

# The Right Support

## CHES Instruction and Support

CHES offers both ONSITE instruction and OFFSITE support in your office to maximize productivity for your staff. Onsite instruction is scheduled so our instructors are working directly with your staff (up to 3 participants/instructor) for 2-3 hours/session. CHES instructors can introduce your staff to new software, review existing program features and customize workflows to improve productivity. CHES provides certified instructors for Dragon NaturallySpeaking, PaperPort/Omniform products, and Microsoft Office 2000, 2002/XP, 2003 AND the latest version, [Microsoft Office 2007](#). Instructional materials are included at no additional cost.



CHES provides onsite support to address hardware, integration and small-mid size networking issues. Typical services include system setup/delivery from local hardware dealers, network setup/configuration, software configuration/upgrades, and peripheral device installation/replacement such as printers, microphones, etc.

## ONSITE Hourly Rate

Instruction Fees	Standard Onsite Rate	Academic Onsite Rate	Standard Rate (Outside Columbus)	Academic Rate (Outside Columbus)
1-11 hours	\$175/hour	\$125/hour	\$200/hour	\$140/hour
12-23 hours	\$160/hour	\$115/hour	\$185/hour	\$130/hour
24+ hours	\$150/hour	\$100/hour	\$160/hour	\$115/hour

## OFFSITE Monthly Rate

Support Plan	5 Day (Business Week)	7 Day (Full Week)	7 Day PLUS (With evening/weekends)
3 month	\$ 99.00/profile	\$199.00/profile	\$299.00/profile
6 month	\$149.00/profile	\$249.00/profile	\$349.00/profile
12 month	\$279.00/profile	\$379.00/profile	\$479.00/profile

CHES also offers "pay as you go" services. Phone support is \$24.95/incident and Email support is \$19.95/ incident for up to 15 minutes, or \$95/hour.

## Provision of Services:

Instruction and support services are offered during regular business hours, M-F from 8 a.m. to 6:00 p.m. EST. Weekend rates are available—please call our office for further details. 614.861.0972

# More than “Just” Dragon

## Dragon NaturallySpeaking Courses:

### Fundamentals Skills

- General dictation, editing, formatting
- Managing vocabulary, voice file maintenance
- Intro to Text macros
- 3-4 Sessions, up to 9-12 hours onsite

### Intermediate Skills

- Customized Templates & Commands
- Exporting/Importing Commands
- Voice file maintenance/backup Review
- 3-4 Sessions, up to 9-12 hours onsite

### Advanced Skills

- Advanced integration with applications
- Automating workflows
- Commands archived to CD-R media as needed
- 3-4 Sessions, up to 9-12 hours onsite

## ADDITIONAL Software Courses:

### Using Microsoft Windows XP/Vista

- Terminology review and Navigation Tools
- File Management and Archiving
- Built-In Accessories (Gadgets-Vista only)
- 2 Sessions, up to 6 hours onsite

### Using Email Effectively

- Composing/Replying to Messages
- Organizing and Archiving messages in folders
- Creating contact lists and groups
- 1 Session, up to 3 hours onsite

### Dragon (Offsite) Training Support

- Template development
- Macro command support
- Alternative input device support
- Curriculum development for “Train the Trainer”
- Hours arranged as needed, call for quotation

### Dragon Refresher Session

- Review newest version of software
- Install the upgrades as needed
- Migrate customized files and commands
- Up to 3 hours onsite

### Using Microsoft Word Effectively

- Terminology/Toolbars and Navigation Review
- Selecting, Formatting, Editing
- Built-In Features (Spelling/Grammar, Research)
- 2 Sessions, up to 6 hours onsite (2000, XP, 2003 and 2007, please specify version)

### Using Microsoft Excel Effectively

- Terminology/Toolbars and Navigation Review
- Selecting Cells, Using the Clipboard
- Beginning Formulas and Functions
- 2 Sessions, up to 6 hours onsite (2000, XP, 2003 and 2007, please specify version)

## Training Discounts Available

Training courses in your office for Microsoft Excel, Access, PowerPoint, and Publisher are also available. Please call our office (614.861.0972) for further details.