

# Customer Success for Your District

At AOEU, we believe Customer Success starts with personalized support and continues with lasting impact for every art teacher and student. We are at your service every step of the way, ensuring you have the resources and assistance needed for success. Our Customer Success services are included with every School District Purchase of FLEX Curriculum and PRO Learning.

## School districts with 5 or more licenses

### Initial Implementation

#### Kickoff Connection



To set you up for success, we begin by collaborating to define what success looks like, establish initial goals, and ensure your teachers are fully prepared.

- Meet Your Dedicated Customer Success Manager
- Share Initial Goals
- Schedule Live Training
- Technical Onboarding

### Guided Implementation



Your Customer Success Manager will partner with you to determine your needs, set milestones, and define success metrics, allowing AOEU to design the best plan for your district.

- Introduction to AOEU's FLEX Curriculum and PRO Learning Implementation Resources
- Goal-Specific Implementation Supports
- PD Day Resource Suggestions
- Establish Milestone Checkpoints

### Training



Our live, virtual, 60-minute product training is designed to equip teachers with everything they need to get started. This includes navigating the platform, finding specific content, and utilizing various features for implementation.

- Live Virtual Initial Product Training Session Facilitated by an AOEU Product Certified Expert
- On-Demand Training Videos and Teacher Guides
- Monthly Refresher Trainings and Office Hours

## Continuing Support

### Progress Monitoring & Ongoing Administrator Support



Implementation does not end at "go live." We are committed to providing comprehensive support to ensure long-term success and achieve your desired results.

- Milestone Checkpoints
- Content Guidance
- Value and Impact Review
- Proactive Strategic Planning
- Advocacy Support
- Resources to Help Secure Future Funding

### Ongoing Teacher Support



Support during implementation is crucial. But what about when you're halfway through the year, or during spring break, or on snow days? We ensure your teachers have the support they need, no matter when or where it's needed. Here are just a few things you can count on from AOEU.

- Help Center with Growing Library of Implementation Resources
- Live Chat Support
- Email Support