**Infographic: The Client Experience**

In "The Consultation" Box:  
  
FIRST SENTENCE: "complementary" should be "complimentary".   
  
SECOND SENTENCE: Please delete "due to geographic constraints".   
  
PLEASE DELETE THE THIRD SENTENCE.  
  
In the "Match and Customization" Box:  
  
Change the title to be "Match and Customize".  
  
The second sentence is missing a period at the end.  
  
In the 3rd box, please delete "Clear and Frequent".  
  
Here is the updated language for this box...  
  
Tutoring sessions occur in the home, our offices, remotely or a location of the family's choosing; scheduling is based on the availability of the student.   
  
Our custom-built, mobile-friendly "Dashboard" provides parents with a thorough lesson summary after each session, convenient practice test registration, and real-time tracking of student progress.

**Phase 1: The Consultation**

* The process begins with a complementary and thorough consultation.
* One of our local Educational Directors meets in-person (or via Skype if necessary) with the parents and student to become acquainted and to better understand the family’s needs.

**Phase 2: Match and Customize**

* Students are matched with a tutor or a team of tutors based on a careful understanding of each student’s unique learning style, academic goals, personality, and schedule.
* The tutor(s) develop a personalized curriculum that aligns with the student’s existing strengths and areas for improvement, while addressing all factors impacting performance such as test anxiety and self-confidence.

**Phase 3: Clear and Frequent Communication**

* Tutoring sessions occur in the home, our offices, remotely, or at a location of the family’s choosing; scheduling is based on the availability of the student and tutor.
* Our custom-built, mobile-friendly “Dashboard” provides parents with a thorough lesson summary after each session, convenient practice test registration, and real-time tracking of student progress.

**Phase 4: Ongoing Suite of Services**

* Our Educational Directors are compassionate and responsive, ready to provide guidance and seamless coordination of whatever services the student requires.
* No matter where along the path our relationship begins, we continue to support our students and families in a myriad of ways including:
  + Standardized Test Prep
  + Subject Tutoring
  + College Admissions Consulting
* When appropriate, we introduce behaviors for students to improve their executive functioning, organizational and time management.