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Forrester Training Plan for Studio

Studio Users

Super Admins	Users who will learn all procedures in Studio and become the experts at Forrester.
Pilot Team RA	Research Associate who will pilot Studio and provide early feedback.
Pilot Team Other Groups	Users, such as editors, graphic designers, and video producers, who will pilot Studio and provide early feedback.
Phase One Cohort	RAs, Editors, Graphic Designers, Video Production, Digital Delivery *Consulting not included in Phase One Cohort*

Schedule

Training activities are written in chronological order.

September 26th - September 30th
- Pilot Team RA Training Meeting - Studio Basics (9/29)
- Pilot Team Other Groups Meeting - Studio Basics (9/30)

October 3rd - October 7th
- Pilot Team submits questions via Airtable (FAQ)
- Studio access for Phase One Cohort (end of week)
  - Phase One Cohort will receive recorded demos of key Studio procedures and tasks
  - All users can access help content in Studio (10/5).

October 10th - October 14th

- 'Studio Basics' training videos added to Studio – standard AND Pilot Team training videos (beginning of week)
- Amber to figure out way for Phase One Cohort to submit Questions prior to Webinar training) (beginning of week)
  - 9/28 - Airtable form has been sent out to Phase One Cohort as a trial
- Folder cleanup of Studio (beginning of week)
- Video sent to Forrester outlining workflow construction so far (OL to provide) (Thurs)
- Amber to gather feedback from Super Admins and send to OL (Fri)

October 17th - October 21st

- Orange Logic will provide a video showing SuperAdmins full workflow with some changes from 10/14 feedback, if possible (10/20)
  - There will be a 45-minute meeting for Super Admins to provide feedback on the workflow (10/21)
  - Amber to gather any additional feedback from Super Admins
- Ongoing: FAQ from Pilot Team added to Studio (Amber)

October 24th - October 28th

- Orange Logic will review further workflow feedback and provide an updated workflow video (10/25)
  - That video will be provided to the Pilot team
- Pilot Team RA Training / Pilot Team Other groups – Workflow (10/27)
- FAQ answers continue to be posted in Studio
- Studio access for Phase One Cohort (end of week)
  - Phase One Cohort will receive recorded demos of key Studio procedures and tasks prior to training on 11/1
  - All users can access help content in Studio (add to dashboard)
- Ongoing: FAQ from Pilot Team added to Studio (Amber)

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October 31st - November 4th

- Phase One Cohort: Live webinar training on Studio Basics and Workflow (11/1)
  Note: Orange Logic will provide a curriculum for the Webinar training after the Pilot group training sessions.
  - Step 1: Live training

- Step 2: Staff completes homework in their personal folders. (Amber and Julia will not be "checking" this.)
- Step 3: Learners start attending office hours.
- Step 4: Learners must complete the training assessment, which measures their understanding of the content. This will be completed on a Microsoft Form. Amber and Julia will be the form admins. (As a team, we can determine how many office hours will pass before learners take the assessment.)
- **RA Onsite presentation:** Amber to lead/Jen Baker collaborating/ Jen Tempio to be present for additional questions – (11/3)
- Phase One Cohort continues submitting questions
- Answers continue to be posted in Studio

November 7th - November 11th

- "Office Hours" with Orange Logic to answer Phase One Cohort questions (11/7)
- Phase One Cohort continues submitting questions
- "Office Hours" with Orange Logic to answer Phase One Cohort questions (11/10)
- Answers continue to be posted in Studio
- **TBD**: Search functionality training with Analysts and higher-level users
  Note: This may be led by the Forrester Research Pilot Team leads or Orange Logic, depending on user readiness.

November 14th - November 18th

- "Office Hours" with Pilot Team to answer Phase One Cohort questions
- Phase One Cohort continues submitting questions
- Answers continue to be posted in Studio

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