



Southern
New Hampshire
University

Your first user interview invite, weekly survey, and a quick wearable reminder

Hello,

Thank you for diving in these first few days. Below is an invite to our first user interview opportunity, a link to this week's survey, and a quick wearable reminder.

Quick update: You may have noticed L.E. getting stuck on "Thinking..." at the start of the pilot, sometimes timing out with an error after a long wait. We've fixed this issue and L.E. should respond normally now. We apologize for the disruption.

User Interview opportunity

We're inviting a small group of participants (4 to 6 spots) to one-hour conversations about your experience to date, happening at the end of this week and into next week. You can sign up by picking a time that works for you:

[User interview sign-up](#)

This week's survey: Onboarding & First Impressions

The focus of this week's survey is on your onboarding experience and your first impressions of the app.

- If you haven't finished onboarding yet, no worries. You can complete the survey once you have.
 - *Tip: You'll know onboarding is complete once you land on your homepage, where you can connect a wearable device from the Settings menu.*
- To be included in our first round of analysis informing future iterations, please aim to complete the survey within 5 days of receiving this email.
 - Late responses are still welcome and we will keep the survey open

[Take the survey](#)

Reminder: Connect your wearable

If you haven't already, please connect your wearable device in the app, from the homepage "Settings" menu (available once you've completed onboarding). This helps personalize your experience where wellness and physical activity data are factored in, letting you discover how your own personal wellbeing shapes your learning. For step-by-step instructions, see [Connect Your Wearable](#) on the Learner Support hub.

Thank you for getting started this week. Reach out to support@matterandspace.com with questions.

Sincerely,
The Matter and Space pilot team



SNHU

2500 North River Road
Manchester, NH 03106

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