

Strategy Central: Milestone

Article Number

000088904

Information

Welcome to Strategy Central, your go-to destination for curated best practices and resources. Our team of seasoned Customer Success Strategists will bring you the latest insights, best practices, and tools to help you excel at adopting your Anthology solutions. You'll find a wealth of knowledge here. Dive in, explore, and elevate your game with our regularly updated page!

What's New?

Check out the newest blog post, [Success as a New Milestone Administrator: Tips for Taking Over an Established Site](#), published 6/1/2024

Check out our previous blog posts below:

- [Marketing Your Credentialing Program Across Campus](#), published 4/26/2024
- [Designing Badges Worth Sharing](#), published 4/8/2024

Quick Start Guide

The first thing to understand is that Milestone is only one half of the product – the institutional side. The learner-facing side is Achievement Studio. Your institution has access to both with your Milestone License, and it is important to understand the Achievement Studio side of things to help you advocate for your learners. Luckily, you will not need in-depth knowledge of Achievement Studio to help your learners, as there are support articles just for them! You can also set up your own Achievement Studio account to help you understand how they all fit together.

So, let's get started on what you want to know as a site administrator of Milestone!

1. **Badges & Badge Design:** It can be helpful to understand what Open Badges are before you start to design them so you can speak to their benefit. Then, review the steps to creating a badge. Make sure to also check out our latest blog post (included below) about making badges worthy of sharing!
 1. [Intro: What is an Open Badge? \(For Administrators\)](#)
 2. [Creating a Badge \(For Administrators\)](#)
2. **Issuing Badges:** Once you have created some badges, it is time to issue them. You can start with basic badge issuing and then get more nuanced. The two basic ways are to create a claim code or to issue them directly to users.
 1. [Badge Claim Codes \(For Administrators\)](#)
 2. [Badge Grants \(For Administrators\)](#)
3. **Achievement Studio Adoption:** The learners on your campus will want to know what Achievement Studio can offer them (other than showcasing the amazing badges they are earning). Having a general idea of what Achievement Studio can do will help. These three resources will help you understand what is possible and why your learners will care. Knowing what they can do with a badge can help you design programs and badges!
 1. [Admin Overview of Achievement Studio - Home \(For Administrators\)](#)
 2. [Overview of Achievement Studio - Home \(For Learners\)](#)

3. [What can I do with a badge? \(For Learners\)](#)
4. **Program Development:** If you have a program created in Milestone or may want to start one, these two resources here are great primers. A program is essentially a layered approach to issuing badges, set up in stages to guide learners through different badges.
 1. [Intro: How do Programs Work? \(For Administrators\)](#)
 2. [Program Designer \(For Administrators\)](#)
5. **Integrations:** Depending on your other Anthology products, we have integrations that allow you to benefit from both products. We currently have a Portfolio integration for completion at specific achievement levels to issue a badge and an Engage integration that automatically uses Engage data to issue badges. We have more in the pipeline, and this page will be updated as more are released.
 1. [Integrations](#)
6. **Members:** If you need to change anyone's permission or access or even invite new folks into the fold, our Members section of the Support site has you covered.
 1. [Members – Milestone Help Center](#)

Support Resources

If you are looking for more information on using Milestone, check out the following:

- **[Anthology Academy:](#)** These Learning Experiences are fantastic for building up your knowledge and capacity for Milestone. Think of them as reading the chapter in the textbook Milestone. They will walk you through what you need to know to build your knowledge base. You will need to create an account using your institutional email address to track your progress and see the most relevant products for your institution.
- **[Milestone Support Site:](#)** If the Academy is the chapter, then the Support Site is like the Index. This resource is more specific to individual features and questions. The articles include videos, walkthroughs, and screenshots.

If you would like to explore additional development opportunities or have further questions, please do not hesitate to contact a member of our Customer Success Team or Support. If you are unsure who to contact, you can start [here!](#)

KB Product

Milestone

Last Modified Date

Fri Apr 11 19:06:09 GMT 2025

Title

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