



## Inkwell English Education Policies

### Website

Inkwell maintains a website, which is updated periodically. To obtain the most current information, please visit Inkwell’s website at [INKWELLEDU.com](http://INKWELLEDU.com).

### Registration

To receive any of Inkwell’s services, clients must first complete a registration form. Inkwell English Education provides both synchronous **instructional services** and asynchronous electronic **document services**. If you are registering for **document services**, please skip to page 7.

## Instructional Services

### Contact Information and Communication

We initially retrieve your contact information through our registration form, which is linked to an account with Teachworks, our scheduling and business management software. To ensure effective communication, **keep your contact information updated**. Notify both your teacher and the office manager immediately if your phone number, Skype ID, email, or home address changes. To notify your teacher, phone or email—contact information is posted in Teachworks. Login and click on TEACHERS in the menu bar to view profile details. To notify Inkwell’s office manager, email [info@INKWELLEDU.com](mailto:info@INKWELLEDU.com).

For weather or traffic advisories and cancelations, we send text alerts. Make sure you have arranged an alternate method of notification from your teacher if you do not text. Otherwise, you will not receive these notifications.

We want to serve you efficiently. Since caller IDs and email addresses do not identify you readily, we don’t know who you are and what you want unless you tell us clearly. Confusion easily arises because sometimes students’ and parents’ last names are different, and we often have more than one student with the same first name. Therefore, if you send a text or leave a voice mail message, please identify yourself, your student’s **first and last name**, your assigned teacher, and pertinent specific information (like the date and time of a scheduled service) so that we can properly handle the message.

Teachworks has many features to support two-way communication between Inkwell staff, students, and clients. Please activate your account. Open the “Welcome to Inkwell English Education” email sent to the address you registered, click on the link provided, and set up your account. If your account is not activated, you will miss important information.

### Facilities

Unless sessions are online, most classes and private lessons are held at the Downtown Educational Nook (DEN) at 3388 Auburn Road in Auburn Hills. Parking is on the east side of the building, which can be accessed from the rear of the building only—there is no entrance to the DEN parking lot from Auburn Road. Online students receive instruction virtually through Skype, which is a free download: <https://www.skype.com/en/download-skype/skype-for-computer/>.

### Invoices and Payment

Invoices may be paid electronically or by check written to Inkwell English Education (**Inkwell**), not to any individual. Prompt payment for invoices is appreciated. For your convenience, a link to pay online is provided on invoices. Checks may be brought to a student’s session or mailed to Inkwell’s home office.



## Office

Inkwell's office manager is Charlotte Douglas. Her primary means of communication is email at [info@inkwelledu.com](mailto:info@inkwelledu.com). If you have an urgent request, you may call her personal cell phone (248.299.9575). Please keep in mind that she works only part-time.

Inkwell's owner/operator is Karen Boniface. You may contact her on her personal cell phone (248.701.7619) or by email at [inkwell@inkwelledu.com](mailto:inkwell@inkwelledu.com). You may also visit the home office by appointment only. Parking is available in the guest spaces at the end of the boulevard. Any postal mail should be directed to the home office:

Inkwell English Education  
1832 Van Hill Court  
Rochester Hills, MI 48309

## Insufficient Funds and Delinquent Accounts

A \$35 fee will be assessed for checks drawn on insufficient funds. If a service has been rendered and full payment is more than 30 days late, the account may be assessed a 10% finance charge and service may be curtailed. If accounts are more than 60 days late, the account is subject to collection. If circumstances beyond your control arise and render you unable to meet your obligations on time, we would much rather you speak with us first so that we can work out a satisfactory arrangement and continue services without interruption.

## Inkwell Teaching Team

One of Inkwell's unique advantages is its community of highly skilled collaborative team. Teachers share their expertise and insight, helping one other grow as professionals. They meet together to discuss students' needs and how best to meet them, co-teach sessions to learn from each other, substitute for one other to provide continuity of each client's service, and sit in on each other's sessions to observe or critique them. Since research has shown that peer evaluation of teachers increases their effectiveness, we believe that participation of multiple instructors in students' learning plans enhances their experience and potential as well. Therefore, Inkwell requires that as part of their training apprentices observe and participate in sessions and that as part of their requirement for professional development teachers **team up with or occasionally substitute for one another to** deliver services. Parents may or may not be notified in advance of such participation or substitution, but they can be confident that all services are provided under the direction of the primary or a master teacher.

## Sessions

Sessions begin promptly on the hour or half hour and end **before** the hour or half hour, often with several students scheduled back-to-back. To be respectful of everyone's time, therefore, teachers are required to adhere to the schedule. The break between sessions is used to complete session notes and prepare for the next student. Session notes provide important feedback on student performance, detail what was covered in the tutorial, and list any homework due on the date of the next session.



### Virtual

For virtual sessions, please make sure that you and your teacher have an efficient way to contact each other in the event that Internet service becomes unavailable or is interrupted.

### In-Person

For in-person sessions, please make sure students are admitted to the facility and have connected with their teacher before driving away. Drivers are welcome to wait inside the facility for the duration of a session or to drop off students and leave. Teachers cannot be responsible for students except during the students' scheduled times. For their safety, young students (those under 16 years of age) should be attended by an adult before and after sessions. Upon arrival, students must sign into the DEN. If drivers need to drop off young students more than 5 minutes early or will be more than 5 minutes late picking them up, prior arrangements for their supervision must be made with the teacher or office manager.

### **Tardiness**

Please allow ample time to arrive promptly, especially during inclement weather or rush hour. If students arrive late, accounts will not be credited for any time missed. In the rare event that a teacher arrives late, the delinquent time will be made up.

### **Schedule Changes, Cancelations, and Credits**

For everyone's safety, in the case of severe weather, power outages, or other unfavorable conditions, sessions may be canceled via text message, email, or phone call. In the event that Inkwell or a teacher must cancel, regardless of the reason for cancellation, that session will be rescheduled at a time convenient to both teachers and clients, or appropriate refunds or credits will be issued if a date cannot be arranged.

### **Addition of Services**

Once you have registered as a client and have activated your user account with Teachworks, you may request additional services without re-registering. To request that a session be added to your schedule, follow the Teachworks directions posted on Inkwell's website. To request document services, email [docservices@INKWELLEDU.com](mailto:docservices@INKWELLEDU.com).

### **Modification of Policies**

From time to time as need arises, these policies may be amended or added to. Such modifications will supersede the terms of this statement. By signing the final page, you validate that you have read and understand these policies and that you agree to receive services in accord with them.

### **Policies for Tutorials**

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### **Policies for Classes**

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## Policies for Tutorials

### Invoices and Payments

Invoices for **tutorials** are emailed the last week of the month for the upcoming month, and they are payable in advance or on the first session scheduled in that month. Please do not submit cash payments.

### Rates

Tuition for tutorial sessions is based on the number of students enrolled. The number of students per private tutorial session is one (1); per shared tutorial session, two (2). Please visit <http://www.INKWELLeu.com/tutorial-services> to check current pricing.

### Interview

In order to register for any tutorials, including Try-a-Tutor sessions, students and clients must complete an initial interview. The interview is an important consultation for teachers, clients, and students. Its purpose is to get acquainted, determine student level and needs, clarify expectations, and create a learning plan. To that session, please bring records, books, and materials that will be helpful in assessing a student's level of achievement and learning needs—most importantly, current samples of students' writing, preferably school assignments submitted and a teacher's directions, grade, and comments. The interview typically lasts around an hour and is followed up with study of a student's writing samples and generation of an individualized plan of study with learning objectives.

### Learning Plan

Following the initial interview, clients and an Inkwell staff member will agree on a course of study and materials to be used for a term of instruction, and parents are asked to commit to a time slot for at least a semester. The learning plan will not be altered without the consent of the teacher and all clients involved. Either clients or the teacher at any time and for any reason may, in writing, change or discontinue a tutorial arrangement. Courteous advance notice is appreciated so that we can accommodate requests.

### Tutorial Sessions

Sessions begin and end promptly. A tutorial "hour" is 50 minutes, a session and a half is 80 minutes, and a double session is 110 minutes. Students may arrive shortly before their scheduled sessions and wait quietly. Class times vary with the class, and they are posted on Inkwell's website. Please make sure students are admitted to the facility and have connected with their teacher before driving away.

All parents are welcome to observe the first tutorial session. If you would like to observe a tutorial session after that, you must make arrangements ahead of time. Generally, it is best for parents not to participate in sessions. One exception to that guideline is if you would like to discuss a student's needs. Please request that the teacher accommodate you during a regularly scheduled lesson or request a separate conference time. Please do not engage a teacher during the break between sessions. As convenient as that may be for you, it inconveniences a teacher who needs to write session notes, take care of personal needs, and prepare for the next students.

### Try-a-Tutor Program

All the teachers on Inkwell's team are excellent, each one bringing to a tutorial session unique passion, personality, and proficiency. To qualify for the Try-a-Tutor program, a student must first complete an initial interview. If you are unsure about the recommended teacher, we encourage you to try another

teacher's style and skills to find the best fit for your student. You may schedule a Try-a-Tutor one-time session for a reduced fee. Check Inkwell's website for current pricing.

### **Schedule Changes, Cancellations, and Credits**

A Teachworks record of all changes to your schedule is necessary for proper billing and credit to your account. If you want to cancel or reschedule a session, e-mail or call your teacher at least 24 hours in advance. In your message, please specify the student's **first and last name**, the **date and hour** of the session to be changed or canceled, and—if you want to make up the session—a preferred date and time as well as a phone number at which you can be reached, if necessary for a quick turnaround of the schedule. If students are sick the day of a scheduled lesson, please contact the teacher that day by 8:00 AM Eastern Standard Time. Students canceling more than two classes within a month risk their time slot being given to another student.

Private students will receive account credit for sessions canceled with the required 24-hour advance notice. Sessions canceled without 24-hour notice will NOT be credited. Students enrolled in shared sessions will NOT be credited for a missed session that the student sharing the session attends. If students cancel two or more lessons within a month, they may forfeit their time slot.

If you need to make changes to scheduled private or shared sessions, it is best to make them right after receiving your monthly invoice. A **minimum 24-hour** notice of cancelation of sessions is required. If a student becomes ill and is unable to attend that day's session, please give notice **no later than 8:00** that morning so that teachers can plan their days accordingly. You may reschedule regular or makeup sessions in advance, according to the teacher's availability. In the case of shared sessions, both students are charged if only one student attends a session; if one student needs to reschedule, both need to reschedule. You are responsible to arrange an agreeable time with the teacher and the other student involved.

### **Tardiness**

If a student arrives late to a session, it will end as scheduled, regardless of the reason for the delay. If the student has not arrived within 10 minutes of the time it was scheduled to begin, the teacher will attempt to call and inquire about the reason for delay. If the teacher does not hear from the client, after 15 minutes the session will be regarded as missed and the teacher is free to leave.

### **Writing Assignments**

Students needing help to revise a composition should notify their teacher in advance of a regularly scheduled session. To the session, they should bring a **hard copy** of the draft AND e-mail a copy of it to their teacher, bring an **electronic copy** with them, or share it with their teacher on Google Docs. If further support is needed after the session, students may request an additional session or electronic document services. In either case, extra charges will be incurred.

## **Policies for Classes**

### **Invoices and Payments**

Invoices for **classes** are generated upon registration. Two partial payments for classes are required—an initial deposit and a payment for the tuition balance. In order to confirm a seat in a class, deposits must be paid by the cut-off date specified on Inkwell's website. The balance of tuition and fees is due on the first day that a class meets.

### **Session Changes & Cancellations**

In the rare event that Inkwell must cancel a class session, regardless of the reason for cancellation, that session will be rescheduled, or appropriate refunds or credits will be issued if a suitable date cannot be arranged. Class deposits are NOT refundable unless Inkwell cancels all enrollments in that class entirely. In that case, deposits and any payments for lessons not received will be refunded or credited, according to a client's preference. No changes to existing class schedules can be made to accommodate individual students. If students have to miss a class, they must make up missed work and submit it to the teacher, who will answer questions about it and exert reasonable effort to support their success. Any special make-up sessions that clients may choose to schedule for them will be billed additionally at tutorial rates.

### **Sessions**

All parents are welcome to observe the first session of a class, room permitting. Parents are encouraged, however, not to participate in classes. If you would like to observe a class session after the first day, you must make arrangements ahead of time.

### **Tardiness**

If students arrive late, they must make up any work missed on their own time.

### **Rates**

Three or more students constitute a class, which is priced according to the subject of instruction, materials used, and number of students enrolled. Please visit Inkwell's website to check pricing for current classes.

### **Insufficient Funds and Delinquent Accounts**

If the balance of a client's account is not paid after the second day of a class, a student may be dropped from the class. Any need for a payment plan should be discussed and agreed upon prior to the commencement of a class so that a student may continue to attend class.

## Policies for Document Services

### Registration

If you have already registered with Inkwell, make sure your information is up to date. If you have not previously registered, you will need to register to receive document services. In the Comments field of the registration form, identify the type of writing project you want support for, length required for the final document, and date you must submit it to your teacher or institution. If you are registering for a Skype consultation, please indicate your Skype ID as well. After your registration form is received, an Inkwell representative will contact you to discuss your project and determine the service package you need. When you subsequently receive a welcome email, choose a password for your account with Teachworks, Inkwell's scheduling and business management software. Your user ID will be the email address you registered with.

### Contact Information and Communication

Inkwell initially gathers your contact information through its registration form. To ensure effective communication, **keep your contact information updated**. If your phone number, Skype ID, or email address changes, notify Inkwell immediately at [info@INKWELLEDu.com](mailto:info@INKWELLEDu.com).

### Scheduling

Once you are in the system as a client, you may request additional document services through your Teachworks calendar. Login to Teachworks, go to the calendar, and click on a date you'd like to begin a service. A dialog box will open asking you if you would like to add a session. Select YES. In the form that appears, select yourself as student, office manager as teacher, and the type of service you wish. Alternatively, you may communicate your needs by email and have Inkwell schedule the service for you at [docservices@INKWELLEDu.com](mailto:docservices@INKWELLEDu.com).

### Proofreading

If you select Proofreading, specify the length and number of documents you are registering for, and choose Virtual as the location. In the Session Starts option, indicate the time you would like to submit your document(s) and begin services. In the Comments box, specify the length and number of documents you are registering for.

### Writing Coaching

If you want Writing Coaching, the office manager must first schedule an interview to discuss your project. You will most likely schedule three submission dates during the initial interview. If you prefer to schedule yourself, select in Schedule Sessions form, drop down the Services menu and choose Proofreading or Writing Coaching. In the Location drop-down menu, select Virtual. In the Session Starts option, indicate the time you would like to begin services. In the Comments box, specify the length and number of documents you are registering for as well as dates documents are due for submission.

## **Fees for Services**

See Inkwell's website for current fee schedules.

### Proofreading

Proofreading services are charged per page. A page is calculated as double-spaced in 12-point font. If you submit a document in any other format, it will be converted to double-spaced 12-point font and you will be charged accordingly.

### Writing Coaching

Writing coaching service requires an initial consultation fee and purchase of “units” to cover the maximum length of a final paper. A unit covers up to 250 words. The reason charges are calculated on the length of a final paper is so that students will ignore word limits initially and instead “write big” to allow good ideas to surface in their rough drafts. Just to be clear, you should purchase a package based on the maximum length of your final paper, not on the word count of your original submission to Inkwell.

## **Invoices and Payment**

Invoices for **document services** are generated after registration, once Inkwell has confirmed what editing package you want. Invoices must be paid electronically. For your convenience, a link to pay online is provided on invoices. Payment must be received before editing services begin.

## **Consultation**

Consultations are not required for proofreading services, but writing coaching requires an initial live consultation, either in person or via Skype so that needs and expectation are clear. During the consultation, a teacher will explain the editing process and answer a student's questions. Then they will discuss project requirements, priorities, and due dates; agree to a timeline to complete the project on schedule; brainstorm ideas; and strategize how to develop and organize those ideas. Students must schedule the initial consultation on Teachworks or have Inkwell schedule the consultation. Once the consultation has been completed, students will submit their initial draft, which will then be reviewed by an editor.

## **Submission**

After payment for a doc service package is received, students submit documents electronically as Word files attached to an email directed to [docservices@INKWELLEDU.com](mailto:docservices@INKWELLEDU.com). At that time also, students must attach assignment directions, writing prompts, and any applicable grading rubrics, either as Word documents or PDF files. If students purchase packages including Skype consultations, they must provide their Skype IDs as well. Only after all files are received will editing begin. Papers must be submitted with enough lead time for Inkwell to provide service. Rush service is available on a limited basis only. We cannot accommodate last-minute emergencies, so please plan ahead.

## **Limitation of Services**

By submitting documents, students represent that work is entirely their own. Inkwell assumes no responsibility for a student's plagiarism, whether deliberate or unintentional. Inkwell respects that all projects submitted should reflect and remain the student's own work. Because it is important for students to learn how to apply rules to correct their own mistakes and to develop analytical skills needed for making effective rhetorical choices, proofreaders and editors provide feedback and make specific suggestions only. They do not make changes to or rewrite students' papers.

Inkwell will make reasonable attempts to stay on schedule with projects; however, if students submit documents late, we cannot guarantee on-time completion of projects. Neither can we refund a portion of a

package payment for a project that is late or uncompleted through no fault of our own. Students must take responsibility for adhering to submission cycle deadlines. We will honor our deadlines and do our utmost to overcome any power outages or disruption of Internet service or unexpected difficulties that might arise, but we shall be held blameless for things beyond our control.

### Proofreading Service

Proofreading service checks mechanical correctness of a document. Proofreaders do not evaluate a paper's content, organization, or style, although a proofreader may suggest such service if it seems warranted. Proofreaders do provide comments that identify errors in the following areas. It is the student's responsibility to correct the errors.

- grammar and usage
- spelling
- capitalization
- punctuation
- diction
- formatting

### Writing Coaching Service

Writing coaching service supports the entire writing process or any phase of it from brainstorming to final draft. You must adhere to the written schedule agreed on during your initial consultation in order to allow for turnaround of a project by its due date. That timeline will schedule the three electronic submission cycles included in a coaching package. If further service is required, it must be purchased separately. Expedited service is available on a limited basis only and is charged at a premium.

- 1<sup>st</sup> reading evaluates a paper's strengths, suggests changes for improvement in its content and structure, and identifies concision techniques and possible text to cut in order to adhere to a word limit. You then revise the paper accordingly.
- 2<sup>nd</sup> reading evaluates a paper's style and the success of initial revisions, offering further recommendations. Once you have completed your best effort on the paper, you submit it for a third and final time.
- 3<sup>rd</sup> reading is a proofreading, a brief check for typos and errors in grammar, spelling, mechanics, and format, with comments embedded for you to make corrections.

### **Results**

Inkwell makes no guarantee of the quality of students' final papers. We can only promise to exert our best effort to guide students to produce their best work. Rather than perfection, our goal is student progress and satisfaction with our services.



## Signature

Please print the name of the student seeking services:

\_\_\_\_\_

first name

\_\_\_\_\_

last name

I affirm that I have read and understand the applicable Inkwell English Education policies and agree to receive services in accordance with them.

\_\_\_\_\_

signature of client

\_\_\_\_\_

printed name of client

\_\_\_\_\_

date