



Alumni relations are a strategic imperative for nearly all universities. With greater demands and expectations from alumni for increased services after graduation, libraries are becoming increasingly involved with alumni associations and programs.

To help our academic customers offer additional benefits to their alumni, we have transformed the Alumni Program to a standard feature of RefWorks.

All alumni of subscribing academic institutions will have life-long access to RefWorks. Access will continue to be available an institution's alumni as long as that institution subscribes.

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### **Is the Alumni Program available for all RefWorks customers?**

The program is only available to academic organizations.

### **When does it become effective and available for customers?**

This feature is available now for all RefWorks academic customers.

### **How much will this cost?**

It's FREE! There is no fee for customers to participate in the Alumni Program – it is free of charge to any subscribing academic institution.

### **Who is eligible to receive lifelong access?**

Any alumni, whether they already have a RefWorks account or not, will have lifelong access to RefWorks through this program

### **What does the term "alumni" encompass in this program?**

Any student that either graduates from a subscribing institution or transfers from a subscribing institution to a non-subscribing institution. As an example, someone who completes their undergraduate degree at a

subscribing institution and then goes on to graduate school at an institution that does not subscribe. Or transfers from a subscribing community/technical college to a 4-year academic institution that does not subscribe. In both instances, they would be entitled to access to the alumni program.

Retired faculty members are also included in the alumni program

**What will alumni have access to?**

Alumni users will have full access to all RefWorks features. Any future updates and features releases will be provided to them as well.

**How do alumni log-in to their RefWorks accounts since they are off-campus?**

Authentication will be provided through existing provisions established for an institution's alumni. If there are authentication restrictions that prohibit alumni from being allowed access to the library resources and ultimately, their RefWorks account (no proxy access), then the organization can provide access to them via the group code authentication.

**What happens if the authentication system at a subscribing organization does not allow Alumni to have access to the organizations electronic resources after graduation?**

RefWorks has established an Alumni login site that we directly administer. In order for an organization's alumni to gain access to this site, the subscribing organization is required to register with RefWorks. This site is NOT available to all RefWorks alumni globally.

**How can I keep track of alumni who access their RefWorks accounts?**

In order to participate in the Alumni programs, users are urged to switch "Type of User" to "Alumni" in their account settings This can be done by going to "Tools > Update User Information". This allows Administrators to track and run usage reports on this demographic.

**Will I be able to run usage reports for alumni through the Administrator Tool?**

Administrators can run usage reports as normal through the Administrator Tool. Under the "User Type and Focus Area Summary," Administrators can view how many "Alumni" have accessed their accounts.

**Will students who have graduated (either recently or a few years back) still be able to retrieve their accounts that they had prior to graduation?**

Yes, as long as the institution has not deleted the account. Otherwise, the student can create a new account. Accounts deleted by the university will not be reinstated.

**Does this affect our pricing for RefWorks (current or for renewal year)?**

This Alumni Program is available at no additional costs to our customers. It is just one of many great features included with RefWorks free of charge.

**Will the library be responsible for alumni support?**

RefWorks will offer the same support and training to alumni users as we offer to all of our users. Whether your library continues supporting alumni users is up to your institution.

**What if the institution cancels their RefWorks subscription?**

Lifelong access will be provided to any alumni as long as the university maintains their RefWorks subscription. If the university cancels their subscription, then the alumni access would also be canceled. However, these users, along with the universities other constituents, could continue accessing their account by purchasing an individual license to RefWorks.