



FREQUENTLY ASKED QUESTIONS

360.825.3131 Admin@PinnacleEducationServices.com

Who do we serve?

- We serve students who may fit any of the following categories, ages pre-k through adult:
- Language-based learning differences including: dyslexia, dyscalculia, and dysgraphia
- Twice-exceptional: students with a learning difference as well as an above-average IQ
- Specific Learning Disabilities
- ADD and ADHD
- Autism Spectrum Disorders
- Mild developmental disabilities
- Those not acquiring reading or writing skills as expected, or would benefit from individualized teaching

What is your commitment?

- A typical session (contract) spans 2–4 months, to be determined by PES. Clients commit to an entire session with set lesson dates, much like a sport practice schedule. Schedules are not customized.
- See policy for specifics on scheduled free lesson make-up days, offered twice a year.
- Clients see a practitioner 2–5 times a week, family decision with recommendations from your practitioner.
- Subsequent sessions: Contracts are offered on a seniority basis. Current client registration is opened prior to accepting new clients.

How are student needs met?

- Pinnacle Education was founded on the belief that all students secure the greatest gains with: Differentiated, structured, multi-sensory instruction delivered with high expectations and encouragement. While we follow Orton-Gillingham methods, we artfully tailor each lesson to best meet the presented needs of your child. Our instruction is uniquely crafted to meet the neurological make-up of your child's brain.
- Specialists use a structured, sequential, multi-sensory teaching approach (Orton-Gillingham based). For specific information on your specialist's approach see their biography or ask your specialist.
- Our tutors utilize a variety of training including, but not limited to—Orton-Gillingham, Wired for Reading, Slingerland, Wilson, Lindamood-Bell's Visualizing and Verbalizing, and various oral language and speech pathologist techniques.

- Informal ongoing assessment to identify needs—this is typically not in test form, but anecdotal notes and observations taken during teaching time. Lessons are, in essence, self-assessing.
- We are very flexible in lesson lengths and topics. Lessons are individualized to each family's goals and the student's needs. We develop a personalized program for each student.
- Each student's lessons are a product of a thoughtfully designed custom program for that student's needs.

Where do our lessons occur?

OFFICE LESSONS

- Issaquah and Enumclaw, Washington

REMOTE LESSONS

- Online lessons are just like a face-to-face lesson. We utilize webcams and Zoom software. Each tutor employs many interactive options to make online tutoring just as effective and multisensory as in person lessons.
- Perfect for the busy family as lessons can be delivered wherever you are—home, vacation, school, on-the-go

When: Contact your specialist for current lesson time availability.

- Online lessons are 50–60 minutes, with in-person lessons ranging from 40–60 minutes.
- Lessons can be 2–5 times per week. Once a week is only rarely offered as it doesn't provide the necessary repetition to make optimal gains.

Typical session tuition includes:

- 40–60 minute lesson: Each lesson is tailored to your child's predicted needs for that day. They generally consist of 5 minutes of check-in with the parents (either immediately after the lesson or in a brief message sent once a week) and the remainder of the time is spent working with the student. Your tutor will stop lessons 5 minutes before the end of your time to complete their notes and either deliver information to you, or compose a message to later send.
- Lesson preparation time: Lesson's can take up to an hour to create depending upon the research involved to meet your student's individual needs.
- One 30-minute phone call or email per week.
- Progress updates are communicated informally, not in a written report (unless otherwise requested and separately billed). *Continued on next page*



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Typical session tuition includes:

- Collaboration with classroom teachers and other service providers—this requires a signed authorization of release form and communication with schools is facilitated by the family.
- Unless extra take-home materials are requested, all materials are covered within the session price. Online lessons require families to provide physical materials including printed materials.
- Homework is not part of our lessons. Speak to your specialist for homework options which can be separately billed.
- IEP/504 consultation: School services review available upon request and charged accordingly.

Tuition payment:

- See PES policy and Mobile Payment docs for more information.
- Families must use mobile cell phone app payment through Venmo or Zelle [Click for detailed information](#)
- Families may pre-pay monthly or per session
- We utilize a tuition-based payment system which averages your amount due, providing a consistent monthly payment.
- Families pay to reserve a lesson time and we hope they can attend every reserved lesson.