

# PARTNERSHIP PLAN

The Cengage Partnership Plan represents our commitment to providing you and your students with exceptional service.

From hands-on help getting your course up and running, to timely support throughout the teaching period, to collaborating with you to measure results, we are committed to facilitating a successful digital experience - from start to finish.



## GET STARTED

- Full course setup, tailored to your course outline.
- Student Success training** for your students, which will ensure that they're registered for and can comfortably navigate your Cengage digital product.
- Live training** with a Cengage representative.
- Customised **Student Success** instructional materials to help students easily register for your course on or before the first day of class.
- An online library of **training resources** that lets you learn at your own pace.



## GET SUPPORT

- Technical support** across Australia and New Zealand from our local team.
- Certification of a **Campus Consultant**, a designated instructor or teaching assistant on your campus who will be trained to serve as an onsite technology expert, answer platform-related questions, and be a liaison between you and the Cengage team.
- Instant insight into system status via **Techcheck**.\*
- Training webinars** available throughout the teaching period.
- Membership of the global **Cengage Higher Ed Faculty Community** to post questions, get answers, and share ideas with fellow instructors.



## GET RESULTS

- Invitation to participate in a paid **Partners in Research** program to uncover the impact of our digital learning materials on student outcomes (*eligible courses only*).
- Additional term of access** for any students who don't pass the course.

\* Available for MindTap, Aplia, OWLv2, WebAssign, SAM, 4LTR Press and CNOW2.