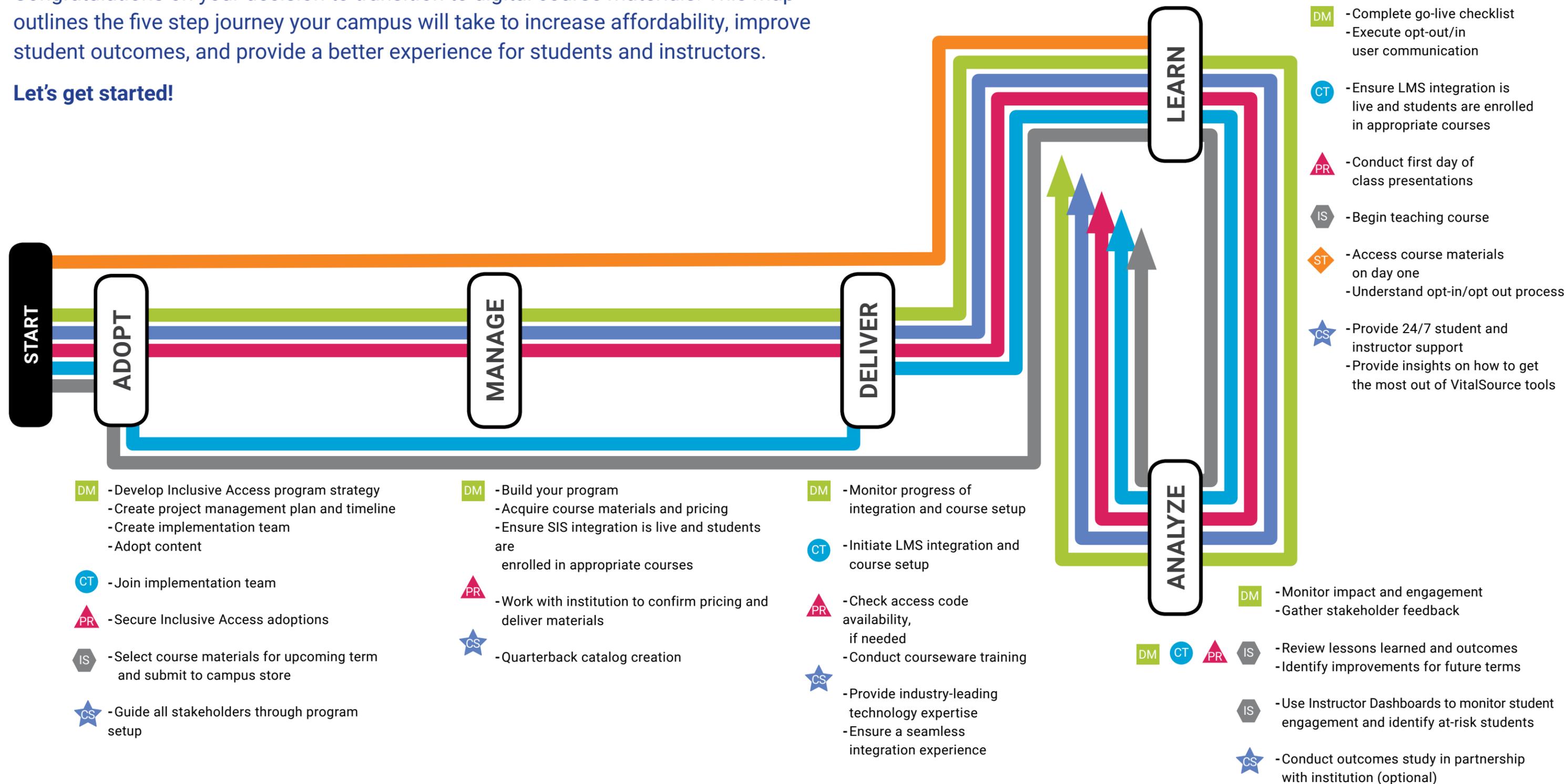


# VitalSource | CUSTOMER EXPERIENCE MAP

Congratulations on your decision to transition to digital course materials! This map outlines the five step journey your campus will take to increase affordability, improve student outcomes, and provide a better experience for students and instructors.

Let's get started!



## KEY

- DM Digital Program Manager
- CT Campus Technology
- PR Publisher Representative
- IS Instructor
- ST Students
- CS Customer Success Manager

## INFORMATION

Your Customer Success Manager:  
Email: