

Genio Notes Student Journey planner

Contact Type	Student added to Genio Notes	Within 14 days of new cohort added to Genio Notes	Within 30 days of student added to Genio Notes	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 Genio Notes <i>'Email 1: Introducing Genio Notes! 📧'</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 Genio Notes to sign up to the Genio Notes Live Tutorial to refresh their knowledge and learn how to use latest features 	<p>1 week after new cohort invited to Genio Notes</p> <ul style="list-style-type: none"> if student still to accept Genio Notes invitation follow up with <i>'Email 2: Getting Started with Genio Notes 🧠'</i> <p>14 days after new cohort invited to Genio Notes</p> <ul style="list-style-type: none"> Reach out to students that have not accepted their Genio Notes invitation. Use <i>'Email 3: How's Genio Notes Going? 📧'</i> 	<ul style="list-style-type: none"> Student Genio Notes training completed. Staff Genio Notes training completed <p>14 days following Genio Notes training being completed: - Email checking in with students. <i>'Email 4: Further support for your Genio Notes journey 📧'</i></p>	<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 Genio Notes features to help with revision. Use <i>'Email 5: Genio Notes 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 Genio Notes.</p> <p>7 days before end of semester: Survey email chase to those that have not responded</p>
Resources	<p>Genio Notes Admin guide: all resources and templates</p> <p>Media Kit link: To help with branding emails like Genio Notes.</p> <p>Student booklet and Genio Notes posters for the office.</p>	<p>Admin Webinars: Here administrators and staff can register for webinars to learn how to use Genio Notes and support students.</p> <p>Live Tutorials: Students can sign up for sessions with Genio Notes.</p> <p>Skills Portal: useful for students to learn about Genio Notes.</p> <p>Genio Notes intro slide deck: key points to cover when talking to students about Genio Notes.</p>	<p>Skills Portal: useful for students to learn about Genio Notes.</p> <p>Live Tutorials: Students can sign up for sessions with Genio Notes.</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 Genio Notes has not been used.</p>

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