

Communication Matrix Fees FAQs

What's Changing?

In 2021, we started charging fees to those who save assessments more than 5 times. Beginning in 2022, we will be changing the way that we charge for assessments to simplify the process. Individual users will be able to purchase assessment credits as they are needed instead of in bulk. All new groups will be charged a fee. We will also have a small increase in the price of each type of credit.

Why is it Changing?

We are updating the fee structure to simplify the process and reflect the amount of support each user typically needs. We are also having a small price increase in order to support our mission.

In the past, support for the Communication Matrix has been funded by a series of U.S. Department of Education grants, as well as donations from users. In order to make the site a self-sustaining service that will remain available to the public at a low cost, we will charge nominal fees to those who use the online assessment more than 5 times. All fees will be used to cover the expenses of maintaining the website including:

- Providing technical support
- Updating content on the website
- Adjusting formatting to reflect browser updates
- Fixing glitches on the website
- Improving accessibility
- Adding new translations
- Providing education for users

How will this affect me as an individual user or group member?

Individuals will purchase credits as they are needed. You will receive 5 free assessment credits when you create an account. If you created an account in 2021 or earlier you will receive an additional 5 assessment credits. If you would like to purchase additional assessment Custom Report, or webinar credits, you can click "Buy Personal Credits" from your dashboard. Fees are described below:

Product	Description	Price
Communication Matrix Assessment	Communication assessment and results profile.	\$2
Custom Report	Individualized documents that you create. They can include a summary of abilities, a progress report, educational recommendations, and progress monitoring guidelines.	\$7
Webinar	90-minute webinar that explains the structure and use of the Communication Matrix.	\$50

How will this affect me as a group manager?

If you have a group already (Paid or Basic), you will need to purchase credits for your group as you need them going forward at the rate described above. Yearly renewals are no longer needed.

All new groups will be charged \$150 and receive 30 assessment credits and 1 webinar. This change reflects the increased cost of support to manage group accounts. Groups can also purchase additional credits at the rates described above.

I have more questions about group management.

If you would like to find out more about group management, please view our help pages and videos here: <https://communicationmatrix.org/Matrix/Pages/UsingTheMatrix#groupManagement>

How will this affect me as a parent user?

If you are a parent of an individual for whom you used the Communication Matrix and you have used your 5 free credits, please contact us at info@communicationmatrix.org for additional credits at no cost to you.

What is the same?

We will continue to offer assessment, Custom Report, and webinar credits for a small fee.

There will be no fees associated with:

- Saving up to 5 Communication Matrix Assessments online.
- Using the “Try Me” function to complete assessments that are not saved online.
- Using the Community Forum features of the website
- Saving any assessments that you have already completed.

Please contact us at info@communicationmatrix.org or using our Contact Us form if you have any questions.