



SOLUTIONS TUTORING



BE A RESPONSIBLE PARENT / STUDENT AND DO NOT DO THIS WHEN THE FIRST LESSON BEGINS. IT WILL CUT INTO YOUR LESSON TIME.

1) Make a payment

2) FILL OUT THE STUDENT / PARENT INFO FORM

<http://signup.solutionsbayarea.com>

3) TEXT ME AT LEAST 5 DAYS IN ADVANCE to set up the first lesson: 925-388-6645

Circumstances change quickly, and lesson time slots gets filled in throughout the day- **We don't do this over email** because email takes too long going back and forth to come to a consensus

Lessons are scheduled ONE AT A TIME, and scheduling is flexible, BUT ONCE YOU CHOOSE A DATE & TIME, you are committed. Once we are done with a lesson, we will schedule the next lesson.

* Please remember: once you choose a date & time, it is a commitment on your behalf and my behalf, so please be certain of the date and time that you choose.

YOU WILL BE CHARGED FOR LAST MINUTE CANCELLATIONS. See below

4) Get set up on **SKYPE** – **BEFORE the lesson date**

Please get set up and make sure everything is working AT LEAST A DAY BEFORE the lesson. We don't want to waste your lesson time because Skype isn't set up properly on your computer. If you are NOT SET UP and ready to go, getting you set up during the first lesson will cut into your lesson time.

a) GO TO www.skype.com

b) DOWNLOAD & INSTALL Skype ONTO A LAPTOP + PHONE

Install on your phone and laptop in case one of them stops working during our lesson.

* If you had Skype installed more than a MONTH ago, you will need to get the newest one or it won't let you sign in.

** If you are running Windows 8 or 8.1, make sure you download the DESKTOP version of Skype, not the built-in Windows 8 version

*I will send files through to you through Skype, and also do some screen sharing, which cannot be done on a TABLET or PHONE.

The files can also be sent through email if necessary.

A tablet or computer with internet connectivity is needed to see the whiteboard where I will be doing the math problems. The phone screen is way too small and gets cut off

52 c) create an account MAKE NOTE OF YOUR "USER ID", which is NOT THE NAME YOU TYPE
53 IN THAT EVERYONE ELSE SEES
54

55 Be careful, if you use Microsoft Live's auto signup you will get a ridiculous id like
56 LIVE:a1b2c3d4e5f6g7h8" which is hard to remember,
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58 d) add my userid: CLUBVAN <https://join.skype.com/invite/eIEkRAMxUsou>
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60 You will see "Van Tsai - Solutions Bay Area"
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62 e) You must SEND ME A MESSAGE SO I CAN ADD YOU, or else I can't call you
63 ** VERY IMPORTANT. I can't call you unless this is done
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67 **BE READY FOR LESSONS**

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69 **Make sure you have:**
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71 **A) Laptop (Windows or Apple MacOS)**

- 72 - webcam (optional) * WE DO NOT DO VIDEO CALLS, speaker, microphone
- 73 - **Skype** installed, username and account created
- 74 - PDF reader software such as Adobe PDF Reader

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76 ** You do NOT need a headset with a microphone. In fact, if you do not get the right headset /
77 microphone set up for your computer, it will not work.
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79 **Make sure your laptop powered up / internet working / battery charged / power cable plugged in**
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81 **B) Smartphone (Android or Apple IOS)**

- 82 - Skype installed on phone, username and account created

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84 **C) notebook with blank sheets of lined paper**
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86 **D) calculator**
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88 **E) pen / pencil**
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90 **FOR THOSE GETTING SAT / ACT TUTORING**
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92 **F) Printer WITH PAPER AND INK - you will be printing many pages of tests**
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95 **FOR THOSE GETTING SCHOOL CLASS TUTORING:**
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97 **G) The book you are using in school * BE ready to take photos and send the, through Skype.**
98 **That's why you need Skype on your phone.**
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100 **H) Whatever handouts you were given in class. * BE ready to take photos and send the, through**
101 **Skype. That's why you need Skype on your phone.**
102

103 **I) Homework questions / problems * BE ready to take photos and send the, through Skype. That's**
104 **why you need Skype on your phone.**
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107 **THE FIRST LESSON CALL**

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109 I will call you. If you try to call me when I am calling you, the Skype will not be able to connect the call.

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We will start the first Skype call with VIDEO just to meet and greet during the initial 10 minutes.
Then we switch to voice only. We usually do not use video during the lessons because it requires more bandwidth and reduces audio quality. Also, you will be focusing on the screen and test papers anyways.

If for some reason Skype fails, we can still do the lessons over the phone.

- Feel free to eat and drink during lessons

LATE TO LESSONS

Scheduling is tight, and if you are late, you will forfeit lesson time. Please be ready on time! In some cases, if it's just a few minutes, we can try to make up for lost time

**If your lesson starts late because I am running behind, all lesson time will be made up. Either we will go past the end time for that lesson, or use that time for a later lesson.

STOPPING LESSONS EARLY

If you stop your lesson early (say 1 hour into a 1.5 hour lesson) you are going to be charged for the 1.5 hours.

TECHNICAL ISSUES / POWER OUTAGE PSPS / FIRE / Natural Disaster /

If we are having wi-fi / internet connection / software / equipment issues, lost time will be made up for. However, if we are having problems because you are not set up and ready to go, that lost time will not be made up for.

MISSING LESSONS / CANCELING:

A) If you reschedule / cancel a lesson more than 48 hours before your lesson, we can move it around. But if it becomes a recurring issue, you will get **charged 15 minutes starting with the 4th change.**

B) If you cancel a lesson **less than 48 hours to 24 hours before your lesson**, there is a **15 minute charge.**

C) If you cancel a lesson **less than 24 hours before your lesson**, there is a **1 hour charge, EVEN** if you wake up sick the morning of the day of your lesson.

** IF YOUR LESSON IS DURING A HOLIDAY (Spring Break) or during an IMPACTED WEEK BEFORE AN EXAM, you will be charged for your lesson if you change it **LESS THAN 3 DAYS BEFORE YOUR LESSON**. Example: Your lesson is Wednesday, You would need to let me know by Sunday