

FAQs



As a grantee, you are working hard to meet the goals of your grant program, while achieving the greatest positive impact on your participants. PREP wants to work with you in that effort.

PREP Tailored Technical Assistance connects you with our experts to improve your team's delivery of PREP curricula by bringing affordable one-on-one videoconferences, phone sessions or site visits.

PREP Tailored Technical Assistance goes beyond answering one or two questions. Instead we offer carefully tailored responses to some of your most pressing issues, with the intention of improving upon the skills you acquired at our trainings and better equipping you to lead workshops.

Here are the details:

How do I meet with my PREP Technical Assistance advisor?

You have options — you can choose:

1. Phone (land, mobile or voice-only Skype)
2. Videoconference (Skype, FaceTime [if you and your advisor are both Apple users], Google Hangouts or another video method of your choice)
3. Site Visit

How much does it cost?

1. \$150 per hour
2. Purchase a 1-year contract that includes one hour of technical assistance per month for \$1350.00. That is a 25% discount off of the hourly rate.
3. Site visit costs vary depending on location; contact us for a customized proposal.

Can I choose my advisor?

We will do our best to match you up with the advisor of your choosing if you have one you prefer. However, due to scheduling conflicts related to the timing of trainings, this may not be possible. All of our advisors are extremely qualified and capable of answering any questions thrown their way.

How do I know PREP Technical Assistance advisors are reputable experts?

Our advisors have trained thousands of individuals looking to run workshops, and have run into any and all issues that may arise. These advisors will be the ones you will be connecting with and their time will be dedicated solely to you or your group.

What do I have to do to schedule my one-hour session with a PREP Technical Assistance advisor?

1. Email us at info@prepinc.com or call us at 800-366-0166 requesting to enroll in our technical assistance program.
2. Choose one of the options stated in the cost section above, state whether you prefer phone or videoconference, and provide up to 10 days and timeframes that work for your schedule. The advisor will suggest three one-hour time slots for your session based on your preferences.
3. Accept and book one of the suggested time slots.
4. Connect with your advisor for your phone or videoconference session (via Skype, FaceTime, Google Hangouts or another method of your choice). Easy!

What if I'm not tech savvy?

No problem. The easiest option is to choose a phone session. Videoconferences can take place via Skype, FaceTime, Google Hangouts or any other videoconference service. You'll work with your advisor to pick the method that's best for you both. If you are planning a videoconference, you'll need broadband Internet service, a camera on your computer, and software such as Skype.

What are the system requirements?

To have a videoconference with an advisor, you'll need videoconferencing software such as Skype, a webcam, a microphone and speakers. You will also need to have Internet broadband of a minimum of 8 mbps for reliable video conferencing.

For a voice conference, you can either use Skype or a similar method with your computer's microphone and speakers, or your personal phone. Internet broadband of at least 1.5mbps is recommended.

Should I have a list of questions prepared for my advisor?

Although your advisor will have a baseline of information to cover with you each session, you should let your advisor know in advance if there are any specific topics/issues you want to cover, or questions you need answered. This is *your* time. You will get out of it what you put into it, so make that time count.

If I establish a working relationship with my advisor, should I continue to use PREP Technical Assistance to communicate with them?

Yes. We look forward to an ongoing relationship with you!

Have other questions we didn't answer here?

Please email us at info@prepinc.com or call us at 800-366-0166.