

## FREQUENTLY ASKED QUESTIONS

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## BILLING AND SCHEDULING

### 1) HOW DOES WHILDE INVOICE?

Our billing system allows for recurring monthly payments with the option to pay in advance for prepayment discounts.

- **FIRST INVOICE:**

The first invoice is billed and must be paid in full within 48 hours of the start of coaching services and will be calculated for the number of sessions for that first month. For example: If a student is scheduled to start on the 8th of a month, an invoice will be generated once the schedule has been agreed to for all scheduled sessions from the 8th to the end of that month.

- **SUBSEQUENT INVOICES:**

Subsequent invoices will be billed for the following month on the 15th of each month. For example, the invoice for March sessions will be issued on February 15th. If a student's first session with WHILDE starts after the 15th of a month, then the partial month and the following entire month will be invoiced.

- **RECURRING PAYMENTS:**

Families must allow recurring payments when the invoice is created on the 15th of each month. This means the family's credit or debit card will be charged automatically for the upcoming sessions on the 15th of each month.

- **VARIABLE SESSION COUNT:**

The number of sessions may vary monthly depending on WHILDE's vacation/holiday schedule or how the calendar falls for that student's session schedule.

- **PAYMENT METHODS:**

Payments may be made by credit card, debit card, or check.

- **CANCELLATIONS:**

Families may cancel at any time. However, there are no refunds for any paid invoices unless extenuating circumstances have occurred.

- **PAY AS YOU GO:**

Unfortunately, we no longer allow this option. We have found that monthly payments create a more substantial commitment to our Coaching service and enable families to plan financially.

- **DISCOUNTS**

- 1) A family may pay three months in advance and receive a 5% discount on the invoice.
- 2) A family may pay six months in advance and receive a 10% discount on the invoice.

- **MISSED PAYMENT / RETURNED CHECKS**

- 1) Missed payments will stop services until payment is made. Notification by WHILDE to the Parent/Guardian will be made via email if this happens.
- 2) The Family will have one week to rectify the payment. Failure to do so could cause the forfeit of their spot. A \$30 fee will be applied to the family's account in case of a returned check.

## **2) DOES WHILDE ALLOW FOR MISSED, CANCELED, OR RESCHEDULED SESSIONS?**

At the WHILDE Method, we look for Students and parents who are committed to their Coaching and desire to grow and expand their minds. Each session is essential, and the Students' attendance is expected.

- **RESCHEDULING**

Life happens, and we understand if you need to reschedule a session; please reach out to us at least 48 hours in advance, and we will work on finding a time that works for you and the Coach.

We do allow one rescheduled session every two months, but after that, we reserve the right to refuse the rescheduling. Rescheduling is not guaranteed, but we will do our best to make it happen.

Rescheduling will not result in a refund or a credit on your account and is based on the Coach's ability to accommodate the rescheduled request. If necessary, a substitute coach will meet with the student to accommodate a rescheduled request. If the PARENT stops services with WHILDE and a rescheduled session is still outstanding, no refund will occur.

- **NO SHOW**

If the STUDENT fails to attend a session or cancels their session without a 48 hours (2 days) advanced notification, the session will not be refundable nor available for rescheduling.

If the STUDENT is late to a session, Coaches will only wait for 15 minutes and will not try to contact the parent. If, after 15 minutes, the STUDENT still has not arrived, the session will be considered a "No-Show session" and is not eligible for rescheduling. I understand the Coach will not return to finish a session after that 15-minute grace period.

In cases of unpredictable circumstances, please discuss with WHILDE to determine if any flexibility can be made to accommodate a missed or canceled session. In all cases, no credits or refunds will be distributed for missed sessions.

### 3) CAN WE STOP SESSIONS ONCE WE START?

Absolutely. If your child is not "feeling" it or your household circumstances have changed, just let us know through email: [hello@whildemethod.com](mailto:hello@whildemethod.com).

Because no refunds for unused / paid sessions will be given, please notify us **before** the 15th of the month so we can stop the reoccurring invoice.

### 4) WHAT ARE THE SCHEDULED VACATIONS, HOLIDAYS, AND DAYS OFF?

The WHILDE Method does not follow ALL school holidays.

The list below are the days that The WHILDE Method recognizes as days off from scheduling.

- ALL SUNDAYS
- 09/04/23: LABOR DAY
- 10/09/23: INDIGENOUS PEOPLES DAY
- 11/22/23 - 11/25/23: THANKSGIVING BREAK
- 12/23/23 - 01/01/24: CHRISTMAS & NEW YEARS
- 02/17/24 - 02/25/24: FEBRUARY VACATION
- 04/13/24 - 04/21/24: APRIL VACATION
- 05/27/23: MEMORIAL DAY
- 07/04/24 - 07/06/24: JULY 4TH BREAK

### 5) DOES WHILDE OFFER A GUARANTEE?

For all new students (a Student that has not attended a WHILDE program within one year), WHILDE offers a money-back guarantee if the Student and Parents determine that WHILDE is not a good fit within the first two sessions.

Our guarantee reads: If, after the New Student attends two sessions, the Parent does not feel WHILDE is the right match for their Child, WHILDE will discuss a new strategy, OR a new Coach, OR WHILDE will refund you all Money paid, whichever you prefer.

### 6) DOES WHILDE TAKE INSURANCE?

We do not directly interact with insurance providers or supply diagnostic or service codes. However, some clients have utilized their Flexible Spending Account or Health Savings Account (FSA/HSA) to cover coaching fees. As each FSA/HSA provider has distinct criteria and approval processes, we recommend contacting your provider to ascertain if our services are eligible for fund usage.

Clients can request to include WHILDE on their FSA/HSA-approved vendor roster if deemed suitable. Additionally, some families have effectively tapped into their 529 Plan college savings for our coaching sessions. Kindly consult with your 529 Plan administrator to determine if this might be feasible for you.

## COACHING

### 7) WHAT MAKES THE WHILDE COACHES UNIQUE?

The WHILDE Coaches are highly trained in their respective fields. Our Coaches are NOT contractors with their own methodology. All WHILDE Coaches are trained in our WHILDE BLUEPRINT, Executive Function Skills, and Whole Child Education. Many of our Coaches choose to work with WHILDE because we focus on the whole child, and they can get results they cannot get from traditional methods. Meet the Team Here:

### 8) WHOM DOES WHILDE SERVE?

We serve all levels and types of students locally in Maine and across the United States.

A predominant number of our students fall into at least one of the following categories:

- ADHD
- Autism
- Anxiety
- Dyslexia / Dyscalculia
- Executive Function
- Sensory Processing Disorder
- Bright and Quirky

The age or grade we accept depends on the Coaching Program.

- Neurodiverse, Executive Function, and Wellness Coaching are for Ages 5 - 55.
- Lindamood Bell Literacy Coaching is for Grades K - 5th.
- Gap and Parent Coaching is for ages 18 +

### 9) COACHING VS. TUTORING?

WHILDE coaching programs focus on the how of learning.

Unlike tutoring, which focuses on helping students master specific skills in a particular subject, WHILDE coaching is about helping students develop the habits and routines they need to succeed in school and life. This includes time management, organization, study skills, and test-taking strategies.

WHILDE coaching is not a quick fix for students struggling with a specific subject. Instead, it is a longer-term solution that helps students develop the skills they need to succeed in school, no matter their issues.

In other words, tutoring is about the depth of a subject, while WHILDE coaching is about the breadth of learning. Tutoring helps students master specific skills, while WHILDE coaching helps students develop the skills they need to succeed in school.

- **HERE ARE SOME OF THE BENEFITS OF WHILDE COACHING:**

1. Students learn how to learn. They learn to set goals, break down tasks, and manage their time effectively.
2. Students develop better study habits. They learn how to take notes, organize their materials, and review for exams.
3. Students improve their test-taking skills. They learn how to read questions carefully, answer questions strategically, and manage their test anxiety.
4. Students build confidence. They learn that they can succeed in school, no matter their challenges.

If you are looking for a way to help your child succeed in school, WHILDE coaching may be a good option. It is a long-term solution that helps students develop the skills and confidence they need to succeed in school.

### **10) WHO BENEFITS FROM WHILDE COACHING?**

We cater to a diverse group, including students, parents, and adults, who grapple with managing their tasks, whether due to ADHD, identified Executive Function challenges, or other learning disparities. Such individuals often face feelings of frustration and despondency, particularly when they're misjudged as merely being lazy.

Many of our students possess innate intelligence but lack the necessary tools and methodologies to reach their full potential. Our coaches offer the motivation, techniques, and understanding required for individuals to thrive with enhanced self-assurance. As a result, parents often experience a refreshing sense of relief, witnessing household tensions diminish and giving way to growing self-reliance and decreased need for constant reminders.

### **11) HOW DOES EXECUTIVE FUNCTION INFLUENCE ACADEMIC SUCCESS?**

Executive Function encompasses the self-regulation skills essential for accomplishing objectives. To adeptly navigate the escalating demands of school, work, and daily life, individuals need the ability to control their emotions, focus their attention, structure their tasks, allocate time efficiently, and adapt their strategies in response to changing situations. Our mission is to empower individuals by instilling skills that have relevance far beyond immediate challenges. Through real-life scenarios from school or the workplace, our coaches help cultivate these vital Executive Function capabilities.

## **12) HOW LONG DOES THE COACHING PROCESS TYPICALLY TAKE?**

Coaching is a transformative journey that doesn't have a one-size-fits-all duration. It's about guiding students to see themselves in a new light and igniting their intrinsic motivation, often for the first time. Beyond mere skill development, we aim to steer individuals toward owning their life's path. Undertaking such profound work, coaching might span several months, contingent on an individual's readiness to evolve and the extent of their requirements.

Coaching is a journey that takes time, and there is no one-size-fits-all solution. The length of time it takes to see results depends on the individual's readiness to change and the extent of their goals.

Our goal is to help our students and families reach their goals as quickly as possible. We do this by providing personalized coaching tailored to the individual's needs.

- **HERE ARE SOME FACTORS THAT CAN AFFECT THE LENGTH OF TIME IT TAKES TO SEE RESULTS:**

1. **Motivation:** How motivated is the individual to change?
2. **Self-awareness:** How aware is the individual of their strengths, weaknesses, and goals?
3. **Specificity and Complexity of goals:** How specific or complex is the individual's goals?
4. **Longstanding nature of challenges:** How long have the individual's challenges been going on?

If you are considering coaching, it is important to be realistic about the amount of time it may take to see results. However, with the right coach and the right amount of effort, you can achieve your goals. On average, our students are with us for nine to fifteen months.

## **13) WILL WHILDE HELP WITH HOMEWORK?**

As a Whole Child Education coaching business, our focus is on helping students develop the skills they need to succeed in their academic and personal lives. This involves empowering students to take ownership of their learning, discover what works best for them, and ultimately achieve their goals independently.

In contrast, homework help is typically focused on providing quick or immediate answers or solutions to specific questions or tasks. This type of help may be task-oriented and centered on solving the student's immediate question rather than helping them develop more sustainable study habits, strategies, and effective skills.

WHILDE coaching often resembles intervention or therapy as it is a long-term relationship in which the coach helps the student recognize their strengths and challenges and guides individual or group students accordingly to overcome difficulties while supporting mental and emotional wellbeing.

So, while WHILDE coaching may touch on homework help, it has a broader and more comprehensive scope focused on developing lifelong learning skills and improving academic performance and personal growth.

## BLUEPRINT

### 14) WHAT IS A LEARNING PROFILE AS IT RELATES TO THE BLUEPRINT?

In the WHILDE BLUEPRINT, a student's Learning Profile refers to a collection of information and data that provides insights into the student's unique learning style, strengths, preferences, and needs. It is a comprehensive snapshot of how the student learns best and what supports or accommodations they may require for optimal learning. The Learning Profile considers various aspects of the student's learning, including:

- **Learning Style:** This refers to the student's preferred way of learning, such as visual, auditory, kinesthetic, or a combination of these styles.
- **Executive Function:** The student's profile includes their strengths and areas for growth in the twelve key Executive Function Skills, such as focus, working memory, and time management.
- **B·A·I·N·E·S:** The student's profile also captures their hobbies, interests, and passions as a means of understanding how they can be integrated into their learning experiences, fostering engagement and motivation.
- **Strengths and Challenges:** The Learning Profile identifies the student's academic strengths and areas that may require additional support or accommodations. This information helps educators tailor instruction and intervention strategies accordingly.
- **Learning Preferences:** This includes the student's preferences for instructional methods, materials, and learning environments. Some students may excel in collaborative group settings, while others may prefer individual work or a combination of both.

The purpose of creating a student's Learning Profile is to personalize their educational experience, ensuring that teaching approaches and supports are tailored to meet their individual needs and maximize their learning potential. This information can be used by educators, parents, and other support personnel to design and implement effective instructional strategies and interventions, ultimately leading to improved academic outcomes and overall well-being for the student.

### 15) SHOULD WE GET THE BLUEPRINT FIRST BEFORE SCHEDULING COACHING?

There are a few factors to consider when deciding whether to get the BLUEPRINT before coaching.

If you are still determining whether coaching is right for your child, the BLUEPRINT can help you make an informed decision.



The BLUEPRINT includes a deep analysis of B·A·I·N·E·S and a full report on your child's Learning Styles and Executive Function Skills. It will give your Child's Coach / School Teachers a leg up in supporting your Child.

The BLUEPRINT will provide a personalized coaching plan that will help the coach tailor their program to your child's specific needs.

Ultimately, deciding whether to get the BLUEPRINT before scheduling coaching is up to you. However, if you are unsure whether coaching is right for your child, the BLUEPRINT can be a helpful tool.

#### **16) HOW MUCH TIME IS REQUIRED OF A PARENT FOR THE BLUEPRINT TO BE SUCCESSFUL?**

The WHILDE BLUEPRINT is not a quick fix or a pill. It is a journey that the student takes with the BLUEPRINT administrator and their parents.

There are three versions of our BLUEPRINT.

- BLUEPRINT Jr.           Ages 5 – 10
- BLUEPRINT Teen       Ages 11 – 18
- BLUEPRINT Adult      Ages 19 +

In all cases, for the program to be successful, it requires the parent's attention, support, and input. How much time is up to the parent, but the best case is when the parent is fully invested in the journey with their Child.

#### **17) IS THERE ANY CREDIT IF I WISH TO SIGN UP FOR SERVICES AFTER DOING THE BLUEPRINT?**

Yes, there is!

- For Coaching Services, we will apply a \$100 credit toward your second invoice.
- For the Executive Function Behavioral Program: Since the program includes the full BLUEPRINT, we reduce the EFBP to eight weeks and prorate the new program to \$997. This is a Credit of \$497

In both cases - you must start a new service within 60 days of the date of the BLUEPRINT.

## MISC.

### **18) HOW IS WHILDE RELATED TO THE WHILDE SCHOOL?**

2016 when Jessica Molloy started her business, she started a company called Learning With Fun. In 2021, the company outgrew that name, and Jessica created the WHILDE brand. Between 2016 and 2021, Learning with Fun was a private homeschool program and a private coaching company.

However, in 2021, the school split into a 501c3 non-profit entity, which a Board of Directors now runs. While Jessica is the Headmaster of the School, she has no more ownership in it than anyone else does.

The WHILDE Method is a privately owned Coaching Company servicing students in the greater Portland, Maine area and students across the United States.

The WHILDE School does license the WHILDE name, logo, and BLUEPRINT from the WHILDE Method. Other than that, the WHILDE School is its own entity and supports itself.

### **19) ARE THERE ANY OTHER POLICIES WE SHOULD KNOW ABOUT?**

Yes, we have a complete policy page. Go [HERE](#) to see the entire list of policies.