



## Frequently Asked Questions

### About Right At School

#### Why Right At School?

Right At School is focused exclusively on student enrichment for children in elementary and middle school. Rather than offering "day-care" or "babysitting," our highly trained and passionate educators make sure the learning carries on before and after school in a fun and meaningful manner. Your children will experience best-in-class, fun-filled programs focused on building their creativity, conditioning, character and confidence. We are reliable (programs run every day school is in session for a full day), flexible (register for 1, 2, 3, 4 or 5 days/week), and convenient (we offer a daily drop-in option).

#### How do I register and pay for Right At School?

You can register and pay online starting Monday July 20<sup>th</sup> using your credit card or direct checking account, at [www.rightatschool.com](http://www.rightatschool.com). Just click on "Register" in the top right of your screen, then find and select your school.

#### Can I speak to someone directly?

Families can speak directly to Right At School personnel anytime by calling 855-AT-SCHOOL (855-287-2466) during the hours of 8:30 am – 5:30 pm (CST). During program hours, parents will be able to call their child's Right At School Program Manager on a dedicated phone that each Program Manager carries. Program phone numbers can be found on our website on the Locations and Pricing page.

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## The Right Club

### What is The Right Club?

The Right Club operates every day that school is in session for a full day. We begin when the school bell rings and continue until 6 PM (*pick-up time may be different in some locations*). You can choose as many days as you'd like for your children to attend and you can change your schedule if needed. We provide enrichment- and fitness-based activities for families needing reliable and meaningful support after school.

### What does a typical day look like in The Right Club?

Town Meeting (~15 minutes) – At the school bell, children will gather in our after school meeting location, where our educators will take attendance and offer a choice of healthy, nut-free snacks. The day is then kicked-off with a Town Meeting, where students will share celebrations, and our educators will preview the day's fun activities.

The Right Moves (~10 minutes) - After a long school day, we know kids need to let out their energy. We spend ten minutes dancing, doing yoga stretches, or team games; just enough time to get out their “wiggles” and refocus their energy on homework.

Homework Time (~45 minutes) - Our educators provide a quiet and supervised environment for students to work on their homework. If students do not have homework or complete it early, they will have quiet activities from which to choose. We encourage parents to check homework for accuracy with their children in the evening.

Daily Double/Triple Play (~45 minutes) – Students will be exposed to a variety of different curricular themes, units and lessons - every unit is 2-3 weeks- so students get to experience what it might be like to be involved in that field (i.e. become an anthropologist or an architect) and then move on to the next. During these units we use a variety of activities (plays, drawings, writing, playing games, songs (even some raps!)) to engage the mind and heart of every child in a diverse range of content units. We focus on building experiences for children to help them construct their understanding of meaningful and unique content. Students will perform plays to pretending to be Greek Gods as they learn about other cultures, and build model ships from all over the world to see how engineering has changed over time.

Play Right Fitness (~30 minutes) – We may be outside on the playground, or inside playing kickball or making up a dance routine. Either way, making time for daily movement and learning sportsmanship is an integral part of our day.

Self-Navigation (~30 minutes) - We know kids need time for free play! We have an ample supply of arts and crafts supplies, board games, card games, chess sets, and sports equipment available for kids to stretch their creative muscles!

### **What will my child eat for snack?**

Right At School will provide a choice of a healthy, nut-free snack every day. Children are welcome to bring their own snacks from home if they prefer (please make sure they are nut-free). Some examples of snacks are fresh fruit, like apples, bananas, and oranges, fruit cups in 100% juice, whole grain crackers, granola bars, raisins, and fresh items like yogurt, cheese, and hummus (when refrigeration is available).

### **Who are Right At School Program Managers and Educators?**

Right At School program managers and educators are experienced individuals with a passion for working with children. As part of our focus on safety, our employees must pass comprehensive fingerprint background checks. In addition, our program managers and educators receive ongoing safety training and abuse prevention and neglect training, and all of our Program Managers are CPR-certified. Our staff also participate in extensive education- and behavior management-focused training throughout the year.

### **How many days a week can my child be a part of Right Club?**

Families may sign-up for 1-5 days per week of the Right Club after-school program and can change their schedule as needed each month (*some before and after school programs may vary in the number of days offered*).

### **Are Right At School's Programs Licensed?**

Right At School always follows the regulations of the states and districts in which we operate. Regulations vary from state to state regarding whether school-age childcare programs should be licensed (e.g., in Illinois and Indiana, school-based after-school enrichment programs are exempt from licensing). Nevertheless, Right At School always meets or exceeds state licensing standards for child-to-educator ratios, background checks, first-aid and CPR training, staff training, program design, curriculum content, positive behavioral guidance, etc. We pride ourselves on running world-class programs, and regardless of licensing status, safety is always our number one priority.

### **Does Right At School have a before school program?**

We are pleased to offer before school programs at Woodview and Park!

### **How much will this cost?**

All prices are monthly:

After-school: 1-day: \$99; 2-day: \$187; 3-day: \$260; 4-day: \$321; 5-day: \$390

Before-school (where available): 1-day: \$53; 2-day: \$100; 3-day: \$139; 4-day: \$171; 5-day: \$208

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## **Registration and Billing**

### **When can I register my child for Right Club?**

Right Club registration is rolling and you may enroll anytime starting July 20<sup>th</sup>. If you are signing up mid-month, we will automatically prorate your first month's tuition.

### **I can't pick up my child on a day they are not signed up with Right At School, can they do a Drop-in?**

Yes! We offer drop-ins into our program at a flat fee of \$35 per child per day. You must register online or via phone by noon the day of for after school and the day prior for before school.

### **Can I add a day to my child's Right Club schedule?**

Families may change their child's Right Club class schedule at any time by logging into your account and selecting "Change my Child's Schedule." For week-of schedule changes, please call Customer Service at 855-287-2466. There are no refunds or credits provided for the current month of service.

### **When is Tuition due for Right Club?**

Right Club tuition is automatically billed on the 1st of each month.

**Are there any extra fees to Right club?**

There is an annual \$65 registration fee per-family for all Right Club programs, which is due in full upon registration.

**Is there financial assistance for Right At School?**

Right At School accepts state childcare subsidy at many of our programs. Please visit our website and click on your school location more information on what is accepted at your local program.

**I have more than one child with Right At School, do I get a discount?**

Yes! When siblings are enrolled in any Right Club option, there is a 5% discount on the bill for the lowest-cost child per additional child.

**My child was absent, can I get a refund?**

There are no refunds given for student absence (including illness, vacation, suspension, etc.). If a child gets sick with a communicable illness or disease, s/he will be prohibited from attending Right At School programs for a determined period of time (depending on what the illness or disease is) and those missed days will not be refunded.

**Right At School's program was cancelled today, will I get a refund?**

No refunds will be given for programs that are cancelled due to weather, facility issues, school closures, school-dictated unavailability of space, or any other issue beyond Right At School's direct control.

**Are we charged for days that school is not in session?**

There are no refunds given for any days of student non-attendance (i.e. holidays, half days, professional development days, etc.). Tuition is set based on the actual number of school days in the academic calendar year and does not bill for holidays and other school days off. The total tuition for the academic year is divided into equal monthly payments for convenience.

**Does Right At School run on holidays and partial days?**

School days out camp will be offered within the district. Only families enrolled in Right Club or Electives are eligible to participate in these programs.

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## **Electives**

### **What are Electives?**

One-hour Electives are offered at select locations only. They are 10-12 week classes in the arts, music, foreign language, sports, science, STEM, etc. and are offered across three trimesters: fall, winter, and spring. Classes vary by school, and include courses taught by specialized enrichment vendors.

### **When can I register for Electives?**

Electives run in three trimesters: Fall, Winter, and Spring. Registration for Electives is conducted through the online portal and runs from four weeks before the commencement of classes. For most programs, registration will remain open after classes begin but families who register late will pay the full tuition and may incur a late fee.

### **Why is an Electives class closed?**

All Electives classes have minimum and maximum enrollment numbers. Once a class reaches its maximum enrollment, the class will be closed to further registration. Families may register for the waitlist on the parent portal and will be notified if a space opens up.

### **Why is my Electives class cancelled?**

If a class does not meet its minimum enrollment, it will be cancelled during the week before the start of the trimester. Right At School will remove the child's registration and parents will be notified of the cancellation. Payment will be refunded within 7-10 business days.

### **What is your refund policy?**

We allow one risk-free trial class so that your child can determine if the class is a good fit. We think this is fair for both families and our vendors. A full refund will be provided if customer service is contacted within the first week of the program. Notification must be received before the commencement of the second scheduled class.

### **Are there any scholarships available for Electives classes?**

There may be scholarships available in limited amounts in some school programs. Please visit our website and click on your school location for more information on what is available at your local program.