



Parent Welcome Packet

Parent-facing guide for TutorBird, payments, policies, scheduling, and getting started

Quick Onboarding Snapshot

Area	What Families Should Know
TutorBird	Used for invoices, payments, schedules, attendance, communication, and records.
Payment Timing	Payment is due before a spot, session, package, program, or evaluation is reserved.
Policy Sheets	Families receive the policy sheet that matches the student's program or service.
Scheduling	Scheduled tutoring time is reserved in advance and changes depend on availability.
Preparedness	Students should arrive ready with the materials needed for the session.
Communication	Updated contact information helps families receive invoices, reminders, and important updates.

1 Welcome to Mindblown Tutoring

Welcome to Mindblown Tutoring. We are glad to support your student and help create a clearer plan for their academic progress.

This packet explains how our tutoring process works, how scheduling and payments are handled, and what families can expect once a student begins tutoring with us.

Our goal is to keep communication, scheduling, billing, attendance, and academic support organized through a clear system so families know what to expect from the beginning.

2 How We Use TutorBird

Mindblown Tutoring uses TutorBird to help manage student information, scheduling, invoices, payments, attendance, and communication.

Through TutorBird, families may be able to view invoices and payment history, complete payments online, receive receipts, view upcoming tutoring sessions, receive important updates, and access assigned homework or materials when applicable.

TutorBird helps us keep records organized and allows families to have one central place for tutoring-related information.

3 Student Setup

Before tutoring begins, each student is added into TutorBird with their tutoring program, subject area, schedule, and billing details.

Depending on the student's program, TutorBird may include the student's name, family contact information, tutoring program, subject or test focus, schedule, billing information, attendance records, and notes related to the student's tutoring goals.

Families are encouraged to keep contact information up to date so invoices, reminders, receipts, and important program updates can be received properly.

4 Payments & Invoices

Invoices are sent through TutorBird and may be paid online through the invoice link. Online payments are processed securely through the payment options available in TutorBird.

Payment is due before the student's tutoring time, package, program, or evaluation is considered reserved.

Once payment is completed, TutorBird may send an automatic receipt for the family's records.

If a payment is made outside of TutorBird through another approved payment method, Mindblown Tutoring will manually record the payment in TutorBird once received.

Using TutorBird for payments helps keep invoices, receipts, balances, and records organized.

5 Program Policies

Mindblown Tutoring provides separate policy sheets depending on the type of tutoring or service the student is receiving.

Families may receive one or more of the following: Group Tutoring Policy Sheet, 1-on-1 Tutoring Policy Sheet, SAT Prep Policy Sheet, or Evaluation Policy Sheet.

Each policy sheet explains the expectations for that specific program, including payment, scheduling, attendance, cancellations, make-ups, package use, and other important details.

Families are encouraged to review the policy sheet that applies to their student before the program or sessions begin.

6 Group Tutoring Overview

Group Tutoring is a structured monthly program that reserves the student's spot in a scheduled group block.

Because group space is limited, payment is due before the student's spot is considered reserved for the upcoming month.

Missed group tutoring sessions do not automatically roll over, create credits, or reduce the monthly rate. Mindblown Tutoring may offer limited courtesy make-up opportunities when space and scheduling allow, but make-ups are not guaranteed.

Families enrolled in Group Tutoring should review the full Group Tutoring Policy Sheet for complete details.

7 1-on-1 Tutoring Overview

1-on-1 tutoring provides individualized academic support based on the student's needs, goals, and schedule.

Sessions may focus on homework support, test preparation, skill-building, review, or targeted academic intervention.

Because 1-on-1 sessions reserve a specific time for the student, families are expected to communicate scheduling needs, cancellations, or changes as early as possible.

Tutoring packages must be paid before sessions begin, and package use is subject to the terms listed in the 1-on-1 Tutoring Policy Sheet.

Families enrolled in 1-on-1 tutoring should review the full 1-on-1 Tutoring Policy Sheet for complete details.

8 SAT Prep Overview

SAT Prep provides structured support for students preparing for the SAT. Sessions may focus on SAT Math, SAT Reading and Writing, test-taking strategies, pacing, content review, practice questions, and targeted skill-building.

Families are encouraged to share the student's test date, current score if available, target score, and main areas of concern before or near the start of SAT Prep.

SAT Prep is designed to support preparation, confidence, strategy, and readiness. It does not guarantee a specific score increase, final score, scholarship result, college admission result, or testing outcome.

Families enrolled in SAT Prep should review the full SAT Prep Policy Sheet for complete details.

9 Evaluation Overview

Evaluations are used to better understand a student's current academic level, strengths, areas of concern, and recommended tutoring path.

An evaluation may help determine whether the student is a better fit for 1-on-1 tutoring, Group Tutoring, test prep, short-term support, or another available option.

The evaluation is not a formal school, medical, psychological, developmental, or diagnostic evaluation. It is intended to guide tutoring placement and academic support.

Families scheduling an evaluation should review the full Evaluation Policy Sheet for complete details.

10 Attendance & Scheduling

Families are encouraged to communicate as early as possible regarding absences, cancellations, late arrivals, schedule changes, or student concerns.

For all programs, scheduled tutoring time is reserved in advance. Cancellations, rescheduling, makeups, extensions, or schedule changes are subject to availability and approval.

For Group Tutoring, missed sessions do not automatically create credits or reduce the monthly rate.

For 1-on-1 tutoring and SAT Prep, late arrivals do not automatically extend the session or reduce the session cost.

Clear communication helps us support students while keeping the schedule organized for all families.

11 Student Preparedness

Students should arrive ready to participate and bring any materials needed for the session.

Depending on the program, this may include homework, notes, study guides, calculators, login information, practice tests, score reports, school resources, notebooks, or folders.

Parents are encouraged to share important updates that may affect the student's tutoring plan, such as upcoming tests, missing assignments, teacher feedback, grade changes, or areas of concern.

Progress depends on consistent attendance, student participation, communication, and practice outside of tutoring when recommended.

12 Communication

Mindblown Tutoring may use TutorBird and/or direct communication to share important updates related to scheduling, billing, attendance, policies, and student progress.

Families are encouraged to contact Mindblown Tutoring with questions about scheduling, payments or invoices, program options, student concerns, absences or cancellations, and policy clarification.

Please make sure parent contact information is kept current so important updates can be received in a timely manner.

13 What Happens Next

After a family agrees to begin tutoring, Mindblown Tutoring will complete the appropriate setup steps in TutorBird.

The typical onboarding process may include student profile setup in TutorBird, program and subject assignment, schedule confirmation, policy sheet shared with the family, invoice sent through TutorBird, payment completed, student added to the tutoring schedule, and sessions beginning.

A student's spot, session time, evaluation, or package is not considered reserved until payment has been received.

14 Final Note

We are committed to keeping the tutoring process organized, professional, and clear for families.

Thank you for choosing Mindblown Tutoring. We look forward to supporting your student.