

# Follow-Up Guide

*Advanced Learning*

*GCNA Contact Center  
GCNA Training Solutions team*



# Contents

Creating Effective Follow Up Services .....	3
Follow-Up Services .....	3
9 Ways to Improve Follow Up Results .....	3
Best Practices .....	4
Types of Follow Ups.....	4
Sample Questions for Follow-Up Calls .....	4
Exclusions .....	5
Advanced Learning Genesis Activity Notes .....	5
Follow Up Activity Examples.....	6
Advanced Learning Monthly Emails.....	8
Google IT Support Certification through Coursera.....	8
Technical Support Fundamentals.....	10
The Bits and Bytes of Computer Networking .....	11
Operating Systems and You: Becoming a Power User .....	12
System Administration and IT Infrastructure Services .....	13
IT Security: Defense Against the Digital Dark Arts.....	14
Completed Final Course Message.....	15
Microsoft Office Specialist Enrollment Credentials Email .....	16
Microsoft Office First Month Check in .....	18
Microsoft Office Second Month Check In .....	19
Microsoft Office Third Month Check In .....	20
Microsoft Office Fourth Monthly Check In .....	21
Microsoft Office Fifth Monthly Check In.....	22
Completion/Graduation Email.....	23

# Creating Effective Follow Up Services

For follow-up services to be effective you need to do a few things in advance.

The first thing is to get your mindset and approach ready. The key to effective follow-up is to make interactions value-added.

If the only time your follow-up with the Learner is to chase, nag, or otherwise try to get something from them, pretty soon they'll come to dread calls and emails. They may even screen their calls to try and avoid you.

So rather than only follow up to ask or nag them for something and run the risk of annoying them, let's follow up in ways that they find useful. That way the Learner will look forward to hearing from you. They will want to open your emails and take your calls.

The vast majority of follow-up communications you send to the Learner should be useful and valuable information. For example, connect them with people that they'll find helpful, invite them to events they'll find useful, or share industry/employment opportunity news.

The second thing to prepare in advance is your prospect categorization.

This means you need to be clear on who you want to follow up with and in what way. **Remember you have to believe that building a relationship with your Learner is important to their success.**

If you're going to follow up effectively you need to know what kind of things your Learners cares about. Because, of course, those are the topics **they'll pay attention to**. For example, you might find out that your Learner is interested in starting their own business. Maybe they are struggling with digital literacy. Perhaps they want to purchase a home but are not good with their finances and are not sure where to start.

Knowing a Learner's goals, aspirations, problems, and challenges can help you customize and provide useful follow-up communication.

## *Follow-Up Services*

Follow Up Services provide support and guidance to:

- Encourage advancement along career and educational goals
- Problem solve barriers to successful employment
- Personal development through training
- Promote self-awareness

## *9 Ways to Improve Follow Up Results*

1. Create a follow up schedule.
2. Use different contact formats.
3. Time your follow up for maximum impact.
4. Leverage email templates.
5. Track ACTUAL contact attempts in Genesis.
6. Be in the moment when communicating with the Learner.
7. Follow through with commitments.
8. Review goals with the Learner; change and adapt as needed.
9. Always get agreement on next steps.

## Best Practices

The best practice standard is to provide Follow up Services for a minimum of 12 months. In some instances, Follow-up Services may be extended beyond the 12-month period. This is determined on a case by case basis.

The types and duration of the Follow-Up Services provided must be determined based on the needs of the individual and align with their Learning and Employment Plan. As a result, the type and intensity of follow-up services may differ for each Learner.

## Types of Follow Ups

Activities related to Follow-up Services include contacting or attempting to contact a Learner for the purpose of securing documentation for their Genesis profile. Reasonable effort to contact the Learner on separate occasions must be attempted:

- In-person
- Telephone
- Email
- Virtual – Zoom, Webinar, or other type of video conferencing approved by Goodwill

Make every practical effort to vary the time of day, day of week, and method of contact. All Learners, even those who have moved out of state, should be contacted regarding Follow-up Services.

## Sample Questions for Follow-Up Calls

Engaging conversation can help you better support the Learner. To help with this, here are some sample questions you can ask during your follow up calls.

1. How are you?
2. Do you have any questions at the moment that I can help you with?
3. What is something that you enjoyed learning this week?
4. What did you find challenging?
5. What can we fix to make next week better?
6. How can I support you?
7. What have you learned about yourself while starting your training?
8. What is exciting for you to learn this week or month?
9. What portion of the training had you so engaged that you didn't notice time passing?
10. How have you overcome challenges this week or month?
11. How are things going with meeting your goals?
12. What are three things that are interesting, insightful, or important to you?
13. What was fun today?
14. If you could describe yourself as a \_\_\_\_\_ right now what would you be and why?
15. What is important to you right now?
16. What is one unique thing you do as a family to be physically active?
17. What have you been unsure of this week?
18. What has given you joy this week?
19. What is something that has changed your perspective this week?
20. What are you enjoying so far and why?
21. What are you finding difficult?
22. What made you smile or laugh this week?
23. Did you have a good day or do you wish it could have gone by faster?

24. What is something you have discovered at home that you never knew before?
25. What are you most grateful for this week?
26. How are you approaching the learning tasks and assignments?
27. Do you have a routine?
28. What is getting in the way of your learning? What can I do to help you with that?
29. How have you been successful at learning this week?
30. Was this week better than last week? How so?
31. What do you want to keep learning?
32. What do you want to let go of so you can have more time for training?
33. What would you like me to learn about you?
34. If you were to give yourself a grade for \_\_\_\_\_, what would it be and why?
35. What is your goal for the day, week, or month?
36. What have you taught yourself this week?
37. Is there something that you have discovered that you could teach others about?
38. What attitude or strength has been important for you this week? Can you tell me more about that?
39. Is there an attitude or strength you would like to work on next week? How could I help you with that?

## Exclusions

There are a few exclusions to providing Follow Up Services.

If a Learner meets one of the criteria listed below, they are excluded from additional Follow Up Services.

- **Institutionalized:** The Learner no longer receives Follow Up Services for the program because he/she has become incarcerated in a correctional institution or has become a resident of an institution or facility that is providing 24-hour support such as a hospital or treatment center.
- **Health/Medical:** The Learner no longer receives Follow Up Services for the program because of medical treatment, and that treatment is expected to last longer than 90 days.
- **Deceased:** The Learner is deceased.

Remember documentation must be added to Genesis in order for exclusions to be recognized.

Keep in mind, Learners can request a return to reengage in Follow-up Services should their circumstances change.

## Advanced Learning Genesis Activity Notes

Case notes are called Activity Notes in Genesis. Use the examples below when writing your documentation. The verbiage does not need to be copied verbatim and is simply available as an example to save time and help with time management.

## Follow Up Activity Examples

Below are some examples of activities that will be documented under follow ups. Use the templates below when writing your documentation. Adapt the message to meet the needs of the Learner.

**Activity:** Follow up

**Program:** Advanced Training

**Organization:** Goodwill of Central and Northern Arizona

**Location:** Your Location

**Notes:** See below examples

### *Call received from Learner*

Received email/call (VM) from Learner

- Respond by thanking them for emailing you. Recap what was said in the email. State a day and time you will be returning his/her call.
- Copy and paste email from Learner and your response and add it to the Learner's Genesis profile under Follow Up.

### *Learner responded to monthly email*

Respond by thanking them for emailing you. Recap what was said in the email. Remind the Learner you will be reaching out monthly but if they need assistance they can email and/or call anytime.

- Copy and paste email from Learner and your response and add it to the Learner's Genesis profile under Follow Up.

### *Learner left VM/answered call*

Send email to recap voicemail message. State a day and time you will be returning his/her call.

- Follow up with an email answering questions if relevant. If a Career Navigator is assigned to the Learner CC them in the email response. Copy and add the email to the Learner's Genesis profile under Follow Up.
- Attempt to return his/her call and if there is no answer. Leave a message with a day and time when you will call back.

### *Monthly Progress Call and/or Email*

Made monthly progress check in call to Learner to discuss progress within program. See emails below.

- Left VM to check in on their progress. Also reminded them that they can access [www.mycareeradvisor.com](http://www.mycareeradvisor.com) for resources, call 602-535-4401 for questions, or contact their Career Navigator or myself at any time.
- Connected with Learner to discuss progress and asked if they needed any resources. Also encouraged the Learner to move forward in training by continuing to create small progress goals. Also reminded them that they can access [www.mycareeradvisor.com](http://www.mycareeradvisor.com) for resources, call 602-535-4401 for questions, or contact their Career Navigator or myself at any time.

### *Uploaded Screenshots to Show Progress*

- Uploaded screenshots of Learner's progress within the Google IT Support Certification program. Assigned Career Navigator has also been notified of progress, if applicable. Follow up will continue to be done on a monthly basis.
- Uploaded screenshot of Learner's progress within the Google IT Support Certification Program. Learner has completed all 5 courses. Assigned Career Navigator will also receive copies of certificates for the Learner's Genesis profile, if applicable. Learner will move into Retention Services for assistance with employment.
- Uploaded screenshots of Learner's progress within the Google IT Support Certification program. Learner is currently "inactive" and no progress has been made. Email will be sent to Learner to assist with re-engaging progress. Assigned Career Navigator has been notified of inactivity, if applicable. Follow up will continue to be done on a monthly basis.
- Uploaded screenshots of Learner's progress within the Google IT Support Certification. Learner has been dropped from the program for inactivity or request from the Learner. The screenshot is the last documented progress in the Coursera system. Assigned Career Navigator has been notified, if applicable. Learner will be un-enrolled in training.

### *Proctored Exam (Microsoft Office Only)*

Uploaded screenshot of purchased voucher for proctored exam. Contacted Career Navigator notifying voucher has been purchased and scheduled appointment can be made for proctored exam.

*All email communication sent to the Learner should also be copied and pasted into the Genesis profile.*

# Advanced Learning Monthly Emails

Use the templates below when writing your documentation. The verbiage does not need to be copied verbatim and is simply available as an example to save time and help with time management.

## Google IT Support Certification through Coursera

All emails should be copied with a timestamp and pasted in the Learner's Genesis profile as a Follow-Up Activity Note.

**Activity:** *Follow up*

**Program:** *Advanced Training*

**Organization:** *Goodwill of Central and Northern Arizona*

**Location:** *Your Location*

**Follow up Type:** *Email*

**Notes:** *See below examples that can be adapted*

Below you will find what needs to be added to your email correspondence and subject headings.

When you send an email, send it to:

**To:** Learners email

**CC:** Training Solutions, Referral Party, Yourself

Below you will find **examples** that go in the **Subject line**.

*Message for those that have not accepted the invitation*

**Subject:** Your Coursera invitation is waiting

Hi (Name of Learner),

It's easy to start learning with Coursera, but spots are limited and are on a first come, first served basis. Take an important step today by claiming your place in our Advanced Learning Program. Your first course enrollment should be **Technical Support Fundamentals**. You have 4 months/16 weeks to complete the 5-course program. If an extension is needed, email [Trainingsolutions@goodwillaz.org](mailto:Trainingsolutions@goodwillaz.org) to request additional time.

Click the link and sign in: <https://www.coursera.org/professional-certificates/google-it-support>

Have a great day!

Thank you!

---



**Message after accepting invitation**

**Subject:** Google IT Support – Accepted and Enrolled

Hi (Name of Learner),

Welcome to the Advanced Learning Program. Now that you have claimed your seat with the Google IT Support Certification Program we would like to share the course list in the order recommended by Google.

1. Technical Support Fundamentals
2. The Bits and Bytes of Computer Networking
3. Operating Systems and You: Becoming a Power User
4. System Administration and IT Infrastructure Services
5. IT Security: Defense Against the Digital Dark Arts

If you have chosen and enrolled in Technical Support Fundamentals, great job! You are successfully on your way towards your certification. Each set of courses builds on one another. If you need resources or a refresher of what you learned here is a YouTube link with short video instructions for each course:

<https://www.youtube.com/watch?v=lwzawxxX1qs&list=PL2jykFOD1AWZlfwMPcVKwaFrRXbgObl3U&index=2>

Just a reminder you have 4 months/16 weeks to complete the 5-course Google IT Support I Certification Program. If an extension is needed, email [Trainingsolutions@goodwillaz.org](mailto:Trainingsolutions@goodwillaz.org) to request additional time.

If you are interested in reviewing the Frequently Asked Questions (FAQ) for this program, visit this link:

<https://www.coursera.org/professional-certificates/google-it-support#faq>

If you have any technology issues, click the links below for assistance.

- **Email Tech Support:** [clientsupport@courseraenterprise.zendesk.com](mailto:clientsupport@courseraenterprise.zendesk.com)
- **Qwiklabs Customer Care:** [support@qwiklab.com](mailto:support@qwiklab.com)

To access helpful troubleshooting articles, visit this link: <https://learner.coursera.help/hc/en-us/articles/208279886-Solve-problems-with-Coursera>

Don't hesitate to reach out to your Career Navigator or the Training Solutions team if you have any questions or issues. Our email is [Trainingsolutions@goodwillaz.org](mailto:Trainingsolutions@goodwillaz.org) or call 602-535-4401.

Happy learning!

---

# Technical Support Fundamentals

*Email ½ way or add Percentage through first course*

**Subject:** Great job. You are half way through your first course.

Hi (Name of Learner),

Great job getting started with your first course, **Technical Support Fundamentals**. This course will take you about 23 hours to complete and you are currently ½ way through. Great job! We hope you are getting comfortable with the learning platforms and enjoying your training.

This course is the first of a series that aims to prepare you for a role as an entry-level IT Support Specialist. You will be introduced to the world of Information Technology (IT) and will learn about different facets such as computer hardware, the Internet, computer software, troubleshooting, and customer service. This course covers a wide variety of IT topics that are designed to give you an overview of this certificate program.

By the end of this course, you'll be able to:

- Understand how the binary system works
- Assemble a computer from scratch
- Choose and install an operating system on a computer
- Understand what the Internet is, how it works, and the impact it has in the modern world
- Learn how applications are created and how they work under the hood of a computer
- Utilize common problem-solving methodologies and soft skills in an Information Technology setting

The bullets above highlight skills that you have learned in all of the courses you will take in the Google IT Professional Support Certification. These bullets can assist you as you update your resume.

If you have any technology issues, click the links below for assistance.

- **Email Tech Support:** [clientsupport@courseraenterprise.zendesk.com](mailto:clientsupport@courseraenterprise.zendesk.com)
- **Qwiklabs Customer Care:** [support@qwiklab.com](mailto:support@qwiklab.com)

To access helpful troubleshooting articles, visit this link: <https://learner.coursera.help/hc/en-us/articles/208279886-Solve-problems-with-Coursera>

Don't hesitate to reach out to your Career Navigator or the Training Solutions team if you have any questions or issues. Our email is [Trainingsolutions@goodwillaz.org](mailto:Trainingsolutions@goodwillaz.org) or call 602-535-4401.

Happy learning!

---

# The Bits and Bytes of Computer Networking

Email ½ way or add Percentage through the second course

**Subject:** Great job your half way through your second course

Hi (Name of Learner),

Great job getting started with your second course, **Bits and Bytes of Computer Networking**. This course will take you about 33 hours to complete and you are currently ½ way through. Great job! We hope you are getting comfortable with the learning platforms and enjoying your training.

As you are learning, this course is designed to provide a full overview of computer networking. It will cover everything from the fundamentals of modern networking technologies and protocols to an overview of the cloud to practical applications and network troubleshooting.

By the end of this course, you'll be able to:

- Describe computer networks in terms of a five-layer model
- Understand all of the standard protocols involved with TCP/IP communications
- Grasp powerful network troubleshooting tools and techniques
- Learn network services like DNS and DHCP that help make computer networks run
- Understand cloud computing, everything as a service, and cloud storage

If you have any technology issues, click the links below for assistance.

- **Email Tech Support:** [clientsupport@courseraenterprise.zendesk.com](mailto:clientsupport@courseraenterprise.zendesk.com)
- **Qwiklabs Customer Care:** [support@qwiklab.com](mailto:support@qwiklab.com)

To access helpful troubleshooting articles, visit this link: <https://learner.coursera.help/hc/en-us/articles/208279886-Solve-problems-with-Coursera>

Don't hesitate to reach out to your Career Navigator or the Training Solutions team if you have any questions or issues. Our email is [Trainingsolutions@goodwillaz.org](mailto:Trainingsolutions@goodwillaz.org) or call 602-535-4401.

Happy learning!

---

# Operating Systems and You: Becoming a Power User

Email ½ way or add Percentage through third course

**Subject:** Half way through the program and your third course

Hi (Name of Learner),

Great job getting started with your third course, **Operating Systems and You: Becoming a Power User**. This course will take you about 34 hours to complete. Not only are you ½ through this course but you are also ½ way through the entire 5 course Google IT Support Certification Program. Great job! We hope you are enjoying your training.

Through a combination of video lectures, demonstrations, and hands-on practice you'll learn about the main components of an operating system and how to perform critical tasks like managing software and users, and configuring hardware.

By the end of this course you'll be able to:

- Navigate the Windows and Linux filesystems using a graphical user interface and command line interpreter
- Set up users, groups, and permissions for account access
- Install, configure, and remove software on the Windows and Linux operating systems
- Configure disk partitions and filesystems
- Understand how system processes work and how to manage them
- Work with system logs and remote connection tools
- Utilize operating system knowledge to troubleshoot common issues in an IT Support Specialist role

If you have any technology issues, click the links below for assistance.

- **Email Tech Support:** [clientsupport@courseraenterprise.zendesk.com](mailto:clientsupport@courseraenterprise.zendesk.com)
- **Qwiklabs Customer Care:** [support@qwiklab.com](mailto:support@qwiklab.com)

To access helpful troubleshooting articles, visit this link: <https://learner.coursera.help/hc/en-us/articles/208279886-Solve-problems-with-Coursera>

Don't hesitate to reach out to your Career Navigator /or Training Solutions team if you have any questions or issues. Our email is [Trainingsolutions@goodwillaz.org](mailto:Trainingsolutions@goodwillaz.org) or call 602-535-4401.

Happy learning!

---

# System Administration and IT Infrastructure Services

Email ½ way or add Percentage through fourth course

**Subject:** Almost there! You are half way through your fourth course.

Hi (Name of Learner),

Just a few weeks left! Great job getting started with your fourth course, **System Administration and IT Infrastructure Services**. This course will take you about 31 hours to complete. Not only are you ½ through this course but you are also 3/4 of the way through the entire 5 course Google IT Support Certification Program. Great job with all the hard work and perseverance.

You will be transitioning from working on a single computer to an entire fleet. Systems administration is the field of IT that is responsible for maintaining reliable computers systems in a multi-user environment. You are learning about the infrastructure services that keep all organizations, big and small, up and running. You'll be taking a deep dive on cloud so that you'll understand everything from typical cloud infrastructure setups to how to manage cloud resources. You are also learning how to manage and configure servers and how to use industry tools to manage computers, user information, and user productivity. Finally, you'll learn how to recover your organization's IT infrastructure in the event of a disaster.

By the end of this course you'll be able to:

- Utilize best practices for choosing hardware, vendors, and services for your organization
- Understand how the most common infrastructure services that keep an organization running work, and how to manage infrastructure servers
- Understand how to make the most of the cloud for your organization
- Manage an organization's computers and users using the directory services, Active Directory, and OpenLDAP
- Choose and manage the tools that your organization will use
- Backup your organization's data and know how to recover your IT Infrastructure in the case of a disaster
- Utilize systems administration knowledge to plan and improve processes for IT environments

Wow! You have learned so much in this course! You are 1 course away from completing this program and finding a career in IT.

If you have any technology issues, click the links below for assistance.

- **Email Tech Support:** [clientsupport@courseraenterprise.zendesk.com](mailto:clientsupport@courseraenterprise.zendesk.com)
- **Qwiklabs Customer Care:** [support@qwiklab.com](mailto:support@qwiklab.com)

To access helpful troubleshooting articles, visit this link: <https://learner.coursera.help/hc/en-us/articles/208279886-Solve-problems-with-Coursera>

Don't hesitate to reach out to your Career Navigator or the Training Solutions team if you have any questions or issues. Our email is [Trainingsolutions@goodwillaz.org](mailto:Trainingsolutions@goodwillaz.org) or call 602-535-4401.

Happy learning!

# IT Security: Defense Against the Digital Dark Arts

Email ½ way or add percentage through fifth and final course

**Subject:** Great job! You are half way through your final course.

Hi (Name of Learner),

Great job getting to your fifth and final course, **IT Security: Defense Against the Digital Dark Arts**. This course will take you about 29 hours to complete. Not only are you ½ through this course but are almost done with the entire Google IT Support Certification Program. When you complete this course, you will receive two certificates. The first certificate will be for this course and the second certificate will be your Google IT Professional Support Certification Certificate.

This course covers a wide variety of IT security concepts, tools, and best practices. It will also introduce threats and attacks and the many ways they can show up. You will get some background of encryption algorithms and how they're used to safeguard data. Then, you'll dive into the three A's of information security: Authentication, Authorization, and Accounting. Also covered is network security solutions, ranging from firewalls to WiFi encryption options. This course will round out by putting all these elements together into a multi-layered, in-depth security architecture, followed by recommendations on how to integrate a culture of security into your organization or team.

At the end of this course, you'll understand:

- How various encryption algorithms and techniques work as well as their benefits and limitations
- Various authentication systems and types
- The difference between authentication and authorization
- How to evaluate potential risks and recommend ways to reduce risk
- Best practices for securing a network
- How to help others to grasp security concepts and protect themselves

You are just a few days/weeks of completion. Stay strong and focused. You're almost there.

If you have any technology issues, click the links below for assistance.

- **Email Tech Support:** [clientsupport@courseraenterprise.zendesk.com](mailto:clientsupport@courseraenterprise.zendesk.com)
- **Qwiklabs Customer Care:** [support@qwiklab.com](mailto:support@qwiklab.com)

To access helpful troubleshooting articles, visit this link: <https://learner.coursera.help/hc/en-us/articles/208279886-Solve-problems-with-Coursera>

Don't hesitate to reach out to your Career Navigator or the Training Solutions team if you have any questions or issues. Our email is [Trainingsolutions@goodwillaz.org](mailto:Trainingsolutions@goodwillaz.org) or call 602-535-4401.

Happy learning!

---

# Completed Final Course Message

**Subject:** Great job! You have completed your final course.

Hi (Name of Learner),

Congratulations! You did it! You have persevered and completed your last class in the Google IT Support Certification Program. You should have received or downloaded the Google IT Professional Support Certification Certificate.

You will be contacted to provide a copy of your certificates and have an opportunity to share your success story with other Learners in our program.

Now it's time to focus on finding employment. Here are your next steps:

- Sign up for the Coursera Learning Platform– [www.courserajobplatform.org](http://www.courserajobplatform.org)
  - Coursera will validate your Google IT Professional Support Certificate
  - Create your profile
    - This allows employers to find you and determine if you are a good candidate for their open positions
  - Browse open IT positions within your location or across the country
  - Apply directly to companies
  - Take advantage of job readiness resources
- Connect with your Goodwill team and set up a Mock Interview
- Connect with your Goodwill team and set up a Resume Review
- Continue to research your top 5 companies you would like to work for

We at Goodwill are proud to be a part of your successful journey and are here to assist in any way we can.

Don't hesitate to reach out to your Career Navigator or the Training Solutions team if you have any questions or issues. Our email is [Trainingsolutions@goodwillaz.org](mailto:Trainingsolutions@goodwillaz.org) or call 602-535-4401.

Success to you and success to your future!

---

# Microsoft Office Specialist Enrollment Credentials

## Email

All emails should be copied with a timestamp and pasted in the Genesis Learner's profile as a Follow-Up Activity Note.

**Activity:** *Follow up*

**Program:** *Advanced Training*

**Organization:** *Goodwill of Central and Northern Arizona*

**Location:** *Your Location*

**Follow up Type:** *Email/Phone (for follow ups)*

**Notes:** *See below examples that can be adapted*

Below you will find what needs to be added to your email correspondence and subject headings.

When you send an email, send it to:

**To:** Learners email

**CC:** Training Solutions, Referral Party, Yourself

Below you will find examples that go in the Subject line.

### Welcome Email to Learner

*This email will be sent with credentials.*

**Subject:** Welcome to Microsoft Office Specialist Certification

Hi (Name of Learner),

Thank you so much for meeting with Advanced Learning today. As we discussed the information below will give you a few details about each Learning Platform. Please review the videos attached prior to using your enrollment credentials below.

If you already have a profile with Jasperactive or LearnKey it is easy to get started. Simply log into the virtual site and add the access codes to get started.

### Getting Started

1. Read this entire email.
2. Watch the recommended videos before logging into the websites listed below.
3. Work with your Career Navigator to utilize the Goodwill Career Center Training room or use your home computer/laptop to start the learning program.
4. Create a profile by adding your access codes to get started.
5. Have fun learning!

### Jasperactive

Jasperactive is the world's first kinesthetic Microsoft Office learning and validation system. It has a five-step learning pathway that builds experience and knowledge through hands-on activities and exploration.



Watch this video on how to sign up using enrollment access codes: <https://www.youtube.com/watch?v=dBiCZPWcFQs> - 2:37

- **Website/Register:** <https://mos.jasperactive.com/Login.aspx>
- **Enrollment Credentials Access Code:** (Contact Training Solutions for code)

The link below has 6 short videos that introduce and guide you on how to use Jasperactive. We recommend that you review them before getting started with the program.

Watch Videos 1 – 6: <https://www.youtube.com/playlist?list=PLIkx-bY2ZHOp-4seiBSaMGxcVaf0xZN4>

If you have **technical** questions or a **technical** challenge, call **technical support line** at +1 (888) 882-8635 to speak to an agent.

## **LearnKey**

LearnKey operates through GMetrix and the training method is virtual. LearnKey uses self-paced on-demand videos that are easy to access. These videos enhance the learning experience.

Watch this video for instructions on how to get started with the enrollment credentials (access codes): [https://www.youtube.com/watch?v=UX\\_9n2WXqYI](https://www.youtube.com/watch?v=UX_9n2WXqYI) - 9:47

**Website/Register:** <https://www.gmetrix.net/Login.aspx?ReturnUrl=%2F>

**Enrollment Credentials Access Code:** (Contact Training Solutions for Codes)

Just a quick reminder, you also have access to [www.mycareeradvisor.com](http://www.mycareeradvisor.com) 24/7 days a week with resources and employment opportunities.

If you have any challenges or concerns please don't hesitate to reach out to your Career Navigator or the Training Solutions team at [trainingsolutions@goodwillaz.org](mailto:trainingsolutions@goodwillaz.org) or call 602-535-4401.

---

# Microsoft Office First Month Check in

**Subject:** First Monthly Email Check In

Hi (Name of Learner),

We are excited that you have accepted the opportunity to start your learning journey with the Microsoft Office Specialist Program (MOS). You should have received a welcome email with your enrollment credential access codes that will help you get started. You will receive monthly follow up emails from Advanced Learning that share program information and provide support and encouragement.

This program is about 520 learning hours. Pace yourself and set small realistic goals as you set aside time in your schedule. For example, set aside an hour a day or 3 hours a week, it is totally up to you. Rome was not built in a day or week, so be patient with the learning process.

Remember you only have to activate one learning portal. We gave you access to both because we wanted you to have options. Below is a quick review of each Learning Portal. Review the information below before you decide. We have also included student guides for you to help you with your decision.

Jasperactive - <https://www.youtube.com/watch?v=LXArmtKWm6g>

LearnKey Courseware Powered by GMetrix – Instructional Video for Students: <https://www.youtube.com/watch?v=9xdByITd5cU>

If you have **technical** questions or a **technical** challenge, call the **technical support line** at +1 (888) 882-8635 to speak to an agent. If you are sending an email, please include screenshots of the issue(s). This can help the agent better troubleshoot or resolve the issue(s).

**Jasperactive:** <https://support.jasperactive.com/support/solutions/36000067114>

**LearnKey:** 800.482.8244 [techsupport@learnkey.com](mailto:techsupport@learnkey.com)

**GMetrix:** 801.323.5800 [support@gmetrix.com](mailto:support@gmetrix.com)

Just a quick reminder you have access to [www.mycareeradvisor.com](http://www.mycareeradvisor.com) 24/7 days a week with resources and employment opportunities.

Don't hesitate to reach out to your Career Navigator or the Training Solutions team if you have any questions or issues. Our email is [Trainingsolutions@goodwillaz.org](mailto:Trainingsolutions@goodwillaz.org) or call 602-535-4401.

---

# Microsoft Office Second Month Check In

**Subject:** Second Monthly Check In

Hi (Name of Learner),

Congratulations on your second month of participating in the Microsoft Office Specialist Program. As you know this program takes about 520 learning hours to complete and we are here to assist you with any questions you may have. This is our monthly follow up check in. We would love to hear back from you on how things are going. If you have chosen Word, Excel, PowerPoint, or Outlook you are building your tool belt of skills that will help you in your future career.

Don't forget you have access to [www.mycareeradvisor.com](http://www.mycareeradvisor.com) 24/7 days a week with resources and employment opportunities.

If you have **technical** questions or a **technical** challenge, call the **technical support line at +1 (888) 882-8635** to speak to an agent. If you are sending an email, please include screenshots of the issue(s). This can help the agent better troubleshoot or resolve the issue(s).

**Jasperactive:** <https://support.jasperactive.com/support/solutions/36000067114>

**LearnKey:** 800.482.8244 [techsupport@learnkey.com](mailto:techsupport@learnkey.com)

**GMetrix:** 801.323.5800 [support@gmetrix.com](mailto:support@gmetrix.com)

Don't hesitate to reach out to your Career Navigator or the Training Solutions team if you have any questions or issues. Our email is [Trainingsolutions@goodwillaz.org](mailto:Trainingsolutions@goodwillaz.org) or call 602-535-4401.

---

# Microsoft Office Third Month Check In

**Subject:** Third Monthly Check In

Hi (Name of Learner),

Congratulations on your third month of participating in the Microsoft Office Specialist Program. This is our third monthly check in. We would like to hear how you are doing with upskilling yourself with new skills.

Let's talk about employment strategies. Have you thought about the top three employers you would like to work with? We challenge you to do some research and narrow your search to your top three employers.

Don't forget you have access to [www.mycareeradvisor.com](http://www.mycareeradvisor.com) 24/7 days a week with resources and employment opportunities.

If you have **technical** questions or a **technical** challenge, call the **technical support line at +1 (888) 882-8635** to speak to an agent. If you are sending an email, please include screenshots of the issue(s). This can help the agent better troubleshoot or resolve the issue(s).

**Jasperactive:** <https://support.jasperactive.com/support/solutions/36000067114>

**LearnKey:** 800.482.8244 [techsupport@learnkey.com](mailto:techsupport@learnkey.com)

**GMetrix:** 801.323.5800 [support@gmetrix.com](mailto:support@gmetrix.com)

Don't hesitate to reach out to your Career Navigator or the Training Solutions team if you have any questions or issues. Our email is [Trainingsolutions@goodwillaz.org](mailto:Trainingsolutions@goodwillaz.org) or call 602-535-4401.

Good luck and happy learning!

---

# Microsoft Office Fourth Monthly Check In

**Subject:** Fourth Monthly Check In

Congratulations on your fourth month of participating in the Microsoft Office Specialist Program. This is our fourth monthly check in. We would like to hear how you are doing?

Last month we challenged you to research and find your top three employers you would like to work for. Now we would like to continue to challenge you in your research. It is important to read the Mission and Vision statements for these top three employers. Once you have read them, ask yourself if those align with a company you want to work for? We're looking forward to hearing what you have found.

Just a quick reminder you have access to [www.mycareeradvisor.com](http://www.mycareeradvisor.com) 24/7 days a week with resources and employment opportunities.

If you have **technical** questions or a **technical** challenge, call the **technical support line** at +1 (888) 882-8635 to speak to an agent. If you are sending an email, please include a screenshot of the issue(s). This can help the agent better troubleshoot or resolve the issue(s).

**Jasperactive:** <https://support.jasperactive.com/support/solutions/36000067114>

**LearnKey:** 800.482.8244 [techsupport@learnkey.com](mailto:techsupport@learnkey.com)

**GMetrix:** 801.323.5800 [support@gmetrix.com](mailto:support@gmetrix.com)

Don't hesitate to reach out to your Career Navigator or the Training Solutions team if you have any questions or issues. Our email is [Trainingsolutions@goodwillaz.org](mailto:Trainingsolutions@goodwillaz.org) or call 602-535-4401.

Good luck and happy learning!

---

# Microsoft Office Fifth Monthly Check In

**Subject:** Fifth Monthly Check In

Congratulations on your fifth month of participating in the Microsoft Office Specialist Program. This is your fifth monthly check in. How is your research and learning going?

Last month we challenged you to research the Mission and Vision statements for the top three companies you would like to work for. This month we would like to challenge you to find the top three jobs with job descriptions. Researching the skills and experience required will help you set some goals. If you are missing skills, knowledge, or experience work with your Career Navigator to finding additional training or volunteer opportunities.

Don't forget you have access to [www.mycareeradvisor.com](http://www.mycareeradvisor.com) 24/7 days a week with resources and employment opportunities.

If you have **technical** questions or a **technical** challenge, call the **technical support line** at +1 (888) 882-8635 to speak to an agent. If you are sending an email, please include screenshots of the issue(s). This can help the agent better troubleshoot or resolve the issue(s).

**Jasperactive:** <https://support.jasperactive.com/support/solutions/36000067114>

**LearnKey:** 800.482.8244 [techsupport@learnkey.com](mailto:techsupport@learnkey.com)

**GMetrix:** 801.323.5800 [support@gmetrix.com](mailto:support@gmetrix.com)

Don't hesitate to reach out to your Career Navigator or the Training Solutions team if you have any questions or issues. Our email is [Trainingsolutions@goodwillaz.org](mailto:Trainingsolutions@goodwillaz.org) or call 602-535-4401.

---

# Completion/Graduation Email

This email is for those that have requested to take their proctored exam.

**Subject:** Congratulations Goodwill is Proud of You!

Hi (Name of Learner),

Congratulations! You have successfully completed the 2016 Microsoft Office Specialist Program and received your Microsoft Office Specialist Certification. This took hard work and perseverance! This is a great accomplishment and you should be proud of yourself.

Now it is time to start thinking about employment. Here are a few things we recommend.

- Research your top 3 companies
  - Get to know their Mission and Culture featured on their websites
  - Review open positions by reviewing job descriptions
- Update your Resume
  - Add your new certification
  - Add transferable skills listed on the job descriptions viewed during research
- Schedule a Mock Interview
  - Contact your Career Navigator if you are working with one
  - Contact 602-535-4444 and our Contact Center Team will assist

We would like to hear from you and celebrate this amazing accomplishment. Our Marketing department would love to share your success story and experience with our other current and future Learners. If you are willing to be a part of this, please email [Trainingsolutions@goodwillaz.org](mailto:Trainingsolutions@goodwillaz.org) and let us know.

Success to you and success to your future!

“Diligent Follow-Up and Follow-Through will set you apart from the crowd and Communicate Excellence”

- John C Maxwell

## Resource Websites Used:

<https://www.ianbrodie.com/ultimate-guide-follow-up/>

<https://pacmtn.org/wp-content/uploads/2018/02/52-Follow-Up-Procedure-Draft.pdf>

<https://www.outboundengine.com/blog/follow-up-tips/>

<https://static1.squarespace.com/static/5e86a5a8c8e23f6e7da963b0/t/5e9b9e8e8660e44c2728d51d/1587256977798/130+QUESTIONS.pdf>