

Share Best Practices – Set up Usage Expectations

Dear Rosetta Stone Learner,

In an effort to make the most of your Rosetta Stone program, XXXXX asks that all learners commit to studying **XX hours each week and attend at least XX live tutoring sessions per month**. Your access will expire on XXXXX, and we want to make sure you are making the most of your Rosetta Stone solution. The key to success with your Rosetta Stone program is to access the training consistently. If you cannot make the commitment at this time, please contact XXXX.

We want to help you reach your language goals. We've collected our best practices, tips, and strategies in one place to help ensure that you get the most from your learning experience with Rosetta Stone.

Best Practices and Tips

- **Practice a little bit every day.** Research shows that you'll learn and retain more of your new language if you practice a little bit each day instead of studying for hours once a week. We recommend spending 30 minutes in the program three to four days per week to keep everything you're learning fresh in your mind.
- **Schedule practice time on your calendar.** Putting time on your calendar will help you remember to get 30 minutes of practice each day so that it becomes part of your routine.
- **Find someone to practice with.** Practicing your new language with someone in your organization or community can help you retain your new vocabulary - it also makes learning fun!
- **Attend a live tutoring session every week.** If your program includes Live Tutoring, take advantage of the amazing opportunity to converse with language coaches. We recommend at least one session per week to improve your pronunciation
- **Immerse yourself in your new language.** Look for new opportunities to use your language skills in your everyday life. Listen to music or the news in your new language. Try reading an article or watching movies. Full immersion is the key!
- **Learn on the go.** Rosetta Stone offers mobile apps so you can learn during your commute, at the gym, or anywhere you like to learn.

Improvement in language ability varies for each person. It depends on your starting proficiency level and the amount of time you consistently spend learning your new language. Learners at the beginner and intermediate level can expect more noticeable improvement than those at the advanced level, even if they've spent the same amount of time in the program.

Happy Learning!

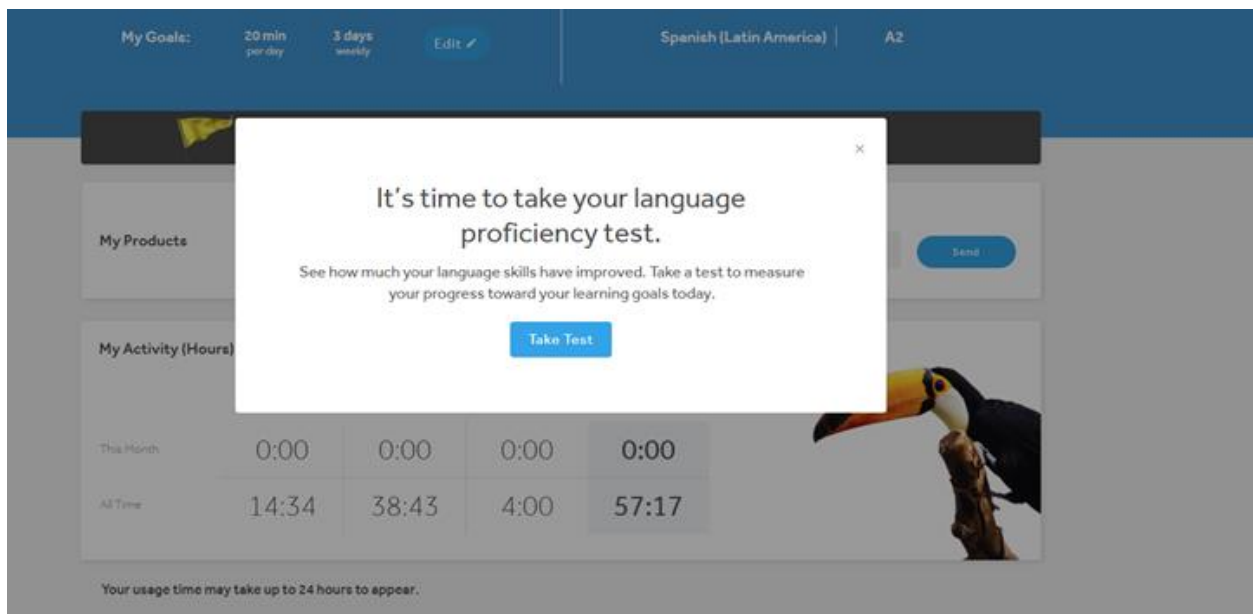
Email Reminder for Proficiency Test

Rosetta Stone Proficiency Test

Congratulations on your progress in the Rosetta Stone English language learning program! One of the benefits of the Rosetta Stone Catalyst platform is the available Proficiency Testing as benchmarks for growth. The first Proficiency Test is available after 150 days from your start.

This is a reminder that you may take the test once it opens for you. Below is a screenshot of the messaging within your learner portal.

Please click on 'Take Test' and read the below Strategies for Test-Taking prior to starting.



The screenshot shows a learner portal interface for Spanish (Latin America) at the A2 level. A central notification box reads: "It's time to take your language proficiency test. See how much your language skills have improved. Take a test to measure your progress toward your learning goals today." Below the text is a blue "Take Test" button. The background shows a "My Activity (Hours)" table with columns for "This Month" and "All Time", and rows for "0:00", "0:00", "0:00", "0:00" and "14:34", "38:43", "4:00", "57:17". A toucan bird is visible on the right side of the interface.

My Activity (Hours)	0:00	0:00	0:00	0:00
This Month	0:00	0:00	0:00	0:00
All Time	14:34	38:43	4:00	57:17

Test-Taking Strategies

Don't take a test on an empty stomach. You will think more clearly when you eat something before taking a test.

Postpone taking a test if you're stressed. If you're feeling stressed, consider taking your test at a later time so that it won't affect how you perform.

Read the test instructions carefully. The test instructions will help you understand what to expect, including an estimate of how long it will take you to complete the test.

Read the questions carefully. Read each question and all the answer choices carefully before submitting an answer. For audio comprehension questions, listen to the audio completely before submitting an answer.

If you don't know the answer to a question, you may skip it by not submitting an answer. However, all questions that are skipped will be marked as incorrect.

Be aware of timed tests. Most Rosetta Stone tests are not timed, but be aware of indicators that let you know that a question or group of questions is being timed so that you are prepared.

Focus and avoid distractions. It's important to avoid distractions and focus on the test. Close your email, turn off any notifications, and put away your phone. We want to ensure that the test results reflect your true language proficiency level.

Good Luck!

Email Reminder - No profile Completed

Hello Rosetta Stone Learner,

We noticed that you are ready to start your language learning program but have yet to complete your profile. Please check your spam/junk/quarantine folders for the welcome email.

We recommend studying at least 30 minutes per day at least five times a week in order to build your language skills gradually and to keep the momentum going.

Tips to Complete your Profile:

1. If you have not completed your profile yet, please do that first by accessing the Welcome Email sent to you via email.
2. After completing your profile go to <https://login.rosettastone.com/#/login> and log in to your account. Your username is your email address.
3. If you forgot your password, click on the “Forgot Password.”
4. Once you log in, complete the placement activity. This activity will place you at the right level best for you.

Questions?

If you have any questions regarding the program or experience technical difficulties, you can reach Rosetta Stone’s product support team by email at instsupport@rosettastone.com.

We encourage you to bookmark the following URL to easily access the Rosetta Stone® Catalyst program in the future: <https://login.rosettastone.com/#/login>

Sincerely,

Email to Congratulate your Top Learners

Hello Rosetta Stone Learner,

Allow me to congratulate you on behalf of the management team of XXXX for your superior efforts with your Rosetta Stone language learning program.

We appreciate the will power you have put into this project and want to tell you that you are a role model for your peers. XXXX's best return on investment in this program is to see the development, both professional and personal, of our team.

We encourage you to continue and know in advance that you have our support. Congratulations, good job! We look forward to seeing your progress in the coming months.

Need more help? Find these resources on your Rosetta Stone® support portal:

- The [Catalyst Learner Getting Started Guide](#)
- The [Support tab](#), with links to the Rosetta Stone Support portal and learner documentation, including Mobile App info.

Best Regards,

Your Rosetta Stone Administrator

Encourage Learners that have not logged in

Achieve your global potential.

Dear Rosetta Stone Learner,

We've noticed you haven't yet logged-in to your Rosetta Stone language learning account.

While demand for Rosetta Stone licenses is high at **XXXX**, we want you to be able to take advantage of this wonderful opportunity to learn a new language.

Sign-in now in order to maintain your access to this award winning language program. Our only ask of you in order to keep your license is to continue to use the program for a minimum of two hours a week. The more you use the program the more quickly your skills will build. We are closely watching your progress and look forward to seeing your advancement in the coming month.

Rosetta Stone is adaptable to any busy schedule. Not only is your program available online through your computer but you can also access Rosetta Stone training with a mobile app. Look [here](#) for more information.

For questions about access or your account details please contact:

XXXXX

Need more help? Find these resources on your Rosetta Stone® support portal:

- The [Catalyst Learner Getting Started Guide](#)
- The [Support tab](#), with links to the Rosetta Stone Support portal and learner documentation, including Mobile App info.

Thank you and happy learning.

Your Rosetta Stone Administrator

Email to Learners with some usage

Achieve your global potential.

Dear Rosetta Stone Language Learner,

Congratulations taking the first step on your language learning journey!

Our best return on investment in this program is to see your development, both professionally and personally. We trust that you will continue the program and wish you every success. Our only ask of you in order to maintain your license is to continue to use the program XXXX a week. We are closely watching your progress and look forward to seeing your advancement in the coming month.

Rosetta Stone is adaptable to any busy schedule. Not only is your program available online through your computer but you can also access Rosetta Stone training with a mobile app. Look [here](#) for more information.

For questions about access or your account details please contact:

XXXXX

For Technical Support, please contact Rosetta Stone at 877-223-9848 or at [Rosetta Stone Support](#).

Need more help? Find these resources on your Rosetta Stone® support portal:

- The [Catalyst Learner Getting Started Guide](#)
- The [Support tab](#), with links to the Rosetta Stone Support portal and learner documentation, including Mobile App info.

Thank you and happy learning.

Your Rosetta Stone Administrator

Encourage Live Tutoring Usage and Best Practices

Rosetta Stone Learners,

Rosetta Stone Live Tutoring is an immensely valuable feature of your language learning. With this tool, learners are guided and motivated by an experienced native speaking Coach in small sessions of 1-4 learners at a time. As learners master more of their new language, Live Tutoring sessions challenge them in new ways, leading to breakthrough moments that build confidence. Live Tutoring Sessions are scheduled across multiple time zones and during a time that is most convenient for you!

Don't be nervous! We've provided you with an extra glimpse into what a tutoring session might look like: [Click Here](#)

Here are some learner best practices for using Rosetta Stone Live Tutoring:

1. **Be aware of your sound environment.** Use a USB headset with microphone. Don't join from a noisy location.
2. **Do the same session more than once.** You have an UNLIMITED amount of tutoring sessions. Attend any session as many times you'd like and build confidence in your speaking skills!
3. **All learners are in the same level.** Live Tutoring sessions only review the content you've learned in your language training so far. The other participants in the sessions will also be at the same level of proficiency as you during the session.
4. **Don't be shy!** You are able to see the tutor through a live feed but the coach and other learners can't see you
5. **Join your session early.** You can join your session up to 10 minutes prior to the starting time. This ensures that everything is working properly when your session begins.
6. **Maximize your internet connection.** Plug in to your internet instead of using your wireless connection (if possible). Close other programs (like email, chat, and social networks) that access the internet.

They really are a lot of fun! There is no better way to put what you have learned into practice than by attending a live tutoring session!

We hope you take advantage of this amazing Feature!

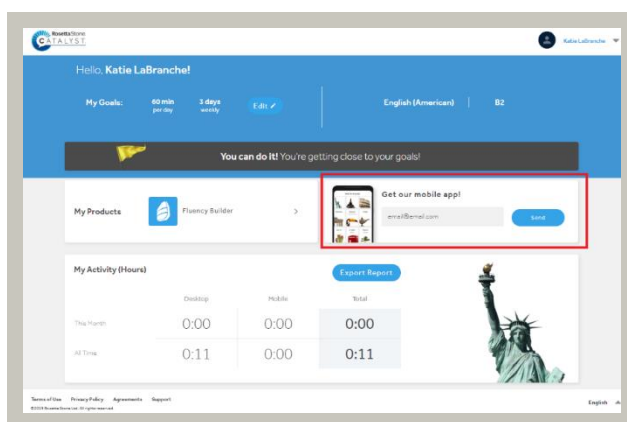
Sincerely,

Push Mobile App and link to Mobile Awesomeness Webinar

Language Learner,

Have you taken your learning on the go?

- Rosetta Stone can be accessed from your Apple or Android mobile device. You may open your welcome email and onboard via browser on mobile device or desktop/laptop.
- Once you've been placed into a product, you can request instructions for accessing your learning via a mobile device right from your login page.
- Get our mobile app!



Open the email and click the Download button that is relevant to your device—either "Download on the App Store" for Apple devices or "Get on Google Play" for Android devices.

While the information and best practice is to send the information to your preferred email/mobile device; we've included the instructions below along with quick bits of information about each mobile app:



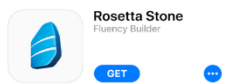
Foundations Program ~ Learn Languages app

Rosetta Stone Catalyst learners who have placed into Foundations can use the Rosetta Stone Learn Languages mobile app to continue on the go with a smartphone or tablet. Progress continuously syncs so you can easily move from a laptop to a mobile device and pick up where you left off.

You may work [offline](#).

You must enter a namespace to sign into this app.
(Instructions included in the 'Get our mobile app' email)

For more information about available [activities](#):



[Fluency Builder~Fluency Builder app](#)

Rosetta Stone Catalyst learners who have placed into Fluency Builder can use the Rosetta Stone Fluency Builder mobile app to continue learning on the go with a smartphone or tablet. Progress continuously syncs so you can easily move from a laptop to a mobile device and pick up where you left off. You may work [offline](#).

For more information about available [activities](#):

Take a look at the **Mobile Awesomeness**

Webinar: <https://www.gotostage.com/channel/695122e01ca548c2a46ecd18756120ff/recording/c0bd3d2d5fe542ef8f570c6a58d88138/watch?source=CHANNEL>