

# What to Expect From Training

## Questions from Students

### **What can I expect for online hands-on training?**

During training, you interface with your Dimensional Insight training consultant remotely, using a video conference service, such as Zoom or GoToMeeting. You follow an agenda that is designed to help you start working in the software. Your instructor leads the class, moderating hands-on exercises and group discussions.

### **What can I expect for online training that is not hands-on?**

During training, you interface with your Dimensional Insight training consultant remotely, using a video conference service, such as Zoom or GoToMeeting. You follow an agenda that covers the same training content as the hands-on sessions, but at a quicker pace and without the exercises. This training is intended to help students refresh their knowledge of DI features and functions.

### **How long is each online training session?**

Depending on content, sessions last from one to three hours.

### **What if I have questions after the training is over?**

You can refer to your class Student Guide or exercises, or use *search* in the Help system to find the answers to your questions. Dimensional Insight offers Help for the following products: Workbench, ProDiver, DivePort, DiveTab, NetDiver, Help Desk, and Measure Factory. There is a Help link available on each client's user interface. You can also access the Help systems from the DI product documentation website at

<https://www.dimins.com/online-help>.

If you still have questions, contact DI Customer Support at <https://www.dimins.com/dimensional-insight-support/> or [support@dimins.com](mailto:support@dimins.com).

## Questions from Project Managers

### **Does Dimensional Insight offer online training?**

Yes. Currently, it's the only training option. Online training covers the same material as training that has traditionally been delivered at your site, but is conducted remotely,

through a video conference service, such as Zoom or GoToMeeting. Online training is taught in short sessions lasting one to three hours.

**Can my staff work with our organization's data during training?**

Yes, although they don't have to.

If you'd prefer to use data other than your own during training, Dimensional Insight can supply mock data.

**My organization wants to make an enhancement, but we don't know where to start. Can training help?**

Yes. Any time you request training, you work with a Dimensional Insight training consultant to identify the information that you want to learn. In this case, the training consultant develops a course that teaches your staff how to complete the enhancement.

However, keep in mind that consulting hours might be a better fit, depending on the work that needs to be done. For more information, contact your Dimensional Insight sales representative.

**How many students can you accommodate in a class?**

Depending on the class, online training is currently limited to 3 to 6 students.