

Thank you for your interest in learning more about our software program. Below are the most common questions that we are asked. Please feel free to call: 360-714-0831 or email: [questions@goinfosoft.com](mailto:questions@goinfosoft.com).

**Q: What is the cost for the software application?**

**A:** Currently the standard rate is \$5,000. This includes the following components: primary assessment, follow-up survey, administration module, training and technical support. This works out to about \$417 per month. Our software application eliminates the need to manually key the data and manually run high level reports. It also allows you to access student contact information in one central database. Finally, it allows you to automatically administer the follow-up survey and schedule classes or sessions. The cost of an assistant to do all of this at \$15 per hour for 60 hours per month is \$900. The cost of the software application quickly pays for itself and allows you to put your resources in other much needed areas.

**Q: What is needed to get started?**

**A:** Let us know when you are ready to move forward and we will generate a proposal. After we receive a signature from you we will send you the development packet that asks about normative data, consent forms, and school logo and colors. After we receive the development pack from you we will begin to develop your application.

**Q: How long will it take for my software to be ready to use?**

**A:** It takes about four weeks. This timeframe may vary based on the level of customization. For projects with standard customization, four weeks is ample time.

**Q: If we purchase the program how many students can use it?**

**A:** Colleges purchase an unlimited license for the program that may be used for any group of students. The only limitation is that those students that use the application must be enrolled at your college. Many schools use the application with there sanctioned students. And some are planning to implement the program for all incoming freshmen at their college as part of a freshmen orientation or simply a resource for students to learn more about themselves.

**Q: What are the technical requirements to run the program at our school?**

**A:** Because our software runs exclusively on the Internet there are no technical requirements with the exception of an active Internet connection and a Browser. The preferred Browser is the most current version of Microsoft's Internet Explorer.

**Q: What items are used in the assessment?**

**A:** The assessment contains a number of items taken from various well known standardized instruments in the alcohol and drug assessment field. The assessment was created at Western Washington University. It is your obligation to understand any copyright guidelines that may or may not be involved with the assessment. Alcohol and Drug Consultation Services at Western Washington University has granted us permission to distribute the assessment to anyone who would like to use it.

**Q: Can I add items or take out items in the assessment?**

**A:** Yes. However, additional cost may apply. Each college that purchases the program may change 5 items at no cost. An item is defined as one question as opposed to a matrix of questions. Additional changes may or may not increase cost. This really depends on the development time required to make the changes.

**Q: What components of the software application are customizable?**

**A:** Many components are customizable and are included with the base price. Your school or department colors and logo will be added. The consent forms will be worded exactly as you present them to us. Finally, normative information as it relates to drinking, drug use and cost of alcohol in your community will be added based on the information that you provide to us.

**Q: What about training and technical support?**

**A:** Training is included with the base price. This is usually handled via a conference call. Your team will be in front of computer terminals and on speakerphone and we will be on the phone in front of our computer terminal. We will teach you how to use every component of the Administration Module and answer your questions. Technical support is available to you M-F from 8:00-5:00PM Pacific Standard Time. You may call or email anytime during the first year for support. Training and support is included in the base price.

**Q: What is included for the base price?**

**A:** The assessment software component, the follow-up assessment software component, the administration module, training and technical support.

**Q: What exactly is the Administration Module?**

**A:** The Administration Module is the "control panel" to the software program. It provides access to the student database where you can access contact information, reports, set up classes, monitor class lists, set up automatic email reminders, send out follow-up survey invitations, analyze data and download data for any student that has completed the assessment. The Administration Module is included with the assessment application.

**Q: Who has access to the data? I'm concerned about privacy issues.**

**A:** We take privacy and confidentiality issues very seriously. On your end only those who you have distributed usernames and passwords will have access to the Administration Module. Inside of the Administration Module you can create usernames and passwords that restrict access to certain aspects of the data. For example, you can create a username and passwords that allows your assistants to enter data but does not allow them to access student contact information. We encourage you to change your username and password every three months at a minimum. On our end only two people have access to the data and the data are only used for administration purposes. We will provide you with a written privacy policy upon request.

**Q: Can we call you to discuss the way our program is structured and better understand how other schools are using this program?**

**A:** Of course. Feel free to call anytime. The software application was built on suggestions from those who are in the field and using it everyday. And we would be happy to share what we know with you about how schools currently use the application within various programs.

**Q: What happens after the first year?**

**A:** Current renewal costs following the first year is: \$1,200. This includes future versions of the application that are released during the renewal period as well as continued technical support and changes to the application related to your school's normative data.

**Q: How long has Infosoft been in business?**

**A:** Infosoft has been doing business for eight years. The software application was developed two years ago in a partnership with Western Washington University.