

# FREQUENTLY ASKED QUESTIONS (FAQs):

## 1. What is the teacher to students ratio?

Currently, we have 1 teacher to 16 students ratio.

## 2. How many days of school are there at Basic Steps Academy?

There are 194 instructional days from August 29 to June 19 with a 10-day winter break at the end of December. We do not schedule mid-winter and spring breaks like many schools.

## 3. How long is the day for kindergartners and first graders?

Both kindergartners and first graders start at 8:30am. However, kindergartners have a shorter day and are released at 1pm every day (4hrs and 30mins). First graders have a longer day and are released at 2pm every day (5hrs and 30mins).

## 4. When do students have a break during the school year?

Children will not have school on holidays and during the 10-day winter break. If you have vacations planned, please notify the teacher in writing through email.

## 5. Do children have recess at school?

We do not have recess scheduled for our kindergarten and 1<sup>st</sup> grade program because our schedule is shorter than most schools. However, we have 45-minute snack and discussion time in the morning and 30-minute PE fun time with students every day in the afternoon. Our students will get all the fun they need in a 4-5 hours school day.

## 6. Are there days off for parents' conferences and teacher training?

No. Children are expected to attend school every day except on those 8 holidays and during winter break. We do not have late-start or early-release days like public schools. Parents' conferences are usually scheduled around 8:20am or 11:40am.

## 7. What is the refund policy?

We do not offer refunds. Parents may withdraw the child from school at any time. However, all fees and tuition collected are nonrefundable.

## 8. When is tuition due? And how do you collect the tuition?

Parents pay their tuition by the 15<sup>th</sup> of each month. There will be \$15 late payment fee. Parents are expected to submit their payment electronically or by mails every month. Parents who choose to pay in person must include \$15 inconvenience fee per each transaction.