the senior staff of the school. We prefer to recommend classes based on the results of a

placement evaluation. If parents decide not to enroll their child(ren) after a trial class, then there is no charge for the trial class. If, however, the child enrolls in the trial class or in a different RSM-MetroWest class, then the trial class will be considered the first class, and the account set up and charged accordingly. Only one trial class is allowed. Please note that we require that the application is submitted BEFORE the trial class.

Trial classes are not offered for summer school, short term classes and workshops, such as chess, and workshops

Past Due Accounts

All payments are due on the first of the month There is a **\$35 late fee** if payment is not **received by Smart Tuition by the 5th of the month**. There is a **\$30** fee for each returned check or failed auto-debit. Please be careful when entering your routing and account numbers online.

If your account is more than 1 month overdue, we reserve the right to terminate your child's enrollment.

Complimentary services, such as homework for missed classes, Homework Help and math competition preparation classes, are not available for students with past due accounts.

Missed Classes

There are no refunds for missed classes after registration. Please see our **Make-Up Policy** for handling classes missed due to illness or other reasons.

Summer Classes

Summer Classes should be paid upon registration. There is no registration fee for summer school, except for tutoring-only students. Summer tuition is prorated for students joining after the first class, however there is no refund for classes missed after registration.

Payment for the summer school is not refundable after two weeks before the first day of the school. 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.

Tuition Assistance Policy

For our families who are experiencing financial difficulties we offer limited tuition assistance to our students.

Note that we do not provide tuition assistance 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.

Continuing students can apply for Tuition Assistance [here](#). The School code for RSM MetroWest is 11196. This website allows parents to upload their paperwork directly to the application. The application itself is interactive and easy to follow.

Separation Policy

Please get in touch with us early if you have concerns about your child's progress or are in any way dissatisfied with the program. We are committed to making sure every child has a great experience at RSM.

Sometimes we may need work together to find the right class options for your child.

Cancellations are processed on a monthly basis. If you intend to cancel a class in December, we must be notified no later than November 1st (BY EMAIL). If we receive notice on November 15th, your enrollment will be cancelled as of January 1st (the next billing cycle after the one month notice). Tuition for the current month and the registration fee WILL NOT be refunded.

New students may withdraw from our program any time during their first term (the first 4 or 5 months depending on if they joined in the spring or fall term respectively). We ask for one month notice to allow us time to work to find an alternate class placement for your child. Tuition for all classes after the one month notice period will be refunded.

For continuing students, refund of the Fall Term (September - January) will be processed only after the school receives a written notification as follows:

100% of tuition (all 5 months) is refunded if the cancellation notification is received before the start of classes

80% of tuition (the last 4 months) is refunded if the cancellation notification is received before the **second** lesson

60% of tuition (the last 3 months) is refunded if the notification is received before the **third** lesson

40% of tuition (the last 2 months) is refunded if the notification is received before the **fourth** lesson

20% of tuition (the last month) is refunded if the notification is received before the **sixth** lesson

There are NO REFUNDS for the Fall semester after the 6th lesson for continuing students.

For continuing students withdrawing during the Spring Term (February - June), a FULL REFUND will be issued for unused tuition if a withdrawal notice is received by Lesson 20. **After Lesson 20 no refunds will be issued for the Spring Term.**

The school can terminate a student's enrollment at any time if **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. 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 expect an email with the confirmation of your registration, supplies and the teacher's name before the first class. You may receive additional information specific to your class from the teacher. Your teacher's contact email is available on the Our Teachers website page [here](#).

Please make sure that your payment is up to date.

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.

Stopping for pick-up and drop-off on Auburn Street is prohibited.

Please do not 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. The form is available [here](#).

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, or is being picked up by a nanny, grandparent, or any adult other than parents, please provide the office with the release form indicating the names of authorized adults, which is available [here](#).

Allergies and food

We ask you to please make sure that your children are not hungry when they come to school. 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. Although we require all of our students to not share food and not bring nut-containing foods to school, **we cannot guarantee a nut-free environment**. Please talk to your children about the importance of this rule. Please also discuss with your children the necessity of picking up food wraps and uneaten food and disposing 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.

If your child has any serious allergic conditions, please discuss this with school administration. Our staff are neither trained nor 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.

Parent Waiting Areas

You are welcome to wait for your children at one of the Parent Waiting Areas. 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 all waiting 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.

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 the [homework page of our website](#) 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.

Beginning fourth grade all students will be required to use Online Homework online. If you have a serious reason to request that homework online is done on paper only, please schedule a time to discuss this with the school Managing Director or Director of Operations.

Every week after the lesson an email with the link to current RSM homework online will be sent to the parents. Please forward it to your children or allow them to use your computer to prepare the online part of their homework.

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. Even though all classes follow the RSM curriculum, the teacher may customize 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.

If a teacher does know the plans and feels comfortable providing advance assignments, the teacher 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*.

[Make-Up Policy](#)

We do not offer make-up classes if your child misses a class that is in session for any reason, including illness. 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.

Instead we provide a **complementary Homework Help Service** that is designed specifically to help students catch up on missed classes, as well as help those students who need extra help with completing their homework assignment.

If a class is cancelled by the school, as in the case of a snow emergency, a make-up class will be scheduled.

[Homework Help](#)

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 complementary Homework Help Service to help children who missed a class or who need extra explanation to complete the homework. These special courtesy sessions are moderated by one teacher and one or more student teaching assistant(s).

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.

In addition to in-house Homework Help, **online** Homework Help Service is available (currently for grades 4 – 11, with some exceptions).

Registration for all Homework Help is required and is done online only. Please see the schedule and sign up for all Homework Help [at our Homework web page](#).

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.

Assessment and progress reports

Two-three times a year, RSM runs school wide internal test - our Principal's/Director's Test. The results of these tests are compared across classes of the same grade and level and allow us to measure progress of each class. Your teacher may also offer routine tests and quizzes.

You will receive two semester progress reports: one in early January and one in June.

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

Communications with RSM-MetroWest

It is critical that we have your up-to-date contact information, including your e-mail addresses in our records. **Please update your contact information via the Parent Portal when any changes occur.**

Our main means of communication is by email. 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 on record. 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. These

are self-unsubscribe lists, and a link to unsubscribe can be found in every email you receive on those lists.

You will have real-time access to your child's progress via the Parent Portal. You should expect to hear from your teacher if the teacher believes there is any problem with the child's performance or behavior.

[If you need to contact us](#)

If you have any questions or concerns about your child's performance, please e-mail your teacher with any questions or concerns, and if needed, request to schedule a time to meet in person or talk by phone. All teachers can be reached at the email address format of firstname.lastname@metrowestschool.com. You can also find their contact information at [Our Teachers page](#) on our website

For all general questions please contact our office at info@MetroWestSchool.com, 508-283-1355 (during school hours).

For payment and balance inquiries please access your account at www.Smarttuition.com. You will need your own family ID number to log in. Our school code is 11196.

For weather cancellation inquiries please call 508-283-1355, but please check the website www.MetroWestSchool.com first.

For all administrative questions and concerns that cannot be addressed by our office, please contact MWSM's Director Of Operations Alla Farizon alla.farizon@metrowestschool.com.

For all questions on our academic program or any concerns that could not be resolved via other routes please contact the Managing Director, Dr. Anna Charny: Anna.Charny@MetroWestSchool.com.

[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 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.

Class Size

Our classes range from 5 to 16 students. The minimum class size is 5 students. We reserve the right to cancel a class with the number of students below required minimum. Should that happen, we will offer available class alternatives or private or semi-private tutoring.

Private Tutoring

Limited Scope

We offer limited private tutoring services for students needing extra help or to catch up on missed classes. Please contact the office at 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. For small groups of 2-4 students semi-private tutoring sessions can be offered. Please consult <http://www.metrowestschool.com/tuition.html> for rates.

Registration fee

Students not currently enrolled in a regular math class must pay the required registration fee before being accepted for tutoring. This fee will be applied to a class registration, if the tutored student enrolls in a regular math class within the same academic year that tutoring took place. Registration fee must be paid before the first tutoring session.

Advanced Payment

We require payment for 4 tutoring sessions in advance. In the case when less than 4 tutoring sessions are recommended, advanced payment is required for all recommended sessions. Any unused tutoring fees will be refunded at the end of tutoring, or applied to continued tutoring or class fees. Payments for any cancelled sessions, provided cancellations followed our Cancellation Policy, will be applied to rescheduled tutoring sessions or tuition, or refunded at the end of tutoring if unused.

Cancellations or schedule changes of private tutoring

Cancellation of tutoring sessions requires at least 24 hours written notice by email sent to info@MetroWestSchool.com. (Note that the cancellation email must be sent to this e-mail address rather than just to your tutor. You can of course copy the tutor as well.) If you

fail to follow this cancellation protocol, you will be responsible for the full amount due for the missed session.

Please note that messages left on the voice mail or communicated to anyone orally do not meet the requirement of providing the 24 hr. cancellation notice.

Cancellations or schedule changes of semi-private tutoring

All requirements of the 24 hour cancellations or schedule changes for private tutoring apply to semiprivate tutoring as well.

In addition, for semiprivate tutoring, if you cancel the class, it is your responsibility also to notify the other students in the semiprivate group regarding cancellation at least 24 hours in advance.

Cancellation of one student will result in cancellation of the entire class, unless the remaining students wish to pay the private tutoring rate. If you fail to notify the other families regarding the cancellation at least 24 hours in advance, you are responsible for the cost of the missed tutoring session.

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.

The Right to Amend Policies

RSM-MetroWest reserves the right to change or augment these policies at any time.