Smarthinking Implementation Guide

Sample Project Timeline

Day one
Contract signed Your AM schedules a kick-off call, including at minimum the designated school Smarthinking contact and IT contact.

Within 3-5 days
Kick-off call
Your AM reviews key setup requirements (desired launch date, student populations served, access methods, subject selections, limits, customized platform messaging) and suggests a first-year plan to include promotion and key trainings, etc.
1) Smarthinking Platform Overview (if being used); **2)** Administrative Access Training; **3)** Other Staff Smarthinking orientations; and **4)** Admin 2.0 Check-in.

Within 1st week
Set up student access
If your school is using SSO (via your LMS or a school portal), we'll work with your IT folks to get this setup as quickly as desired, including any troubleshooting.

Platform overview with key school contacts
Provide comprehensive Smarthinking student overview of platform detailing all features. Review best practices and send promotional materials. Schedule faculty orientations with desired audiences.

Prior to launch
Administrative access training
(Can be combined with Platform overview.) Provide Smarthinking Admin(s) with dashboard accounts and review the types of data collected, how to add time to a student account, how to run reports, ID any customized reporting desired, etc.

School orientations
Provide webinar or in-person school orientations to faculty and key stakeholders (e.g., Student advisors, on-ground tutors)

1st term
Getting started
Your AM will be available to answer questions, provide additional webinars and consultations.
24/7 Technical support is also always available.

1-2 months post launch
Admin 2.0 check-in
Now that you student usage, your AM will schedule a check-in to review your Smarthinking data and dashboard in context.

Your journey has just begun
Over time, your AM guides you in various ways, from monthly usage trend updates and broad communications to continual learning opportunities and data deep-dives. We'll provide ongoing training and promotional support and curriculum consultation aimed at helping you reach your students and faculty in the most effective ways.

Periodic reviews
Annual implementation review
Near the end of each year, your AM reviews your usage over the prior 12 months and makes specific best practice-based suggestions to maximize ROI.

Sample Project Plan

TASK/SUB TASK	START DATE	STATUS	COMPLETION DATE	OWNER	PROGRESS NOTES
Kickoff Meeting					
Identify Key Stakeholders				Institution/ST	
System Set-up					
Custom branding				Institution/ST	
Set-up student access methods				Institution/ST	LMS, web page, student portal, other
Customize subjects				ST	
Customize student settings				ST	
Customize student messaging				ST	
Set-up reporting access				ST	Dashboard/custom reports
Metadata				Institution/ST	
Orientation/Training					

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