



Digital Assessment Library for Healthcare

FAQ

Can I convert my existing Q-interactive and/ or Q-global account to a DAL HC account?

Yes, your existing accounts will be converted, any current inventory will remain in your account, and you will continue to have access to your client data.

How long will it take to process my order for DAL HC?

Our service team has a couple of steps to go through in order to convert an existing account to a new DAL HC account and apply the appropriate benefits. This process can take up to 3-4 business days, depending on the time of year.

Do Q-interactive starter kits come with my DAL HC license?

Yes, if needed.

What is the difference between the Digital Assessment Library for Schools (DALS) and Digital Assessment Library for Healthcare (DAL HC)?

DALS is a school-district level solution and includes assessment administration for a defined portfolio of tests. DAL HC has no defined portfolio and does not include administration of assessments but does include unlimited access to and use of manuals and stimulus books as well as a discount for administration (subtest usages, kits and score reports among other purchases).

Do I have to have a license for everyone that is a user on my Q-global DAL HC account?

Yes, your DAL HC account will have a defined number of active users allowed based on the number of licenses you purchase. This will govern those that can administer and generate score reports. Administrative roles that cannot generate score reports do not count towards the number of active users on the account.

How do I ensure that I get my DAL HC discount when ordering from Pearson Clinical?

Once your account is set up and the account discount flag is applied to the account (this could take up to 72 hours), you will be able to order from Pearson Clinical and receive the discount on all purchases (except DAL items). Currently, you will need to call customer support to receive the discount. Purchases through the e-commerce channel will function with the account discount starting in Q4 of 2025.

Why is FREE shipping limited to two times per year for DAL HC customers?

To create an incentive to consolidate ordering and reduce the number of transactions.

How do I make sure I receive my FREE shipping when I order?

Place your order during the first three weeks of June and November (the 1st through the 21st) and use the discount code that you received in your welcome email when you signed up.