

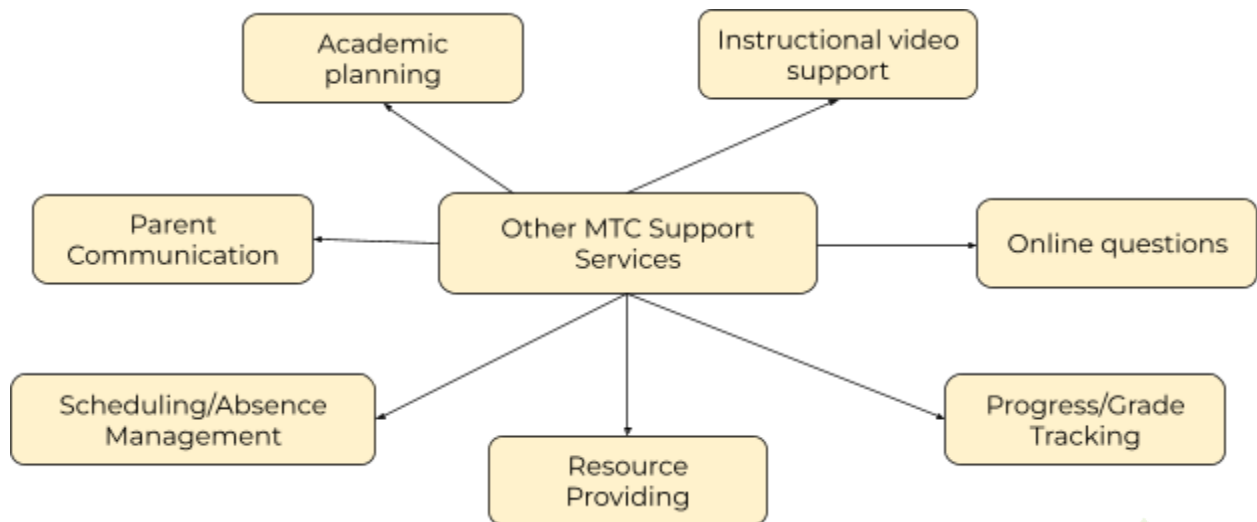
My Tutors Community Update Handbook

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—Philosophy—

Over the years, MTC has grown from a tutoring service into a learning community that supports students both inside and outside the classroom. While our lessons remain at the heart of what we do, much of our work now takes place before, after, and between classes.



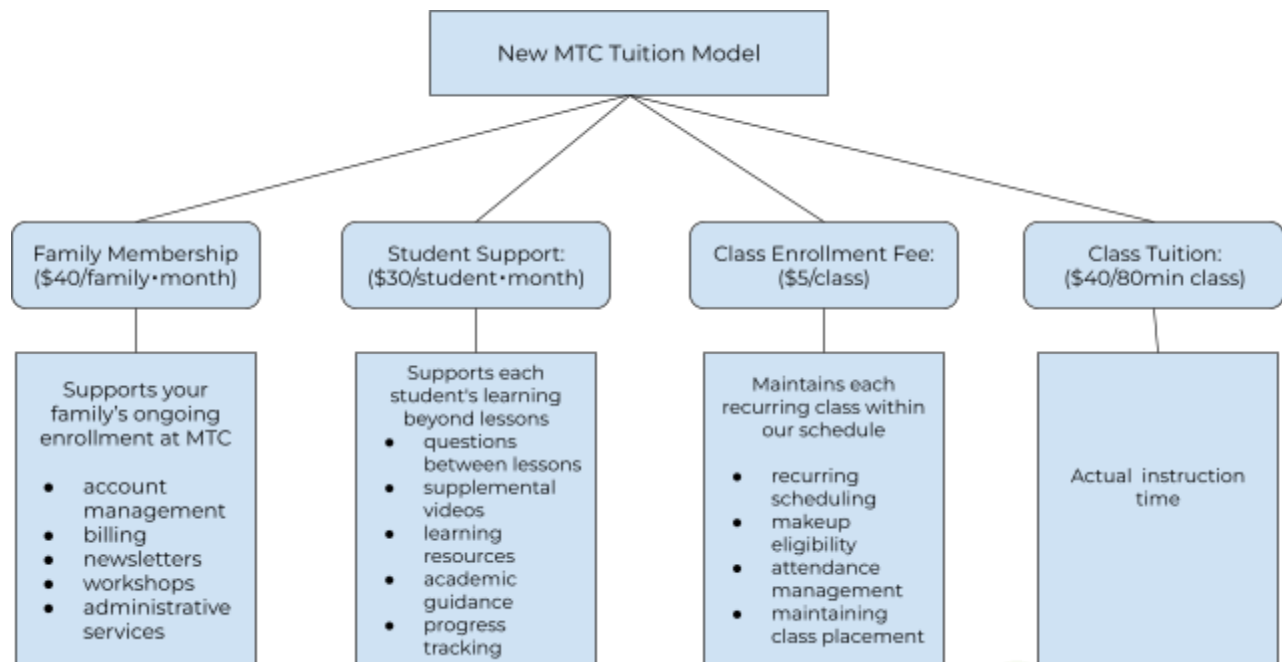
To continue providing this level of support in a sustainable way, we are introducing an updated tuition structure that reflects the full learning experience we strive to provide for every student and family.



—New Tuition Structure—

The new tuition structure includes 4 separate parts:

Monthly Tuition	
<u>Family Membership (\$40/family•month)</u> The membership supports one family's ongoing enrollment at MTC. Since many of these services are provided at the family level, the Family Membership is charged once per family rather than once per student.	<u>Student Support (\$30/student•month)</u> Learning continues beyond the classroom. The Student Support fee helps cover the individualized support we provide outside of lessons
Per Class Tuition	
<u>Class Enrollment Fee (\$5/class)</u> Each recurring class occupies a place in our weekly schedule. The Class Enrollment fee supports recurring scheduling, attendance management, makeup eligibility, and maintaining your student's place in the class throughout the school year	<u>Class Tuition (\$40/80min class)</u> This is the actual instruction time happening within 80 minutes of class.



Tuition Examples

Family (\$40)	Student(s) (\$30/student)	Weekly Classes (\$5/class)	Example Monthly Tuition (for a 5-week month)	Total
1 child	1	1	Family + Student + 1 Seat + 5 Classes (\$40) (\$30) (\$5x5) (\$40x5)	\$295
1 child	1	2	Family + Student + 2 Seats + 10 Classes (\$40) (\$30) (\$5x10) (\$40x10)	\$520
2 children	2	1 each	Family + 2 Students + 2 Seats + 10 Classes (\$40) (\$30x2) (\$5x5x2) (\$40x5x2)	\$550

—Attendance Policies—

In addition to updating our tuition policy, we took this time to reflect on what we want to value. We believe that consistent learning is one of the most important factors in meaningful, long-term academic growth. Our updated attendance policies were designed with this philosophy in mind. To that end, this value is reflected in our newly envisioned absence policy.

Monthly Carryover Policy

Monthly tuition may no longer be carried forward to future months (no carryovers).

Make-up Lesson Policy

Makeups can be done 6 times through whole academic year for each class

- 2 emergency absences: no fee for make-up
- 4 others: \$5 charge for every make-up
- From the 7th makeup request, an additional \$45 (\$5 for Class Enrollment fee and \$40 for instruction) will be applied.



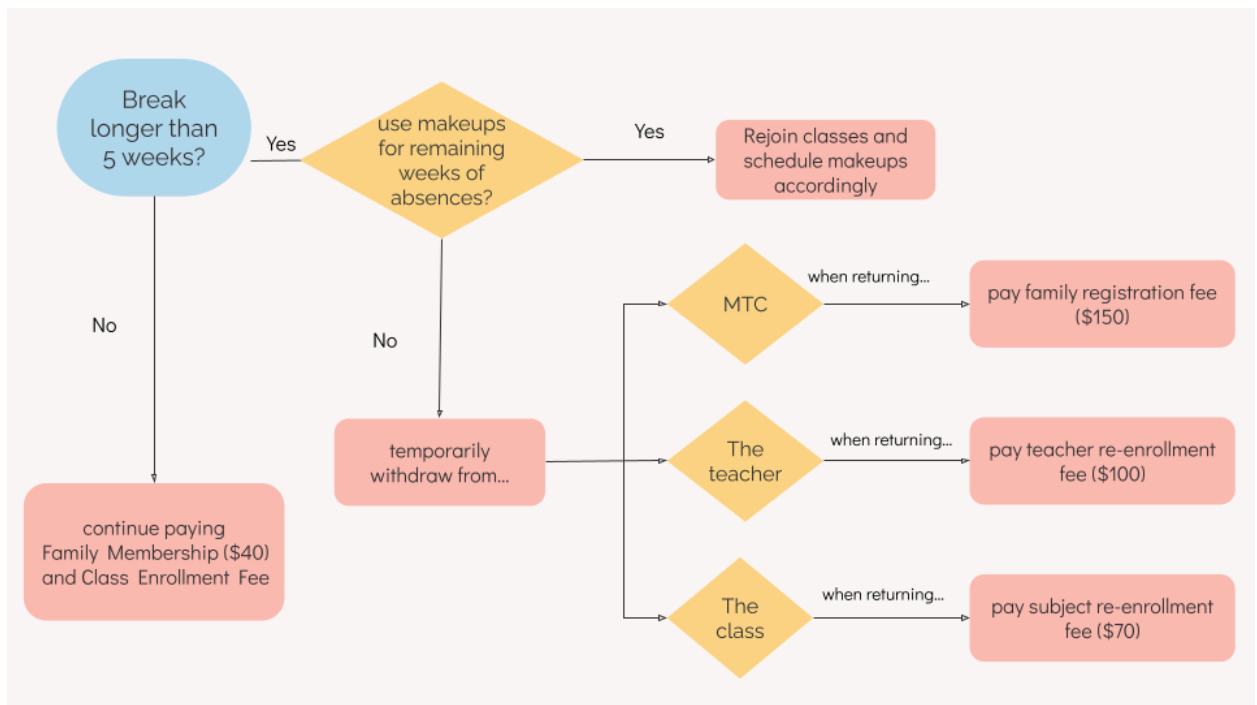
Deductions Policy

If notified through the Absence Form before the **new deadline (one week before the end of the month)**, deduction of the Class Tuition (\$40) will be made from the next month's invoice.

Once a deduction has been requested for a class, that class is no longer eligible for a makeup lesson.

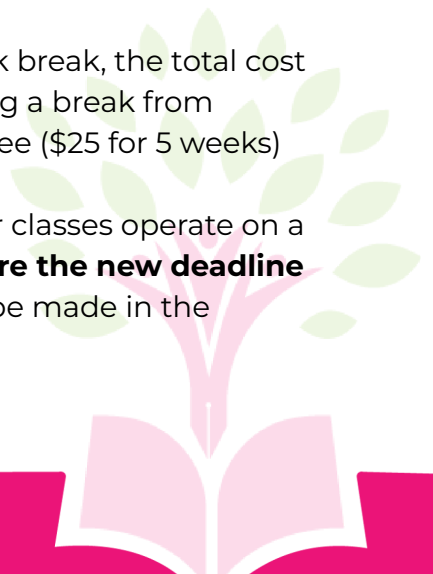
Extended Absences

Students taking a temporary break of **up to 5 consecutive weeks** during the academic school year may retain their recurring class placement by continuing Family Membership and Class Enrollment.



For example, to retain one recurring class for a full 5-week break, the total cost would be \$65. If student is continuing one class but taking a break from another, the only payment will be the Class Enrollment Fee (\$25 for 5 weeks)

This limit **does not apply** during the summer as summer classes operate on a sign-up basis. If notified through the Absence Form **before the new deadline (one week before the end of the month)**, changes will be made in the invoice accordingly.



—Additional Policy Updates—

In addition to our updated tuition structure, we have taken this opportunity to simplify several administrative policies to make them clearer and more consistent for both families and teachers.

Billing

Beginning in September, all MTC instructors (Takahashi, Ide) will follow the same **pre-service billing** schedule.

While these situations are uncommon, we believe it is important to clearly outline the expectations that help maintain a positive learning environment for everyone.

Mutual Respect Policy

Families, students, and instructors are expected to treat one another with kindness, honesty, and respect. MTC believes that a positive learning environment depends on mutual trust and cooperation between families and educators.

While we strive to work collaboratively with every family, MTC reserves the right to decline enrollment or discontinue services when continued participation is determined to be inconsistent with our educational philosophy or community standards.

Examples may include, but are not limited to:

- Repeated failure to comply with MTC policies
- Abusive or inappropriate behavior toward students, families, or staff
- Repeated non-payment of tuition
- Situations in which MTC determines it can no longer effectively support the student's educational needs

Whenever possible, we will communicate concerns and attempt to resolve issues before discontinuing services.



Common Questions

Why did MTC separate tuition into different components instead of simply increasing tuition?

Rather than increasing one overall tuition amount, we wanted to clearly show the different types of support MTC provides. Separating tuition into Family Membership, Student Support, Class Enrollment, and Lesson Tuition allows families to better understand how each part contributes to their child's learning experience. At the same time, it allows for us to flexibly support different family needs and situations.

Why is there a 5-week consecutive absence limit?

We believe that consistent learning is one of the most important factors in meaningful, long-term academic growth. Our updated attendance policies were designed with this philosophy in mind. While we understand the demands of extracurricular activities and other responsibilities, the way we can provide support is limited when learning is not consistent. To that end, this value is reflected in our newly envisioned absence policy.

Does the 5-week absence limit apply during summer break?

No, the 5-week absence limit is only for the school year (end of August to beginning of June). Because summer classes operate on a different schedule and sign-up basis, the tuition model and policies are different.

Is the makeup lesson limit per student or per class?

The makeup lesson limit is **per recurring class** (the number of classes your child attends on a weekly basis).

If a student is enrolled in both Math and English, each class is eligible for up to 6 makeup lessons per academic year without the extra class fee (2 for free and the next 4 has a small \$5 scheduling fee). In other words, your child may receive up to 6 makeup lessons for Math and 6 makeup lessons for English.



Why is there a limit on the number of times for making up a class?

Regular attendance is one of the most important factors in long-term academic growth. While we understand that occasional absences are unavoidable, unlimited makeup lessons often interrupt both the student's own learning rhythm and the schedules of other students. Our makeup policy is designed to balance flexibility with consistency for everyone in our learning community.

Why is there a Family Registration Fee for rejoining MTC?

The Family Registration Fee helps offset the time and administrative work involved in welcoming a new family into MTC, including student evaluations, scheduling, account setup, and long-term planning. This is still true in regards to families rejoining after withdrawing for an extended period of time. Unlike monthly fees, this is a one-time fee paid when a family first joins MTC or completely leaves and later rejoins.

Final Note

At the heart of MTC is the belief that meaningful academic growth comes from consistency, commitment, and partnership between students, families, and educators.

Our policies are designed not simply to manage scheduling, but to create an environment where students can build lasting learning habits and reach their full potential.

Our hope is that this updated structure not only better reflects the support MTC provides today, but also allows us to continue investing in our students, our teachers, and our community for many years to come.

If you have any questions about the new policy, please feel free to let us know.

