

The Five Most Costly Mistakes Coordinators Make When Procuring *TypeWell*[®] Services...

and How to Avoid Them

The Contract

KNOW what you are paying for

- Hourly cost
- Cancellation policies
- Are you locked in?
- Teamers

Equipment Liability

For remote services, do your students:

- Keep the equipment?
- Check equipment out daily?
- Have liability for any damage or theft?
- Have a signed, private contract with you?

Are You Getting What You Pay For?

Distinguishing between a high quality/low quality provider

- Backups, backups, backups
 - Transcribers, microphones, computers, software
- IT support and turnaround
- Last minute requests
- Transcript refinement included?
- Shipping habits of provider

Training and Support on the *TypeWell*[®] System

- It's NOT plug and play
- Training sessions
- Screen shots
- Contacting provider
- Remote log in capability

Training Your Own Transcriber

- Consider startup costs
 - Initial training/equipment
- Dropout rate
- Leaving for open market
- How many supported students?
 - If just one, what happens if the student transfers?

Questions?

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Quality Transcription Specialists