



Southern
New Hampshire
University

Pilot launch day: this week's asks and updates

Hello,

Welcome to the Matter and Space July 2026 pilot! Today kicks off six weeks of self-paced learning, running through Tuesday, September 8. While this pilot is self-paced, starting soon after you receive this email helps you stay on track for this week's survey and the first user interview opportunity.

At the start of each week, we'll send this same three-part update: this week's asks, any updates or fixes to the app, and support and reminders. All of these emails, along with survey links, will also be posted to the Learner Support Hub as they are distributed, so there's always one place to find them.

This Week's Asks

1. **Review your [Pilot Orientation page](#):** This page provides an overview of what to expect during this pilot, what's expected of you as a learner, how to complete setup, and other essentials like submitting bugs and feedback.
2. **Download the MAS app:** Access the TestFlight invite you received today (look for "Human Systems, Inc. has invited you to test LE-1"; Human Systems is our former legal name), then **complete in-app onboarding** and **connect your wearable device**. You can find step-by-step setup instructions on the [Getting Started page](#).
3. **Start learning:** Aim for 4 to 6 hours in the app this week, at whatever pace works for you.
4. **Complete this week's survey:** Share feedback on your onboarding experience in the survey when you receive it later this week. See Support & Reminders below for details.
5. **(Optional) Participate in a user interview:** We'll reach out later this week with details and signup information on our first user interview opportunity. See Support & Reminders below for details.

Updates & Fixes

Nothing to report yet. We'll use this section each week to note any changes we've made to the app that could affect you.

Support & Reminders

- **Office Hours:** We will host two optional pilot launch office hours this week. Please reach out if you have not received invites. Feel free to drop in for any help with getting set up, or to ask any questions you may have.
 - Optional Launch Office Hours #1: Tuesday, July 28 @ 1:30 p.m. - 2:30 p.m. ET
 - Optional Launch Office Hours #2: Wednesday, July 29 @ 11 a.m. - 12 p.m. ET
- **Onboarding Experience Survey:** This week's survey is about your onboarding experience. Things to know:
 - To have your response included in our first round of analysis, aim to complete within **5 days of receipt**.
 - The survey doesn't close after that date. Late responses are still welcome; they will just be included as part of a later round.
 - If you haven't finished in-app onboarding yet by the time this week's survey arrives, it stays posted on the [Learner Support Hub](#), so you can complete it once you have finished in-app onboarding.
- **User Interview Opportunity #1:** We will reach out later this week with details to sign up for our first user interview feedback opportunity about onboarding and your early experience.
- **Visit the Learner Support hub:** You can visit anytime for FAQs, how-tos, surveys that have been sent out, and self-help: [Matter and Space Learner Support Hub](#)

We are here to assist you at support@matterandspace.com with any questions. Thank you for being part of this pilot.

Sincerely,
The Matter and Space pilot team



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