

Gale In Context: For Educators Onboarding, Implementation, & Training



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 determine the training and support needed
- 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

Gale, here for **everyone.**

