



We put the pieces together!

## Frequently Asked Questions

### ***What specific services do you offer?***

Dissertation and client needs vary. Some people need a wider variety of services than others. We tailor our services to meet your individual requirements. That means we are prepared to provide comprehensive developmental services including discussing everything from your research question(s), theoretical framework, or methodology to coaching you through dry writing spells, or assisting with statistical analysis. In addition to our in-depth mentoring, we also provide all of the typical dissertation services such as: editing for grammar and clarity; making sure your final document satisfies all APA style requirements; formatting your document in accordance with the specific requirements of your graduate college; preparing the table of contents, as well as lists of tables and figures; checking pagination; ensuring tables and figures are numbered and formatted correctly; controlling odd page breaks; and creating final docx and pdf files. In short, once we are on your team, all you need to worry about is content. We will take care of everything else.

### ***What is the process?***

We use a shared folder on Dropbox, which we will provide for you. This allows easy yet secure access for anyone on my staff who may need to work on the document, and even more importantly, provides reliable back-up for your critical project, and an important audit trail of all work completed on your document.

In the primary Dropbox folder, we will create three sub-folders. Your original files are stored in one of these sub-folders, and will always be available to you as you originally submitted them to us. Working files (the copies we are working on) are kept in a second sub-folder. This allows you to actually see all of the edits that have been made on your document. Finally, your clean, edited final document will be saved in the third sub-folder.

All edits are performed using the Track Changes feature in Microsoft Word. We will provide you with two file versions of our work. One file will show all of the Track Changes so that you have the opportunity to go through the file and review the changes individually (most people don't do that, but you have the opportunity to do so). In the second file, we will have accepted all of the edits so that you have a nice clean document that is much easier to read.

### ***What is the cost of your service?***

Editing is billed at an hourly rate, in quarter-hour increments. Experience has shown us this works out in the best interests of all parties. Documents requiring less work take less time, and cost less. While we would like to be able to tell you how much you should expect to pay, the varying level of writing skills makes that difficult if not impossible. If you are interested in an estimate, the best thing to do is to get in touch so that we can see an example of your work.

Transcription services are billed per recorded minute. If you conduct a group interview, an additional charge of 10 cents per person (beginning with the third person) per recorded minute is added.

***How does billing and payment work?***

We only bill for completed work. Invoices are generated on the first of each month, for all work completed during the preceding month. You will receive a link to your FreshBooks invoice through your email. Once you click on the link, you can pay using all major credit cards or through PayPal.

***What universities have you worked with?***

As our client base expands, we gain experience with an ever increasing number of universities. To date, clients have been associated with The University of Texas at Austin, Texas State University, Biola University, Texas A&M University, Prairie View A&M University, Lamar University, Dallas Baptist University, Nova Southeastern University, Our Lady of the Lake University, and Walden University.