



FAMILY FAQ

KEY TERMS

Class/experience- this refers to classes, PODs, tutoring, enrichment, camps, clubs, field trips or any other learning experience your child may participate in as a Uschool.com learner.

1. How do I know that Uschool classes/experiences are developmentally appropriate for my learner?

Start by reading the class/experience description. If it appeals to you and your learner and the age range is at least close, chances are it can work. The best thing to do is to reach out to the educator and ask the same question(s). He, she, or they should be able to tell you if the class/experience might be a good fit.

Our classes/experiences and other learning experiences tend to be small which keeps things flexible. It never hurts to reach out to the educator(s) to tell them about your learner and why you feel he, she, or they might be a good fit despite not meeting some or all of the prerequisites.

Many times, classes that accommodate a range of ages are excellent ways for your learner to grow and learn in ways beyond a traditional classroom environment. Remember, you know your learner best!

2. How will I know if my learner is performing along the lines of his, her, or their peers in traditional school?

We know families are mixed when it comes to "officially" checking grade-level expectations and comparing progress to their learner's peers. We also recognize that many families experience more stress and anxiety than others regarding the homeschool journey. We offer help and guidance for families who wish to participate in a formal process to measure progress during the year.

Our classes/experiences and teachers' experiences are very broad. Some classes/experiences may have links to familiar standards and outcomes. The course teacher is available to provide further information to you. Our goal is for your learner to have a learning experience that will inspire them to want more!

We do have an optional offering for an assessment through a special license with Renaissance Learning to assess your learner. Let us know if that is something you would be interested in learning about!

3. What if I want to go back to a traditional brick and mortar school?

People choose alternatives to conventional school for many reasons. Sometimes it is a long-term decision. Other times it is for short-term reasons, such as travel, illness, a change in family dynamics, etc. This is a journey, not a destination. We are happy to help give you some guidance based on what your unique needs may be.

Our team of coaches has extensive experience with guiding families on both homeschooling and traditional schooling options. Our Coaches are ready to talk with you about your unique needs, listen to your thoughts, and help you define options to make the best decision for your family at this time.

4. My child has a documented disability, how will this be accommodated by educators?

We are big on inclusivity of all types at Uschool and our educators are, too. Uschool learning experiences are inherently differentiated and tailored to the needs of the learners who choose to engage in them. If your child has a documented disability, it would be helpful to provide the educator the list of all accommodations listed in any formal documents (IEPs, 504s, etc). If you do not have formal documentation by all means reach out to the educator to share your child's strengths and needs. Above all else, establishing communication and understanding will go a long way towards ensuring a positive and successful learning experience. Please don't hesitate to reach out to the Uschool team either. Many of us have experience in working with differently abled learners.

5. Can I pay using something other than your payment processing software on your platform?

At this time, no. We use Stripe for our payment processing through our Uschool platform. This helps educators track who has paid, keeps track of payments for tax purposes, and provides a convenient way for refunding cancellations.

6. Are educator background checks performed?

Yes. Educator background checks are performed through GoodHire. All educators must pass a federal check and sex offender check prior to teaching their first online or in-person class/experience. There are no exceptions. Safety of our learners is priority number 1 for Uschool.

7. How will I know if there are add-ons or expectations beyond the class/experience /experience fees?

The educator should list any additional fees and requirements for materials and/or supports in the class/experience description. You can also ask the educator directly, prior to the class/experience starting, if there are any additional fees.

8. How do you deal with equity in class/experience design and in general?

Each educator personally designs his, her, or their own class/experience. Equity by definition refers to making sure each individual has what he, she, or they need to be successful.

Please note that equality and equity are different: giving a group of runners the same size sneaker to run a race would be equal, but it would not be equitable. Giving each runner a sneaker specifically sized for their feet, however, is equitable. As the size of each runner's feet differ, so too do learning styles: no two students learn the same way, and no two students have the same strengths and needs.

The nature of the types of small in-person and virtual classes/experiences is one which generally lends itself to an equity lens. It is highly likely that the educator will meet your learner where they are and will ensure they have full access to the experience. This sometimes means making exceptions, modifications, or accommodations for unique learners and circumstances. If you have questions about your child being able to access some or all of a class or experience, reach out to the educator and ask. We certainly want experiences at Uschool to be a great fit for many learners and many situations.

9. How do you deal with diversity in class/experience design and in general?

Each educator designs his, her, or their own class/experience. We certainly expect our educators to embrace diversity of all types and feel that diversity is a powerful tool in promoting a globally relevant learning environment and corresponding experiences. Diversity by definition is the presence of difference in a setting. We

know Uschool learners all present with unique strengths, needs, and backgrounds. Learning at Uschool is as much about diversity and the different perspectives as it is about content and passion for the subject. If you are really curious, ask the educators you are interested in working with for their thoughts on this topic or how diversity folds into their teaching and learning philosophy.

10. I have children of different ages. Can they all take the same classes/experiences?

Each educator designs his, her, or their own class/experience. We expect that the course description will provide families with the necessary information to make an informed decision as to whether the class/experience is a good fit for their learner(s). Many classes will list an age range. As a parent, you know your child best. If you think your child is a good fit for a class but doesn't meet the educator's criteria, reach out and start a conversation. There's so much more than age when it comes to contributing to and gaining from a learning experience.

11. If I drop a class/experience after the first meeting, can I get a refund?

Refunds are dependent upon the cancellation policy the educator has selected. There are three options which can be found here [Uschool.com class cancellation policies updated 2/16/21](#) and this will be listed with the class/experience at the time of signup. Oftentimes you can get some or all of your money back. Keep in mind that educators may have done a lot of advanced preparation and/or have purchased materials which may justify their selection of a particular refund policy. If you feel your circumstances are extreme, reach out to the educator and see what you can work out.

12. Do you have a trial period for semester long class/experiences?

Trial periods are connected to the cancellation policy set by the educator. In some cases you can receive a full or prorated refund. You will know this in advance of the start of each experience. [Uschool.com class/experience cancellation policies updated 2/16/21](#)

13. Can I see the class/experience outline or syllabus ahead of class/experience so that I can find out what my student will be doing in class/experience ?

Generally yes! The educator’s class/experience description should give you a general sense of the class/experience before you sign up. Once you are enrolled, you can expect the educator to reach out with additional details and information. Uschool is a personalized experience, so reach out if you have questions.

14. What happens if I pay for a class/experience and then the educator doesn’t show up? Will you refund my money?

Please reach out to the educator if a class or learning experience does not happen as scheduled. Oftentimes, the educator may have needed to reschedule for one reason or another. While you should have received advanced notice, there could have been an emergency. If an educator chronically misses scheduled meets, please notify info@uschool.com with the specifics. We will work to find a solution. [Uschool.com class/experience cancellation policies updated 2/16/21](#)

15. What about refunds per the policy level selected by the educator. How do I make this happen?

Please notify the educator of your intent to leave the class or learning experience and to request a refund. You may then email info@uschool.com with your request. Our team will review, relative to any associated communications, the date of your request and the cancellation policy level of record for the class or learning experience. If criteria are met you will be issued a refund within 7 business days. [Uschool.com class/experience cancellation policies updated 2/16/21](#)

16. What if I have a complaint about an educator?

We encourage parents to reach out to the educator in charge. Oftentimes, concerns may be the result of a misunderstanding or miscommunication. Usually, those situations can be worked out quickly. If you feel you and the educator have made reasonable attempts but there are still lingering concerns, please reach out to the Uschool team. We can review the issue and help you and the educator in charge reach common ground.

17. What if I have a concern involving another learner or family?

If you have a concern involving another learner or family, first contact the educator in charge of the class or experience. Explain the situation and ask his, her, or their advice. You may not need to identify the other learner or family. The educator in charge should have suggestions, and/or be able to reach out to the other family to moderate any concerns. If your concerns continue, you can reach out to Uschool and our team will review the concern with you and the educator.

18. Can Uschool help me with my homeschool program design or if I just have a few questions?

Yes! Helping families craft and create and tweak their learner's education journey is one of our favorite things to do. If one of our educator coaches doesn't have the answer, we will work to find it or to connect you with a responsible resource.

We offer 1:1 coaching opportunities to listen to your needs and concerns, provide ideas and feedback, and partner with you in the development of your homeschool program. Our first 30 minute coaching session is free! [You can sign up here](#). After that, you can sign up for as many coaching sessions as you would like or need for a very reasonable price of \$25 for 30 min and \$40 for an hour.

Uschool has a core team of educator coaches who have a broad range of experiences. That experience includes educational philosophies, learning styles, special education, laws and regulations, how to engage struggling learners, how to access your local community classes/experiences and activities, how to access local support, and curriculum choice support to help you design an amazing program where your learner can thrive!

REMEMBER: We are here to help you. If you didn't find the info. you were looking for email us at info@uschoo.com. We will get back to you promptly.