

Parent FAQ- Online Tutoring Program

**How does this work?  How do I get started?**  
Milestone helps you find online tutoring for your kids.  We feature all kinds of online tutoring classes - for core academics or for enrichment - from independent educators.  Milestone Pediatrics makes it easy to enroll in one or more classes, grades K-12.

Visit our website, select the class you are interested in and check out conveniently on our website. You may send us a message about your learner or give us a call for your free assessment.

**How do online classes work?**  
The format varies based on the teacher and the class.  Most are live online classes using the Zoom platform, meaning they involve set meeting times and use video chat.  Most classes use messaging through email or phone to handle other communication. Parents are often surprised at the fantastic learning experiences that can occur through an online format.

**What kind of quality or vetting do you do for your classes?**We screen all our educators to feel confident they are offering a legitimate and quality educational experience.  The on-boarding process includes an interview, phone conversation, background checks, and level one fingerprint clearance card.

We don't require any particular teaching credential, because we believe that many adults can offer great learning experiences based on their interests and expertise. We do require teaching experience in the subject they are teaching.

**What technology do I need for online classes?**You'll need to use a device with a microphone and a web cam. Most laptops, tablets and phones come with built-in camera and microphone these days.  Milestone also uses the Zoom platform. It is safe and easy to use. Milestone requires a unique id that allows additional security using Zoom. <https://zoom.us/>

**Are payments secure?  Can I pay with Paypal?**Payments with Milestone are secure.  Payments can be made via credit card or Paypal and are processed by an industry-leading processor using our website check out feature.