



## Start Here

### Four Key Service Points to Get Started

1. Schedules and Appointments
2. Stay Connected and Communicate through Avalon Hub
3. Avalon Admission and [www.mycollelist.com](http://www.mycollelist.com) websites
4. Reviews and Referrals

#### 1. Schedules, Reminders, and Appointments

- It is always preferable to schedule a series of appointments on the same days and times each week in order to avoid scheduling confusion or missed appointments.
- Unless you opt out, you will be sent SMS reminders (text messages sent to your cell phone) the evening before, and morning of, each session. These reminders can be sent to the student, parents, or any combination of student and parents who have opted in (or not opted out) through the Avalon Hub Parent Portal. If you receive an SMS message that you think is in error, please contact our office immediately.
- All scheduling requests should be handled through our office, whether verbally or via email at [admin@avanonadmission.com](mailto:admin@avanonadmission.com), not just with your tutor or counselor. The best way to request schedule changes is directly through the Avalon Hub Parent or Student Communications Module located in the center of your Dashboard page.
- Please request changes to your Avalon schedules as far in advance as possible for planned or foreseeable events such as tests, events, competitions, vacations, etc. We value our tutors' and counselors' time as much as we value yours, so we ask that you give at least one day's notice in order to avoid charges.

#### 2. Stay Connected and Communicate through Avalon Hub

Avalon Hub is the primary means by which your family and our company share important information. Please complete all information requests, and log in regularly to

- check schedules
- request information
- request schedule changes
- read your session notes
- stay updated on recent news, articles, and bulletins.

Please note: Use of external emails to communicate with our administration, tutors, or counselors is discouraged. To avoid confusion or conflicting information, please use Avalon help to communicate with your tutor, your counselor, or Avalon's administrators.

### 3. Avalon Admission and [www.mycollegelist.com](http://www.mycollegelist.com) websites

- [www.avalonadmission.com](http://www.avalonadmission.com) contains abundant information on many topics related to academics, tests, private schools, and colleges. You can connect to it directly using the link in the top navigation of Avalon Hub.
- [www.mycollegelist.com](http://www.mycollegelist.com) is our exclusive college-list-generating portal that contains detailed information on 200 of the most popular colleges in America. It uses a proprietary algorithm to generate an “admission-likelihood ranking” for each student at each college based on more than 20 factors that are deemed important to these colleges in varying degrees. We intentionally do not give an admission likelihood percentage (e.g., 18% chance of admission) because doing so is a highly misleading and inaccurate practice. Instead, we provide a range that allows us to account for variables that are inherent in individual each college’s admission priorities. We also provide a “What If” engine that enables students to change their responses to the survey questions to see how these changes they might affect their admission success.

### 4. Reviews and Referrals

- Our business depends largely on your reviews and referrals. If you are happy with our services, we would very much appreciate your taking a moment to write a review on Google Business and/or Trust Pilot, or to refer us to a friend or colleague.
- We always appreciate referrals to family, friends, classmates, coworkers, etc. Referrals can be done directly through the Avalon Hub dashboard by using the green banner at the bottom of your Dashboard page.
- Thank you for taking the time to read through this section in its entirety to learn more about services provided to your family.

