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Key information

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• The article must be from a participating journal

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Key information

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21 May 2020

Previous  Finish
## Overview of the improvements to the author journey for the Swiss corresponding authors

<table>
<thead>
<tr>
<th>#</th>
<th>Improvement</th>
<th>Description</th>
<th>Timeline and Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Improvements to the non-validation text</td>
<td>In Hybrid journals, we made it clear that the authors that publish free of charge under subscription if the institution rejects the APC request.</td>
<td>Implemented in May 2020</td>
</tr>
<tr>
<td>2</td>
<td>Removed the copy paste option in the author affiliation field</td>
<td>To make a match to the institution, the authors need to select the institution name from the search. We recently removed the copy paste option in April 2020 that was resulting in authors not selecting the institution.</td>
<td>Implemented in April 2020. Since then affiliation matching has improved from 91 to 94%</td>
</tr>
<tr>
<td>3</td>
<td>Presenting German and French variations of the institution names in the affiliation field</td>
<td>The authors can now search using the German and French in the author journey and we will match them to the agreement.</td>
<td>This went live on 22nd June 2020. We hope that this will improve the matching even further as it improves the search experience for our authors</td>
</tr>
<tr>
<td>4</td>
<td>Add an extra category of German names where we have an Umlaut</td>
<td>On top of showing the German versions of the names, we will also present an alternate way of spelling the names with Umlaut (replacing umlaut with “ae”, “oe”, “oe” and letter “ß” with “ss”)</td>
<td>Planned to implement in Q4 2020</td>
</tr>
<tr>
<td>5</td>
<td>Process to match eligible authors to the agreement where there was no institution match</td>
<td>On a biweekly basis, we identify the authors who were not matched to the agreement because the author did not select it from the drop down search. As part of our after care process, we update the institution name in the author journey, contact these authors so they can activate OA under the agreement</td>
<td>Implemented in May 2020 so we can offer the agreement to all the eligible authors</td>
</tr>
<tr>
<td>6</td>
<td>Updates to Gold OA text with recommendations from our UK language expert and the Swiss consortium</td>
<td>Clear and concise information to the authors</td>
<td>Early July. The OA uptake has gone up from 69% in May 2020 to 81% in August 2020</td>
</tr>
</tbody>
</table>
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• Publishing options page when we implemented in author journey in January 2020
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