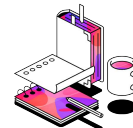
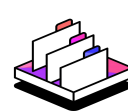
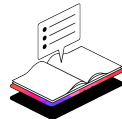
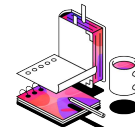
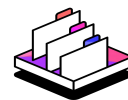
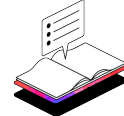


The Glean Student Journey



Contact Type	Student added to Glean	Within 14 days of new cohort added to Glean	Within 30 days of student added to Glean	2 weeks before finals	Last week of the semester
Actions					
Resources					

The Glean Student Journey



Contact Type	Student added to Glean	Within 14 days of new cohort added to Glean	Within 30 days of student added to Glean	2 weeks before finals	Last week of the semester
Actions	<p>New cohort of students</p> <ul style="list-style-type: none"> send students email introducing them to Glean <i>'Email 1: Introducing Glean! 🍌'</i> Remember to attach relevant resources e.g. Student booklet <p>Returning students</p> <ul style="list-style-type: none"> Send email reminder to students returning to Glean to sign up to the Glean Live Tutorial to refresh their knowledge and learn how to use latest features 	<p>1 week after new cohort invited to Glean</p> <ul style="list-style-type: none"> if student still to accept Glean invitation follow up with <i>'Email 2: Getting Started with Glean 🧠'</i> <p>14 days after new cohort invited to Glean</p> <ul style="list-style-type: none"> Reach out to students that have not accepted their Glean invitation. Use <i>'Email 3: How's Glean Going? 🧐🧐'</i> 	<ul style="list-style-type: none"> Student Glean training completed. Staff Glean training completed <p>14 days following Glean training being completed:</p> <ul style="list-style-type: none"> Email checking in with students. <i>'Email 4: Further support for your Glean journey 📈'</i> 	<ul style="list-style-type: none"> DSS to student usage and check in with 'red' usage students <p>14 days before midterms, feature email reminder: Email reminding students of the addition Glean features to help with revision. Use <i>'Email 5: Glean tools for exam success 🏆'</i></p>	<p>14 days before the end of the semester: Email survey to students to learn more about student experience with Glean.</p> <p>7 days before end of semester: Survey email chase to those that have not responded</p>
Resources	<p>Glean Admin guide: all resources and templates</p> <p>Media Kit link: To help with branding emails like Glean.</p> <p>Student booklet and Glean posters for the office.</p>	<p>Admin Webinars: Here administrators and staff can register for webinars to learn how to use Glean and support students.</p> <p>Live Tutorials: Students can sign up for sessions with Glean.</p> <p>Skills Portal: useful for students to learn about Glean.</p> <p>Glean intro slide deck: key points to cover when talking to students about Glean</p>	<p>Skills Portal: useful for students to learn about Glean.</p> <p>Live Tutorials: Students can sign up for sessions with Glean.</p>	<p>Student Resources page: Webpage with free materials including study planner, budget planners, self care trackers and much more.</p>	<p>Survey Ideas: Here you may want to include some questions and options around why Glean has not been used.</p>