RIGHT AT SCHOOL

Right At School & Pleasanton USD





a place to BE A KID!

Pleasanton USD FAQs

REGISTRATION & BILLING



Will my student automatically be enrolled in Right At School if they currently attend Kids Club?

Because the information you have provided to Kids Club is personal and confidential, you will not be automatically enrolled. However, a spot is guaranteed for any existing ESS families at sites moving to Right At School.

I am currently on the waitlist for Kids Club. Will I be given priority enrollment with Right At School?

Right At School does not typically operate with waitlists. Enrollment is currently open and we currently have openings available. Click here to find your school and register today.

How does tuition work? Do I need to pay additional for non-school days?

We have structured our billing schedules to be as predictable and evenly distributed as possible. For monthly billing, we divide out the entire school year's program cost to create equal payments, with the first and final months prorated to reflect the fewer school days.

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. When school is not in session (in-service days, holidays, breaks and summer), our program will be available at an additional fee.

REGISTRATION & BILLING (CON'T)



What are your hours? What about on non-school days?
We will be open at 7:00am and close at 6:00pm. These will also be our hours for non-school days.

How will you charge for early release days like parent-teacher conferences?
There is no additional charge for these days.

How do I register for non-school days and school breaks?
When non-school days are approaching, you will receive notification from your program with registration information. You will register through the same online portal you use to register for our before and after school programs.

What days will you be closed?
Labor Day, Thanksgiving Day and the day after, Christmas Eve and Christmas Day, New Year's Eve and New Year's Day, Memorial Day, Veterans Day and Independence Day.

If we need to take time away from the program or don't attend breaks, will I lose my spot?
No, you will not lose your spot. Please keep open communication with our program staff so we know when to expect your child to return to our program.

How much is registration? Is it refundable?
Registration is $50 per family and is nonrefundable.

How do punch cards work?
Purchasing a punch card gives you 10 pre-paid drop-in days that can be used for any regular Before and After School days. To redeem a punch card day, you will need to connect with your program manager at least 24 hours prior to the day you want your child to attend.

What discounts are available and how do I apply for one?
We provide a 10% sibling discount, 10% military discount, 20% free and reduced lunch discount, 50% Pleasanton district employee discount and 100% RAS employee discount. Reach out to our **Customer Service** department **online via chat** or at **1-855-287-2466** to apply for your discount.



PROGRAM INFORMATION

Will there be homework support for students that need it?
Yes, our program staff will provide homework support.

Will you have Spanish-speaking staff in dual immersion schools?
Yes, we will.

Are you licensed through the state of California?
We hold a Heritage Status through the California Department of Education, which exempts our programs from California Community Care Licensing. While we are license-exempt, we follow the same health and safety protocols as required through licensing as well as Department of Justice/FBI background checks for all staff.

What is the student-to-teacher ratio?
Our ratios are 12 students to 1 educator for TK/K programs and 17 students to 1 educator for upper grade programs.

Are students with special needs eligible to participate in Right At School?
Yes, we will work with you to meet the needs of your child. Please reach out to your Area Manager prior to enrollment so that we can schedule some time to meet and discuss how we can work together to provide the best care for your child.

MORE INFORMATION



Where can I learn more about how to apply to work with Right At School?
We would love to tell you more about employment with Right At School! Click here to learn more.

Who can I call if I have more questions?
For billing and registration questions, call our **Customer Service Line** at **855-287-2466**. For all other questions, you can contact Area Manager Christine Garcia at 925-913-0314 or Regional Manager Ishita Bhattacharjee at 669-351-5974.