

You have been awarded funding and can now access your LearningOhio account! Please read this important information to find answers to frequently asked questions to help you navigate the site and program.

→ **ACCOUNT SET UP:** You will be required to create a password for AppointmentPlus. We have a visual step-by-step guide for these instructions. (How to Access A+)

AppointmentPlus: After finding a learning provider you would like to interview, click “book now” on their bio; this will take you to the AppointmentPlus login. Click “forgot password” and type in your email address. Check your email/spam/junk for ‘reset password’ email and follow instructions.

→ **FUNDS.** The grant is awarded per student. The funds aim to cover approximately 10 weeks if service. We recommend budgeting \$100/week, but you can spend the funds however you see best, within the specifications outlined below.

→ **YOUR ACCOUNT:** Your account is already created and loaded with a package. You will see this when you go to book a session in your AppointmentPlus account. Sessions will be of no charge to you while you have a remaining balance. You can check your remaining balance under “Packages” in AppointmentPlus, and it will show you how much \$ you have used.

→ **BOOKING REQUESTS:** When you request an appointment with a learning provider, you will get an email with a notification. Please check your spam folder if you do not see the email. Your appointment is not confirmed until you hear from the learning provider. Under “Appointment Details” in your appointment email, it lists the learning provider’s email address. Feel free to reach out to them directly.

→ **Mandatory introductory interviews.** We **require** you to book interviews with learning providers you have not met prior to booking a paid session with them.

NOTE: The learning provider needs to confirm with you on how you will connect (by phone, Zoom, GoogleMeet, etc.) Please check your email to see if they have sent you information.

→ **All PAID appointments must be booked online on your account to use your funds, or you will have to pay out-of-pocket for services. Providers cannot book on your behalf. You cannot book verbally with a provider. The appointment must be made through the website to be paid with your funding.**

- You cannot book same-day or next-day appointments. You must book with enough notice for the provider.

→ **CANCELLATIONS** If you need to cancel, please cancel more than 24-hours in advance of the service. We suggest you try to reschedule rather than cancel, if possible. Cancel appointments in AppointmentPlus. If you do not cancel on the site, your account will be charged.

- If you cancel with less than 24-hours' notice, your funds will be docked the amount of the service to pay the provider for the short-notice cancellation.
- Reschedule with 8 hours or more notice to change the appointment at no charge. Within an 8-hour window, you will be charged for the change.

→ **VIRTUAL INTERVIEWS or VIRTUAL SESSIONS:** At this time, Learning Aid Ohio requires that all learning providers offer in-person services, but sessions can be virtual per the request of the family

### HOW CAN I USE THESE FUNDS?

Your Learning Aid Ohio grant is to be spent on Learning Providers who provide ongoing, meaningful supplemental learning support and education services. These funds are not intended to cover childcare costs or other purposes. We reserve the right to request additional information regarding sessions at any time. If we suspect misuse for any reason, we reserve the right to immediately remove you from the platform entirely or until the concerns are resolved.

- Appointments scheduled for longer than 3 hours will be flagged, and you will be contacted to discuss your usage and ensure your scheduling aligns with program guidelines.
- Exhausting grant funds in 4 weeks or less is considered excessive spending. If you choose to spend your funds in this manner, you will not be considered for future opportunities with the program.

### DO MY FUNDS EXPIRE?

- Funds for the 2022 winter session will be distributed January 16, 2022 and Expires March 31, 2022.
- **Please note that not accessing your funds may result in being removed from the program.**

### WHO CAN BE A LEARNING PROVIDER?

Immediate family members, or anyone living in the same household of an approved student, cannot apply to be Learning Providers. Immediate family members include the student's siblings, parents or grandparents by blood, marriage, or adoption.

Businesses cannot be Learning Providers with Learning Aid Ohio. The site is built for individual contractors only. The person advertised on the platform must be the person who provides services.

All Learning Aid Ohio providers are independent contractors.

### WHAT IF I HAVE A LEARNING PROVIDER IN MIND ALREADY?

Great! This way of using the program has been highly successful. Please have them fill out a Learning Provider Application found under the For Learning Providers tab on our website. They will need a current Background Check (BCI) or active ODE License to be considered.

Please understand that there could be delays to the onboarding process, as approval is contingent on factors outside of Learning Aid Ohio's scope of control, particularly as it regards to BCI or ODE background checks and other required forms completed by the provider. While we are happy to share the status of your provider's application, we cannot predict the wait time. These efforts are to protect the safety and wellbeing of our students and as well as the integrity of the program. No exceptions can be made to this rule, and we cannot expedite the process.

### HOW DO LEARNING PROVIDERS GET PAID?

Learning Providers will be paid directly by the site administrator, only when families book using their AppointmentPlus account. If it is not on the calendar, the family is responsible to pay for services out of pocket. We cannot back pay



## FREQUENTLY ASKED QUESTIONS

providers for any appointments not on the calendar. Providers are paid according to the pay schedule outlined by the site administrator and can be found in the Learning Provider Welcome Guide.

### **WHAT DO I DO IF I NEED TO CANCEL AN APPOINTMENT?**

If an appointment is cancelled by a family less than 24 hours of the scheduled session time, the provider will be paid for the appointment and funds will be deducted from the family's account. The family or the Learning Provider must cancel the appointment ahead of time, as to not charge the family account.

If an appointment is cancelled by a Learning Provider, regardless of the timeline, the appointment should be cancelled online by the provider and the family's account should not be charged.

In the case of a Learning Provider "no-show" or last-minute cancellation, families need to notify [learningohio@dsaco.net](mailto:learningohio@dsaco.net) within 24 hours to ensure funds are not subtracted from their total funds available.

If a tutoring session was held but not scheduled through the Learning Aid Ohio online platform, the Learning Provider will not be paid. All services must be scheduled through the Learning Aid Ohio platform at [learningohio.com](http://learningohio.com).

**If you still have questions or concerns, please do not delay in contacting Learning Aid Ohio.**

[LearningOhio@dsaco.net](mailto:LearningOhio@dsaco.net)

Program Manager (614) 263-6020 ext. 1050

Family Coordinator (614) 263-6020 ext. 1040