

Sylvan Learning: the reviews in one place, and what to check before you sign

The ratings, with the counts (October 2026)

Platform	What it shows	Read it as
Trustpilot	3.2 of 5 from 8 reviews; half one star; none in the last year	too few to mean anything
ConsumerAffairs	about 1,600 reviews, mostly five star, collected mid-programme	read the one-star ones
BBB, corporate-owned centres (MD)	not rated; 0 complaints in 3 years; no corporate profile	the 'BBB gives Sylvan an F' line is not on the BBB's site
Google, large Texas centres	Cypress 458, Kingwood 325, Dallas 320, Spring 283, Katy 195 reviews, mostly positive	your centre's own Google page is the useful one
Glassdoor and Indeed (tutors)	3.5 to 3.8; two thirds would recommend; pay the lowest score (2.9)	good work, low pay, turnover likely

What parents praise

- [] Caring, attentive tutors; individual attention within the group; a plan and a report
- [] Visible progress in reading within a term; grades up; confidence at home
- [] SAT preparation that worked at centres with a dedicated SAT teacher

What parents complain about

- [] Price: \$55 to \$75 a session for a third of a teacher is \$165 to \$225 per hour of attention
- [] The 3-to-1 ratio: 'you don't get that much help'; a child far behind waits most
- [] Contracts and billing: a charge that 'came out of nowhere', refunds refused, the guarantee not honoured, billed for closed days
- [] Special needs: 'not qualified to teach dyslexic students'; a tutor mismatch with no change offered
- [] Closures: a franchise can shut with sessions paid and not delivered

The guarantee's conditions

50 skills in 50 hours; remedy is free extra hours, not money; participating centres only; SylvanSync maths and reading, grades 3 to 12 only; at least 4 hours a week; 50 hours within 14 weeks.

Before you sign, and the three-month test

Check before signing

Check	Done
The centre's own Google reviews (hundreds, recent, specific) read, not the national star rating	☐
Per-session rate, session length, ratio and the same-tutor promise in writing	☐
Start month-to-month, not the 12-month plan	☐
Exit, hold and refund terms for any longer plan in writing	☐
Who teaches my child's subject at high-school level (calculus, physics, chemistry)	☐
For dyslexia, ADHD or another diagnosis: the tutor's specific training	☐
Whether the centre participates in the guarantee and my plan meets 4 hours a week	☐

The three-month test

Week	Target (one measurable thing)	Session notes received?	Measure
0			start level
4			
8			
12			stay / stop

Which children it suits

☐ Suits: grades 2 to 8, a little behind in reading or maths, attends regularly, likes a small group, parent wants a plan and a report; SAT and ACT prep with a dedicated teacher

☐ Does not suit: far behind (the group cannot stop); dyslexia or ADHD needing a specialist; senior maths and sciences unless the centre names the teacher; a family that cannot absorb about \$5,000 a year

Sylvan vs Kumon vs Mathnasium vs 1-on-1

	Sylvan	Kumon	Mathnasium	1-on-1 tutor
What	teacher-led, up to 3 students	worksheets, daily homework	maths only, drop-in with floor instructors	one adult, one child
Best for	a year behind, likes a group	fluency at or above level	maths practice with help on hand	a specific gap, a diagnosis, a date
Price	\$37 to \$75 a session	\$120 to \$210 a month per subject	monthly membership by centre	US \$40 to \$100 an hour; online from India US\$10 to \$13

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