# **Getting Started with Gale In Context: For Educators**



#### **INITIAL INTRODUCTIONS**

# **AFTER ADOPTION**

Your Gale education consultant will send you an email introducing you to your dedicated customer success manager. Use the link in the email to schedule your onboarding meeting.





# **ONBOARDING**

### WITHIN 2 WEEKS

Working with your dedicated customer success manager, you will:

- Create a personalized success plan
- Conduct a training assessment to decline the training and support needed and schedule
- Set goals and milestones



# **IMPLEMENTATION**

#### WITHIN 1 MONTH

During implementation, you will:

- Set up basic linking and access to your Gale resources
- Receive and/or schedule your Gale In Context: For Educators training
- Obtain communication best practices to launch your new Gale resources



# CONTINUOUS SUPPORT

#### ONGOING

Throughout your entire journey with Gale, you will receive ongoing support that includes:

- A quarterly health check
- Monthly product information, updates, and best practices
- Usage outreach
- Training
- A success plan and goal support



# **BUSINESS/USAGE REVIEW**

#### YEARLY

Working with your dedicated customer success manager, you will:

- Review/update a personalized success plan
- Review/update goals and milestones



