



Tutortastic Parent Orientation Guide

Handbook Fall/Spring 2025-2026



Checklist!

Welcome to Tutortastic! Please take a moment to ensure the following have been completed:

1. Completion of student participation waiver (mandatory) and media waiver (optional)
2. You have thoroughly reviewed this guide
3. Enrolled in our pay-what-you-can platform Givebutter or provided proof of income to opt out
4. Received tutor information and reached out to establish a schedule
5. Notified Ace when onboarding items have been completed and what your schedule is with your tutor!

Mission Statement

Tutortastic aims to bring free and low cost tutoring to students grades K-8 from the Oak Park area and surrounding Chicago neighborhoods and suburbs. We aim to support students with limited access to additional educational resources while catering to their individual learning styles and personal needs. Our mission is important because there is an evident divide that plagues American education. Our goal is to help fill the gaps so that a student's race, ethnicity, socio-economic status, citizenship status, learning styles & difficulties, and other aspects of their identity don't deter them from an education they deserve and have a right to.



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“I have seen how educational barriers impacts me, my family, and my community, and as a result, I am determined to make education accessible to everyone. It is my firm belief that education is a right, not a privilege.” - *Sofia Contreras*

Sofia Contreras

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Times & Location

Tutortastic tutors have historically used the Oak Park Public Library since launch, and we recommend tutors in the Oak Park area to use this as a public location for tutoring any day of the week. Spaces in the library have limited availability, but we will do our best to reserve at least one space between 1-4pm weekly on Sundays. If tutors cannot access OPPL, we ask that tutors and students utilize any **public** location local to both the tutor and the family.

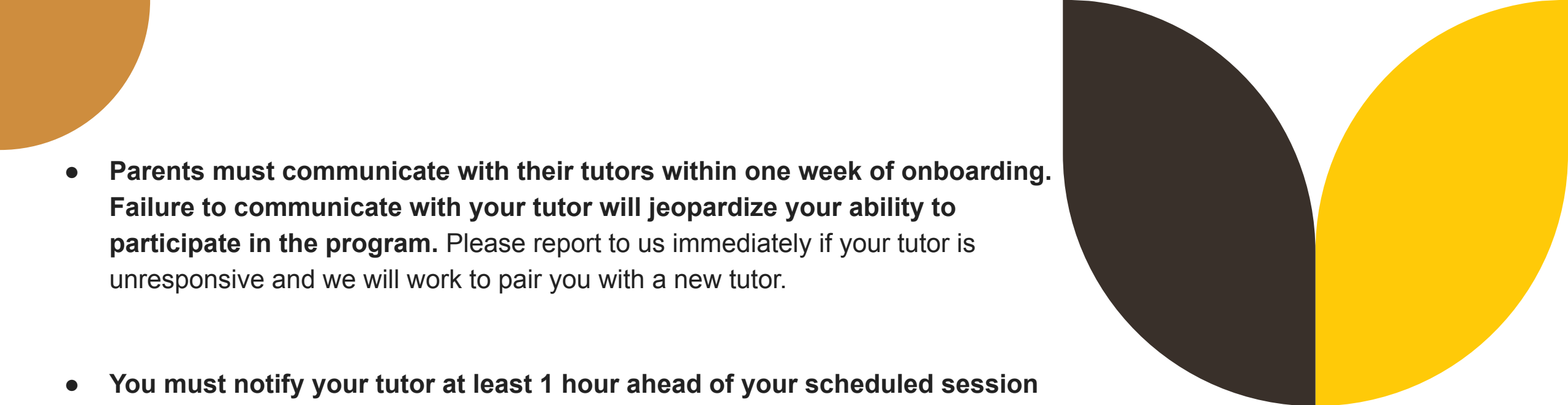
Oak Park Public Library Main Branch, 834 Lake St., Oak Park, IL, 60301

Parking in the garage is always free on Sundays.

If we have a space reserved, our space will typically either be in the Conference Room or the Lobby Community Space.



Virtual Tutoring

- Virtual tutoring is accessible to all who elect to be a part of our virtual program. Tutortastic has a designated zoom workplace account for sessions. Please let us know if you plan to do virtual tutoring session so a weekly zoom link can be sent to you.
- If your student is in person and you would like to switch to a virtual format, we can switch you **at any point during the year**. Our tutors are trained to tutor virtually in the event of an emergency or temporary switches for convenience during the winter, but if your tutor is not comfortable with switching permanently, please note you may have to wait to be assigned a new tutor.

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- **Parents must communicate with their tutors within one week of onboarding. Failure to communicate with your tutor will jeopardize your ability to participate in the program.** Please report to us immediately if your tutor is unresponsive and we will work to pair you with a new tutor.
 - **You must notify your tutor at least 1 hour ahead of your scheduled session if you're unable to attend.** Failure to do so will result in a no call no show. This is critical as it prevents the tutors from arriving to your selected location in the event the student can't make it.

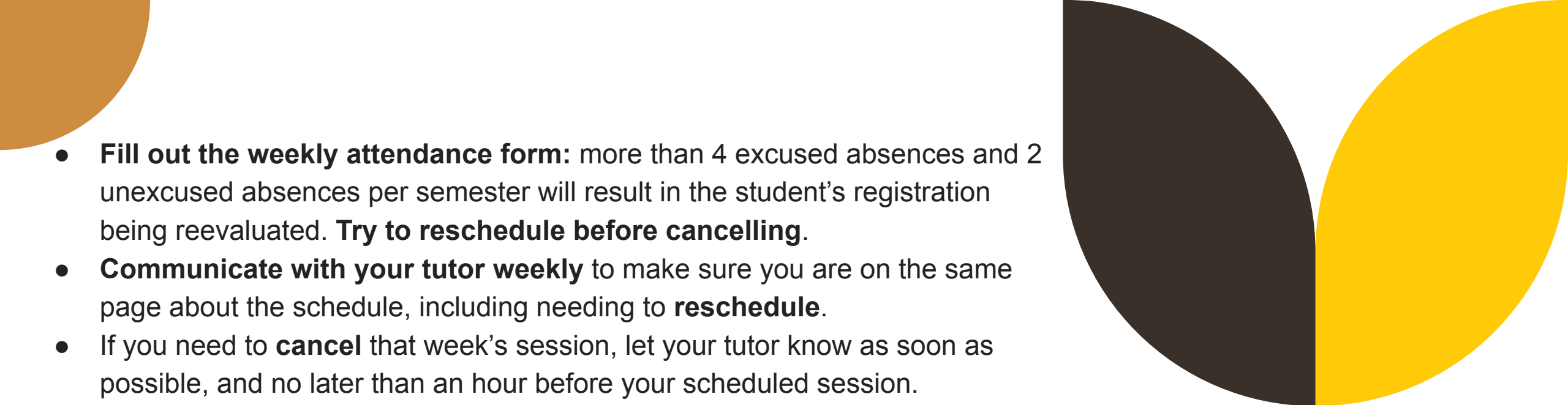


Attendance Policy

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- Failure to communicate with your tutor within one week of onboarding
 - Failing to communicate with your tutor **weekly** (unless on a bi-weekly or monthly schedule) to discuss the date/time/location of tutoring
 - Not documenting absences or providing a reason for an absence



What Else Counts As A No Call No Show/Unexcused Absence?

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- **Fill out the weekly attendance form:** more than 4 excused absences and 2 unexcused absences per semester will result in the student's registration being reevaluated. **Try to reschedule before cancelling.**
 - **Communicate with your tutor weekly** to make sure you are on the same page about the schedule, including needing to **reschedule**.
 - If you need to **cancel** that week's session, let your tutor know as soon as possible, and no later than an hour before your scheduled session.
 - If the student is or will be **more than 20 minutes late** to a session, tutors have the right to go home and the student will get an unexcused absence.
 - **Please note that all attendance policies are strictly enforced.**



How To Avoid Unexcused Absences

Other Important Info

- Before any students are onboarded, the board of directors selects students based on circumstance and academic need. This process is the same for waitlisted students. Due to the high volume of applications we receive, we ask that you are patient in us notifying you of acceptance or waitlist.
- When a student is registered, parents have the ability to request for additional academic resources like english or math worksheets by grade level (especially useful for students without homework). We have an inventory of over 100 worksheets in each subject to choose from.
- Please utilize the Parent Supply Package for other wonderful resources, including social-emotional support resources and free academic resources.

More Important Info!

Tutor-student bonds are very important to us. They help to build trust with the student and give them a sense of stability throughout the year.

- Please let us know if you feel like your tutor is not a good fit for your student, as this will likely be the person they work with for the remainder of the school year, and possibly future years.
- If a tutor leaves the program or has a schedule conflict with the student from the previous year, we will try to give notice a couple weeks beforehand so we can pair you with a new tutor.



How We Onboard Tutors



Application Review

Applications are received via our google form. We take the time to review and check references.



Interview

If considered a good fit, we schedule a short interview to discuss applications in detail and assess the personality and qualities of the tutors.



Background Check

For adult applicants, we conduct background checks.



Training

All onboarded tutors are given a training document to read through and asked to participate in a live orientation/training with us if one is available.



First Day!

Our tutors are assigned a student we feel would be a good fit. After the first day, they are then given the opportunity to discuss successes and challenges with staff.



Pay-What-You-Can

In May of 2024, our board decided to implement Pay-what-you-can to support the expansion of our program and increasing expenses. Pay-what-you-can is an increasingly popular sliding scale payment system where our families can choose a dollar amount that they are comfortable with giving monthly for utilizing our services. Upon registering, you will be asked to create an account through Givebutter to **choose the amount of your subscription**. All monthly subscriptions go towards monthly operational costs that our program could not exist without, and we ask that you support us fairly in a way that works for you. **If a monthly fee is not feasible for you, you may request to receive *free* services by providing proof of income.** If you choose to make additional donations on top of your monthly subscription, as a 501c3 organization, all donations are tax deductible. Additionally, you can change your amount by notifying us and cancel your subscription when your student leaves our program.



Calendar & Updates

No Session Dates 2025-2026

Orientation/first day: **September 28th**
Last day of tutoring: **May 17th**

No Session Dates (For Those Who Tutor Sundays):

November 30th
December 21st
December 28th
January 4th
March 29th
April 5th

Holidays

If you and your student celebrate a holiday that is not marked as a day of non-attendance (i.e. Cinco de Mayo, Easter, or Mother's day) it will not count against student attendance if you do not show up, but please let your tutor know.

Additionally, if you tutor **during the week** of a holiday break, sessions are optional. i.e. All weekday sessions of 11/23-11/29 are optional due to Thanksgiving. The Sunday session of 11/30 will be cancelled.

Where To Find Important Updates

As the school year progresses, important updates and information can be found in the **Weekly Buzz** section of our website, the Recent News section on the website home page, and the Buzz newsletter. If you are not signed up to the newsletter, visit www.tutortastic.org and go to "Contact/Sign-Up" and subscribe.



Important Links!

Parent Supply Package

https://drive.google.com/drive/folders/1Zkr9cY1YLZW5hl_nD4dvontPZ7F1T68T3

Flyers

https://drive.google.com/drive/folders/1db8SINUn7l1jisGghBWptxYxBQ_QHml0?usp=sharing

Wednesday Journal News Article

<https://www.oakpark.com/2023/03/20/new-program-to-offer-free-tutoring-for-students-in-need/>



FAQ

Q: Do we provide tutoring to high school students?

A: We are currently working on a pilot program for high schoolers

Q: What happens if I need to enroll multiple children?

A: You can enroll multiple children, but due to limited numbers of volunteers, we can't guarantee they will each get their own tutor. Weekly sessions may have to be split amongst each student.

Q: What should I do if my tutor is unresponsive or I have an emergency that prevents me from attending multiple session?

A: Please notify us immediately so that we can pair you with a new tutor or that your spot in the program won't be jeopardized due to extenuating circumstances



Points of Contact

At any point in time, If you have any concerns, you may contact us in person, or by email.

Main email:

contact@tutortastic.org

When sending an email to the main email, you can always address a specific person you'd like to communicate with or speak to.

**Instagram, FaceBook
@tutortasticnfp**

Peera: Founder & President - peera.serumaga@gmail.com

Gia: Vice President - gia200310@gmail.com

Ace: Manager & Recruiter - contact@tutortastic.org

Aja: Outreach Program Coordinator - contact@tutortastic.org

El: Logistics Program Coordinator - contact@tutortastic.org





Thank you for joining our hive!
We look forward to a successful,
abundant year full of learning and
smiles.