# PRIME CALL ADOPTION & DIGITAL TRAINING SUPPORT SERVICES (ADTS)

## ONBOARDING, ADOPTION, & DIGITAL LITERACY PROGRAMS

Prime Call Adoption Services team members bring friendly, user-focused, digital training to your team. Our goal is to create high comfort levels for end users to insure strong adoption, effective workflow integration, and program sustainability. The advanced support training focuses on how the technology will be used specific to your organization, for example, distance learning programs, telemedicine programs or courtroom systems. We have the expertise to train on specific technologies including interactive whiteboards, digital signage, videoconferencing platforms, and other hardware, **regardless of where the technology was purchased**. See our advanced training support below:

| Description of Services | ADTS REMOTE (via-video) | ADTS ON SITE (2 X YR) | Deliverables & Program Tools |
|---|---|---|---|
| **Ramp Up Training** – Delivered after complete installation and implementation of equipment. Gives users hands-on experience with technology and review of system capabilities. Training will cover best practices, system features and application expertise (i.e. virtual field trips, tools and techniques, sample administration guides, etc.) | ✓ | ✓ | Help Desk Guide and Laminated Site-Specific Tip Sheet |
| **Workflow Review** – Facilitates workflow review and process discussion with power users to ensure best practices and coordination within and between sites on the network. | Optional | ✓ | Custom Workflow and Process Reference Card |
| **Quarterly Forum** –Program specialists reach out to key users to review user experience and repeat or add training as needed. | ✓ | ✓ | Quarterly Review Minutes |
| **Grant Specific Training and Support** | | | |
| **Sustainability Review –** A review of grants and funding sources needed to sustain technology over time to ensure success and asset management.  Implemented at least 6 months prior to the end date of service contracts to ensure sufficient time to secure funds for continued maintenance or technology refresh. | ✓ | ✓ | Funding Report and Recommended Technology Refresh Plan and Timeline |

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