Author Workshop: How to publish in Wiley Open Access Journals

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Agenda

- Author workflow: how to submit a manuscript to an open access journal and getting the APC covered through an existing agreement with your institution

- Publication tips for authors:
  - Why publish
  - Submission and review: what to expect?
  - Writing tips
  - Tools for authors: Author Services and Wiley Editing Services
Who are we?
Our history

Over 200 years of excellence

Wiley is one of the world's foremost academic and professional publishers and has more partnerships with leading societies than any other publisher.

- Founded in 1807 by Charles Wiley
- 18 millions of researchers and professionals
- 1,200 scientific societies
- +450 authors awarded with Nobel prize
Open access

What is open access and what are the benefits?
Types of journals

Subscription only journals:
- Free to publish but need to be subscriber to read

Open access journals:
- Articles are freely accessible online
- Authors pay an Article Publication Charge (APC)
- The APC can be paid via the author’s institution or funding

Hybrid journals:
- Subscription journal that allows open access publications
- Article can be published behind or outside paywall
Wiley Gold OA Portfolio Growth

Open Access Launches

Spanning a wide range of subjects and disciplines, both in partnership with societies and as our own proprietary titles.

We ensure each new journal addresses a gap within the subject community and has its own unique aims and scope. Wiley's and our partners' OA launches cater to a wide variety of researchers needs, with titles that publish research on a sound science value and ethos, through to cutting edge research.

The acquisition of Hindawi makes us the third largest OA publisher by volume of articles.

Transitioning Journals to OA

We have successfully transitioned more than 50 journals to OA since 2012.

We have seen usage increase significantly during the year of the transition to OA, and this trend continues after the transition year.

We have also seen increases in Impact Factor in all journals that we have flipped across varying subject disciplines.
How open access is transforming research communication

**3x Downloads**

On average, open access articles were downloaded 3x as much as subscription articles.

**≈2x Citations**

Open access articles were cited nearly twice as much compared to subscription articles.

**4.5x Altmetric Score**

Open access articles received 4.5x as much Altmetric attention as subscription articles.
Your open access fees may be covered

Your open access article publication charges (APCs) may be covered by your institution.

Institutions and funders with a Wiley Open Access Account or an open access agreement may cover article publication charges in full or part for affiliated authors publishing their article open access in either a fully Gold open access journal or hybrid journal.

Check your eligibility [here](#).
Author workflow

How to submit a manuscript to an open access journal and getting the APC covered through an existing agreement with your institution
Authors’ Workflow for Hybrid Journals
Authors are invited to Author Services when their article has been accepted by a journal, regardless of institutional affiliation.

To begin the author workflow for the article, they click on the ‘Manage article’ button.
Manage Article

Author Services Dashboard

Any articles requiring actions will be automatically featured on the top of the list; old articles after those with actions required.

‘Manage article’ button kicks off the process.
Step 1:
Confirm Author Role
Author Role

The author list will show all authors from the manuscript.

Author has two options – to select one or more Corresponding Authors from the list and confirm, or to select “This list is incorrect”. 
Author Role

Selecting “This list is incorrect” displays this interstitial screen.

The option(s) selected here determine whether Customer Support needs to intervene, or whether the author can proceed through the workflow.
Confirm Author Role

Route 1
If author selects “The list is out of order”, “An author has changed their name” or “One or more names are spelled or formatted incorrectly”, the author sees a confirmation screen before proceeding to the Confirm Responsible Corresponding Author screen.

Rapid Communications in Mass Spectrometry
Optimization of compound-specific chlorine stable isotope analysis of chloroform using Taguchi design of experiments
DOI: doi.org/10.1062/rcm.8922

Confirm Author Roles
Funders & Grant Details
Your Affiliations
Copyright ownership
License Selection
License Signing

Based on the information you provided, you can still proceed with completing your required actions

- If you have not yet reviewed your proofs, you can make these corrections at that time.
- If you have already reviewed your proofs, please contact the production office with your corrections. You should still complete your required actions at this time.

Confirm
Confirm Author Role

Route 2

If the author selects “One or more authors are missing”, “Someone is listed as an author but should not be listed” or “Something else is wrong”, the author cannot continue and must wait for Customer Support to deal with the issue.

Rapid Communications in Mass Spectrometry

Optimization of compound-specific chlorine stable isotope analysis of chloroform using Taguchi design of experiments

DOI: 10.1002/rcm.8922

 Corrections to the author list have been requested

We have shared your concerns with our support team. Someone from Wiley may reach out for additional information as needed.

Based on the information you provided, we must address these corrections before you are able to complete required actions. We apologize for the inconvenience.

What’s next:

You will be invited back to Author Services to finish required tasks once our production office has corrected the issue.
Confirm Responsible Corresponding Author

This screen displays the list of Corresponding Authors selected from the previous screen.

The padlock icon next to author names indicates the author may be eligible for APC coverage.

Only one author can be selected as the Responsible Corresponding Author. They will be the only person responsible for signing the license, and whose affiliations will be used to determine their eligibility for APC coverage.

Which corresponding author is responsible for remaining publication activities?

Wiley requires one corresponding author to be assigned to complete remaining pre-publication activities, including:

- Confirming the article's funding information
- Verifying affiliation with institutions that have pre-paid for Open Access publishing fees
- Arranging payment for Open Access fees, when applicable
- Signing the copyright license and/or gathering signatures from copyright owners
- Reviewing online proofs of the final article

Article may be eligible for Open Access APC funding or discount

- Information provided at submission indicates Christoph Schüth may be affiliated with Technische Universität Darmstadt.
- Information provided at submission indicates Hagar Siebner may be affiliated with Technische Universität Darmstadt.
- Information provided at submission indicates Berhane Abrha Asfaw may be affiliated with Technische Universität Darmstadt, Technische Universität Darmstadt and Technische Universität Darmstadt.

If you wish to participate, they should be assigned as the responsible corresponding author.

- Berhane Abrha Asfaw
- Kaori Sakaguchi-Söder
- Anat Bernstein
- Hagar Siebner - Responsible corresponding author
- Christoph Schüth

Assign responsible author

Corresponding authors

19
If the author selects themselves as Responsible Corresponding Author, they continue to the Funder/Grant details screen.

If the author selects someone else as Responsible Corresponding Author, there’s a confirmation screen.

When the nominated Responsible Corresponding Author logs into Author Services from their invitation email, they will be taken straight to the Funder/Grant details step.

Rapid Communications in Mass Spectrometry
Optimization of compound-specific chlorine stable isotope analysis of chloroform using Taguchi design of experiments
DOI: 10.1002/rcm.8922

Confirm change of responsible author
In order to proceed, please provide us with an up-to-date contact email address for Anat Bernstein.

Email address

Anat Bernstein will be responsible for the following:
- Confirming the article’s funding information
- Verifying affiliation with institutions that have pre-paid for Open Access publishing fees
- Arranging payment for Open Access fees, when applicable
- Signing the copyright license and/or gathering signatures from copyright owners
- Reviewing online proofs of the final article

Confirm change

Wiley
Step 2:
Funders & Grants Details
Funders & Grant Details

The author is presented with reported funders (if provided at submission) and is given an additional option to add/edit any new/existing funder(s).
The author is presented with reported funders (if provided at submission) and is given an additional option to add/edit any new/existing funder(s).
Step 3:
Confirm Affiliations
Authors need to confirm or edit their institutional affiliation.

This information is pre-populated based on the Responsible Corresponding Author’s details provided through our submission systems, at the point of submission of the article.

This step should always be the Responsible Corresponding Author’s institutional affiliation(s).

The presence of a green bar on the left-hand side of the box, in additional to the ‘Verified’ text with a green tick, shows that the information entered has been recognised by the Ringgold database.
Moreover, to make this obvious to authors, when eligible institutional affiliation is inherited from Electronic Editorial Office and there is an exact match, the custom eligibility message will show on the main homepage of Author Services, as well.
If no affiliation is inherited from data entered within the submission systems, authors will be asked to add their affiliation.

The geotargeting feature informs authors of the existence of institutions in their country that have a Wiley Open Access Account.

It looks like you are based in Germany. Did you know that authors affiliated with over 900 German institutions can publish open access at no additional cost?

If you are affiliated with one of these institutions, fees to publish your article open access are covered under the nationwide DEAL agreement with Wiley. Please confirm your primary affiliation to the institution where the research reported in this article was conducted. This information is only for identification purposes to help assign your article to the correct institution. Visit the Projekt DEAL Agreement page for more information.
Enter Institutional Affiliation – No affiliation provided

As authors start typing their affiliation, possible matches will auto-populate below for authors to choose from. (This information comes from the Ringgold database.)

Please specify your affiliations for this article

Please add your primary affiliation with the institution where the research for this article was conducted. This helps us determine if your institution may cover your OnlineOpen Article Publication Charge and will not affect any information in the published article.

- Do not include any of your co-authors' affiliations.
- When searching for your affiliation, select your institution only; do not include a department, office, or other subdivision (e.g., enter “University of Oxford” and not “University of Oxford Department of Economics”).
If the author enters affiliations with multiple institutions and more than one of the institutions has a Wiley Open Access Account, an additional screen will be presented asking the author to select which institution is most appropriate to cover the open access fees.
Authors will see a purple ‘Open Access’ box to alert the author that they have triggered the eligibility criteria for funding based on their affiliation.

The lack of this purple box, in this case for the University of Basel, also confirms that this institution does not currently have an agreement with Wiley to cover APCs for their researchers.
Step 4: Copyright Ownership Selection
Copyright Ownership

Author is presented with the Copyright Ownership selection.
Step 5:
Confirm Open Access Option
Author is presented with the choice of publishing their article in open access.
Step 6:
License Agreement Types
If open access is selected, the author is asked to select a Creative Commons license dependent on funding source(s) reported and journal license permissions.

A short description of each Creative Commons license type is made available per license type to aid authors when deciding which license to sign.
Step 7:
License Submission
The next step is license signing.

If the Responsible Corresponding Author correctly added a mandated funder as one of their original research funders for this paper, authors will automatically be asked to review and sign a CC-BY license.
Once the Responsible Corresponding Author has signed and submitted their license for this article, their funding request will be submitted.

When this happens, they will be greeted with this confirmation screen.

Their funding request will then appear in their institution’s Wiley Open Access Account (WOAA) dashboard immediately, for review and approval.
Publication tips

Get advice from our experts
Why publish?
What to expect before getting started
Why publish?

Fame
- Recognition by peers

Fortune
- Promotions
- Grant applications

Establish precedence

Responsibility
- Taxpayer-funded research

Making your research public
- “If your research does not generate papers, it might just as well not have been done.”
  — George Whitesides
- Papers provide the shoulders that others can stand on
Why journals?

- **Registration:** Recording author precedence and merit
- **Validation:** Quality control via peer-review
- **Dissemination:** Sharing results and methods
- **Archiving:** Maintaining records of publication
- **Search and Navigation:** Increasing the discoverability
What to publish?

**ORIGINAL RESEARCH ARTICLES**

- Share new results
- Rapid Communications, Letters, Full Papers,....

**LITERATURE REVIEWS**

- Discuss knowledge accumulated in published literature
- Reviews, mini-reviews, overviews, perspectives, essays,...

Seek advice from colleagues and coauthors
Where to publish?

- Journal Impact Factor is not everything!
- What are the implications of your research?
- Whom do you want to reach with this publication? Whom can you (realistically) reach?
- How important will others find your research?
  - In your field?
  - In related fields?
- Where do you read papers related to your research? Which do you like the most?
- What is the scope of your candidate journal?
- Who reads your candidate journal?
- What is the format of your candidate journal?
Where to submit?

What is the journal’s copyright policy?

Is that subscription based or open access?

How fast is their submission to publication time?

Does the journal allow you to comply with your funder’s mandates?

Do not submit to several journals at the same time
Beware of predatory journals

**PREDATORY JOURNALS**

- Use the open access publication model (most open access journals are okay)
- **Do not provide legitimate** writing, peer-review, and publishing services
- Send frequent spam messages
- Sometimes use names of researchers without their consent
- Look carefully at the publishing company, the affiliated scholarly society and the journal indexation

**INFORM/DEFEND YOURSELF**

- Beall’s List of Predatory Journals and Publishers: [https://beallslist.weebly.com/](https://beallslist.weebly.com/)
- Cabells’ Journal Blacklist: [https://www2.cabells.com/about-blacklist](https://www2.cabells.com/about-blacklist)
- Stop Predatory Journals: [https://predatoryjournals.com/](https://predatoryjournals.com/)
- Useful Appraisal Tool: [https://thinkchecksubmit.org/](https://thinkchecksubmit.org/)
Submission and review
What to expect during this process?
Disclaimer:

There is no universal formula, because every paper is different and different disciplines have different standards.
Submission

- Submissions are made via a journal’s online submission system (ScholarOne, Editorial Manager)
- Authors are required to respond to submission questions, recommend reviewers, declare any conflict of interest, etc.
- Authors have an opportunity to provide a cover letter.
- Manuscripts go through an initial checklist to make sure they are complete (files provided) and the Author Guidelines have been followed (format, length, language, etc.)
- Manuscripts are checked for plagiarism using special software (iThenticate)
What editors look for?

ALL JOURNALS

- Scope
- Format (Communication, full paper, review...)
- Understandability
- Compliance to guidelines, ethical behavior

Editors are not always qualified to evaluate the technical merits of manuscripts.

This is the job of the referees.

MOST JOURNALS

- Novelty
- Importance (in specific field / in related disciplines)
- Interest
What is the peer-review process?

Peer review is the critical assessment of manuscripts submitted to journals by experts who are not part of the editorial staff.
- International Committee of Medical Journals Editors

**WHAT IT SHOULD DO**
- Filter out bad/uninteresting work
- Make as sure as possible the work is reported correctly
- Make sure results are interpreted correctly, and convincingly
- Improve the quality of publication

**WHAT IT CANNOT DO (*)**
- Detect fabrication
- Prevent duplicate publication
- Pick the most interesting papers
- Ensure quality
- Ensure the article is right for the journal

(*) AUTOMATICALLY
Peer Review Process

Author submits article

Article assessed by editor

Sent to reviewers

Reviews assessed by editor

Further review needed?

Revision required

Author submits revised paper

Accepted

Publication

Rejected

Production
Most Common Peer-Review Types

1. Single blind:
   Reviewers know authors’ identities.

2. Double blind:
   Completely anonymous.

3. Open:
   All identities are known.
What do reviewers look for?

ALL JOURNALS

- Well conducted studies (appropriate methods, reproducible work, well-reported findings)
- Well supported conclusions

MOST JOURNALS

- Novelty/Advance in the field
Accept, reject, or revise?

REJECTION
- Without external referee reports (Editor)
- Based on reports

REVISION
- Reconsideration or resubmission possible after major revisions

ACCEPTANCE
- Without changes (rare)
- With minor changes

The decision is the Editor’s job.

The reviewer’s recommendation is not a vote — It’s advice!
Revision

Carefully consider referee comments

- Not all changes have to be made...

- ...but need convincing arguments for changes not made

Prepare revision

- Revise manuscript
  - Highlight changes in manuscript

- Point-by-point response to all referee criticisms
  - Changes made
  - Why changes not made

- Response may go back to referees!
  - Need to convince editor and referees

The peer-review process is not a private conversation between authors and referees. Try to work your answers to the reviewers in the revised manuscript!
Rejection – not the end of the world!

- Most scientists have been rejected – do not take it personally
- Try to understand why the paper was rejected
- Note that you have received the benefit of the Editors and reviewers’ time: take their advice seriously!
- Re-evaluate your work
- If you resubmit, begin as if you are going to write a new article
- Consider offers to transfer for your manuscript to another related journal
Writing tips
Step-by-step recommendations
General structure of a scientific article

1. Have something to say
2. Say it
3. Stop as soon as you have said it.

Billings, J., An address to our medical literature. British Medical Journal 1881, 262-268
Writing strategy

- Write down, in any order, all important ideas that occur to you concerning the paper
- Sort all your ideas into three major sections:
  - Introduction
  - Results and Discussion
  - Conclusions
- Organize each of these sections on yet finer scale

Figures and tables: your paper’s storyboard

Your figures can help you create your article’s flow

Think of them like the storyboard for a movie:

- Start from your data
- Construct the actual figures and tables
- Use them to set discreet “scenes” to make your main message compelling and easy to understand
The A,B,C of good scientific writing

Original
Of the 16.9-fold genome coverage, the majority was from 454 sequencing by synthesis of paired and unpaired reads, with the remaining coverage from Sanger dye primer sequencing of paired reads.

Improved
Of the 16.9-fold genome coverage, 74% was from 454 sequencing by synthesis of paired and unpaired reads. Sanger dye primer sequencing of paired reads was used for the remaining 26% (Supplementary Table 1 and Supplementary Note).

Be accurate
- Avoid vague language and be precise/specific
- Say exactly what you mean and avoid over/under statements
The A,B,C of good scientific writing

Be brief
- Make the discussion concise but informative. **Focus on the important and unexpected results**. Not on small details.
- Use as few words as possible while retaining meaning without sacrificing **scientific details**

Original
We prepared our experiment thoroughly and the chromatography column was cooled down with great care to 4°C before it was utilized.

Improved
We cooled the chromatography column to 4°C before use.
The A, B, C of good scientific writing

Be clear

- Use simple words and avoid jargon
- Use verb tense consistently throughout the paper
- Where possible, use verbs instead of noun forms

Original
Perception of umami is through detection of the carboxylate anion of glutamic acid.

Improved
Humans perceive umami through detection of the carboxylate anion of glutamic acid.
The core of the article

INTRODUCTION

• Introduce the reader to what is really relevant to your research and explain why.
• Provide the necessary background information.
• Put the study into context. Make sure that the cited literature reflects the current state of knowledge in the field.

MATERIALS AND METHODS

• Characterize methods and materials fully, in extensive details, and according to journal requirements
• Be transparent with editors, reviewers, and readers about impurities, missing data, problems encountered
• Already published techniques should simply be referred to

RESULTS & DISCUSSION

• Focus on the important and unexpected results. Not on small details.
• Stand proudly on the shoulder of giants. Don’t sell an old idea as a new one; cite the source.
• Tell your main results as a logical easy-to-understand story (this is not necessarily the order in which you performed the investigation).
• Discuss all results, and any limitations in your data
• Salami are for eating, not publishing

"Salami slicing": Fragmentation of results into multiple papers

Tips for writing better science papers, Series in ChemistryViews:
Abstract

You have 20 seconds to explain your work to a scientist who is unfamiliar with it.

SHORT, STAND-ALONE SUMMARY OF YOUR RESEARCH

• Don’t cram the abstract with details. Tell the audience that the butler did it in the 1st sentence!
• Stand alone. Use plain language, avoid citations and non-standard abbreviations
• Include keywords
• In 7-10 sentences: Key results, what you did, unanswered questions, broader view/implications
Better as:

“Tree-climbing behavior by mountain cottontail rabbits”

OR

“Mountain cottontail rabbits can climb trees”
Keywords

KEY TO SEO

• Choose 5-10 keywords / phrases
• Test your keywords with free tools
• Use keywords in:
  • The title (2-4)
  • The abstract (3-4)
  • Subtitles
  • The fields reserved for keywords (5-7)
• Use the keywords in a natural way
• Avoid excessive use

Geo

Assessing the needs of older people in urban settings: integration of emotive, physiological and built environment data

Nigel Walford¹, Judith Phillips², Ann Hockey³ and Susan Pratt⁴

Design of the built environment for navigability and walkability is an increasingly important aspect of urban planning. This focus derives in part from increasing interest in lifestyles and behaviours, including level of physical activity and health outcomes. Geographical information systems and virtual realities are playing a significant role in advancing this agenda: examples exist of integrating qualitative data (words about or visual images of places) and quantitative data (numerical descriptions of places). However, there remain opportunities for exploring alternative ways of linking different types of data (physiological measurements, emotional response, street walkability and urban design quality) to address issues of urban planning and renewal. Using a case study approach this paper explores the application of geographic information science and systems to participatory approaches in built environment planning with the aim of exploring older people’s response to an unfamiliar urban environment. It examines different ways of combining temporally and spatially referenced qualitative and quantitative data. The participants in the study were a group of 44 older people (60+) from Swansea, Wales, who viewed a filmed walking route around Colchester, England. While viewing the film they gave an oral commentary and physiological readings were made, which have been integrated with primary data collected on the built environment along the walking route. Proximity and inverse distance weighting approaches for combining these datasets produce complementary results in respect of older people’s physiological and emotive response to variation in the walkability and design quality of a walking route through an unfamiliar town centre. The results reveal participants experienced an elevated average heart rate close to Colchester Town railway station and expressed a comparatively negative emotional response to this location. Conversely participants experienced lower average heart rate, indicating reduced stress, in Brook Street where the overall Urban Design Quality score was relatively low.

https://authorservices.wiley.com/author-resources/Journal-Authors/Prepare/writing-for-seo.html
References

• Cite the main scientific publications on which your work is based.

• Make sure that the cited literature is up to date and reflects the current state of knowledge in the field.

• Do not “cherry pick” papers that support your viewpoint only; acknowledge contrasting hypotheses.

• Do not inflate the manuscript with too many references – it doesn’t make it a better manuscript!

• Avoid excessive self-citations.

More mistakes are found in the references than any other part of the manuscript!

Language and presentation

- Make sure you set the language on your work processing software to English.
- Carry out at least one spell-check.
- Ask a colleague in your field to proof-read your manuscript.
- Ask a native or fluent English speaker to proof-read your manuscript.
- Be consistent with heading/subheading format. Use the Style function of word-processing software.
- Be consistent with formatting in the text. Certain scientific terms (e.g., genes, species names, etc.) require italics.
- Ensure the manuscript is free from typos and careless mistakes.
- Be consistent in formatting in figures/graphics.
- Ensure abbreviations are defined in the first instance, and then used consistently thereafter. Note, the abstract should stand-alone.

Editors and reviewers are impressed by a well-presented manuscript

Poor cover letter: wasted opportunity

Explain to the editor:

• Why work is significant
• What is the major advance
• Why the journal is the right one
• Disclose conflicts of interest
• List related papers in press and prepare to provide copies!
• Provide reviewers suggestions

The cover letter should take shape from the paper’s intro & conclusion

Dear Editor of JOURNAL B,

We would like to submit our manuscript ********. We hope you will find it suitable for JOURNAL A.

Get the journal/editor’s names right!
Especially if not 1st choice…
Tools for authors
We support our researchers

- Our authors approach publishing from every level of experience — from first-time submitters to extensively-published experts.

- We offer resources for every step of the publishing process, through submission, publication, and promotion.
Submission

**Journal Finder**
Our Journal Finder tool helps authors match their articles to the best journal for their work, using the abstract or their chosen descriptive text. It allows authors to filter results by keyword, subject area, and open access status of the suggested journals.

**Wiley Editing Services (WES)**
Through WES, we offer English language editing, academic translation and illustration, figure formatting, graphical abstract design, journal recommendation, and manuscript formatting.

**Author Webinars**
Through our Author Services site, researchers will find webinars on a broad range of publishing topics, including maximizing article impact, publishing open access, understanding the peer review process, and many others.
Publication

Author Services
Our Author Services site was shaped by our authors, for our authors. It includes resources to support researchers through every step of the publishing process.

Author Dashboard
Part of Author Services, the Author Dashboard presents researchers with all the information they need about their article as it goes from submission to publication. The Dashboard includes open access ordering and open access payment options to make that decision simple. Our authors can also use the Dashboard after publication to check their article citations.

Open Access
Our journals include fully open access and hybrid journals. We support both gold and green open access options and have funding agreements spanning everything from single institutions through countries.
Promotion

Wiley Editing Services
In addition to pre-submission services, WES offers professional video abstracts, cover image design, infographic and conference poster creation, lay summaries, and research news stories to help get our authors’ work the attention it deserves.

Cover Images
Authors can submit an idea to feature their article on the cover of it’s publishing journal to increase the visibility of their research. Articles promoted through a cover image have 30% higher Altmetric scores and 35% higher full text views.*

Promotion Guide
Our Author Promotion Guide includes best practice recommendations for article promotion. Authors can download a Promotional Toolkit for additional support.

*based on 2018 calendar year data
Other resources

We also work with platforms, organizations, and solutions that provide additional support to authors:

**Authorea**
- Helps authors collaborate on articles, write, cite, host date and publish

**Kudos**
- Helps authors increase the visibility and impact of their articles

**Manuscripts**
- Helps authors format, edit, and share their articles

**Publons**
- Helps researchers track and share their peer review contributions

**ORCiD**
- Provides a unique identifier to help authors get credit for all of their research

**GetFTR**
- Helps researchers access the published articles they need
Welcome to the Customer Success Hub

Resources, education, and inspiration for Wiley's partners, customers, and communities.

Welcome to the Customer Success Hub! Here, you'll find everything you need to successfully use our products, grow your expertise, continue your professional development, and share your knowledge with your peers and communities.

https://www.wiley.com/customer-success
Thank you very much!

Questions?

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