

### Tips for Initial Contact/Scheduling

- Introduce yourself as being from Tri-Ed Tutoring.
- Let them know that you would like to schedule the tutoring sessions.
- When scheduling, offer a time that works well for your schedule first. For example, say “I know weekday evenings work best for you. Would Tuesdays at 7:00 work?” rather than saying “When would you like tutoring?”. This way, you can try to arrange your schedule based on where the students are located and group students that are in the same area on the same day to decrease travel time between appointments. If you leave it open, it will be more difficult to do that.
- You may want to spend a few minutes talking with the parent about what his or her goals are for tutoring. You should have this information in a work order for most students but it’s a good opportunity to break the ice. It’s also helpful if you have an older student whose parents will not be present at the sessions. This way you have a chance to get their perspective prior to meeting with the student.
- They may also want additional information about you. If so, you can talk about your educational background and/or experience with tutoring.
- In the welcome letter for the parents, we remind parents to have past test, quizzes, class syllabus, etc. together for the first session so that you can get an idea of where the student is having trouble and what to work on with the student. However, it might be a good idea to remind them to bring (if at a public location) or have together (if at home) all materials prior to the session.
- Some parents are better reached by phone and some prefer email. If they have a preference, it will be noted in their contact information. If they do not have a preference, start with the phone. If they can not be reached, leave a message and say that you will follow up with email as well. This way, they can return your contact with their preferred method.
- Gauge the personality type of the parent. Some parents are very detail oriented. For these parents, they may want to know a lot about your educational background, your experience, your methods of teaching, how you measure success, etc. Some parents prefer the convenience of in-home tutoring and are looking for the easiest way to set up tutoring. For these parents, they may be less inclined to talk for a length of time and may be more interested in simply scheduling the tutoring sessions. These parents are often best reached via email. Other parents may like to build relationships to feel comfortable. These parents may be more inclined to talk about their students, their accomplishments, the sports they play, etc. It’s important to be able to alter your approach to communicating based on the personality of the parents.