

From: [Kathy Berry](#)
To: [Brian McNeece](#); [Sydney Rice](#); [Linda Amidon](#); [Dixie Krimm](#); [Melody Chronister](#)
Subject:

From: [Todd Finnell](#)
To: [Kathy Berry](#); [Ted Ceasar](#); [Tina Aguirre](#); [Dixie Krimm](#); [Linda Amidon](#); [Melody Chronister](#)
Cc: [Adriana Sano](#)
Subject: FW: SPOL Implementation with Imperial CC District
Date: Thursday, July 18, 2013 3:37:53 PM

From: _____
Reply-To: _____
Date:
To: _____
Cc: _____
Subject:

Type your response ABOVE THIS LINE to reply

Todd Finnell
Subject: Supported Implementation Case Notes

JUL 18, 2013 | 06:12PM EDT

Erin Bell replied:

Todd --

I've seen that you've accepted my invitations, so let me recap the dates -- all are Monday 10:00am-12:00pm PDT, 1:00-3:00pm EDT:

- 1 - July 29
- 2 - Aug 5
- 3 - Aug 12
- 4 - Aug 26
- 5 - Sept 9
- 6 - Sept 16
- 7 - Sept 23

8 - Sept 30
9 - Oct 7
10 - Oct 14
11 - Oct 28
12 - Nov 4
* - Nov 11
* - Nov 18

I've opened a case for Imperial in our Helpdesk system to track implementation notes. I will likely email you through helpdesk. If you respond to the email, your correspondence will be added to the case file. Responding through the helpdesk helps us to ensure that your questions and issues get addressed in a timely manner, even if I'm out of the office. Should you have any issue at any time, you may email helpdesk@strategicplanningonline.com.

We're in the process of building a knowledge base within the helpdesk system, but in the meantime **you can go to my website to access documents that will be helpful during the implementation process. Go to www.strategyu.com and click on "Download User Resources" at the top of the page. The password is "spoldownloads" (SPOL downloads). Scroll down slightly to find links to "System Implementation Resources." The "Getting Started" and "Session 1" sections will include the information you asked to get in advance so that you can get the ball rolling on your end before we begin our meetings.**

Don't hesitate to contact me if you have any questions or issues. I'm looking forward to working with you and your team!

Regards,
Erin

Erin Bell
Vice President of Client Services
1-866-878-4465 Ext. 5518

This message was sent to todd.finnell@imperial.edu in reference to Case #: 116.
Follow this link to view the status of your case and add additional comments:
<http://spol.desk.com/customer/portal/private/cases/116>

***Important Note on Email Sent to Multiple Recipients**

If you send or reply to a message with multiple recipients, any responses to the thread may show up as part of the case history, even if those exchanges aren't directed to you. In essence, the owner of the original message also owns all communication associated with that case, regardless of who the subsequent senders and recipients are. Our suggestion is to make sure that all recipients are aware of this, and that the sending of sensitive information is avoided.