



FAQs

How do I pay for services at QWERTY?

QWERTY Education Services will send you monthly invoices. Each month's invoice arrives early in the month following the month in which services are provided e.g., you will receive an invoice for May tutoring sessions before the end of the second week in June. Payment is due before the end of the month in which the invoice is received. At present, we are not equipped to receive payment via credit card, so checks are preferred.

Can I meet the tutor first?

Usually parents are confident of a good match following their initial intake conversation or by their initial phone conversation with the tutor. Potential families and students are welcome to arrange to meet a tutor beforehand if they feel it is necessary. You may schedule a very brief greeting time, or you may schedule a billable session as a trial. A word of caution, though: most parents find the greatest success when they approach their child with confidence in the tutoring plan rather than with a tentative, "Let's see what it is like" sort of stance. You are under no obligation to continue should your initial session or sessions suggest it might not be what you want.

Will you match us up with a program or a tutor?

There is no pre-set curriculum or program at QWERTY. Together we review the existing knowledge of the student's learning profile and the strategies that have been used in the past. Based on that knowledge, we identify appropriate services and strategies that we can provide to help achieve your goals. Going through this initial process will allow us to recommend the most appropriate match between your goals and our staffing resources.

More often than not, our initial phone consultation allows us to determine if we have a potential match of educator and student. We take into account the student's learning needs, our staff's expertise and availability, the student's schedule including other commitments, transportation factors, and other considerations that may have a bearing on a successful plan. If we establish that we have a good match and you wish to move forward, the information from our consultation will be passed on to the tutor so he or she may contact you with an informed background. From there, you and the individual tutor will manage specifics of following through, and you are always welcome to speak with the Director or other QWERTY staff as needed.

Should I send or bring other paperwork like prior testing or report cards?

We will have a conversation about what would be most helpful. When you are considering tutoring initially, we may not need to see this beforehand except in complex cases, though the tutor may benefit from having this information once they begin. In the case of formal evaluations, we request copies of all relevant documentation; we'll discuss just what on a case-by-case basis. Reports may be sent to us, and we most appreciate photocopies brought, mailed or faxed that we may keep so that we can add our own notes.

Do you have a waitlist for tutoring?

Availability of tutors fluctuates from time to time. Individual tutors may have a number of openings at any given time or we may have none. Some tutors may have openings but not all of them. Your schedule may conflict with our availability, in which case you may evaluate the possibility of changing another commitment if practical. There is no "Waitlist," but rather a "Waitpool." Our waitpool is the list of students hoping for initial placement or a switch from a less ideal time. Our staff evaluates multiple factors to determine the priority given to each placement. We will do our best to let you know what you can expect at any given time.

Do you have a waitlist for evaluation?

Demand for evaluation varies seasonally and according to numerous other factors. We can sometimes schedule and complete an evaluation within a two-week period, and at other times there may be a longer wait before we can get started. We will discuss the current options available at that time. Please note that advance planning for testing is always advised.

What about ending my time at QWERTY?

We ask for "reasonable notice" to discontinue scheduled tutoring sessions. We consider last minute illness (including a phone call to us before the session) reasonable, but not if it becomes a pattern. We expect more than 24 hours notice for scheduled events that should have been foreseen such as a planned vacation or a prescheduled sports commitment. Advance notice provides us the opportunity to offer the time to other students.