EXPLORE CONNECT.ucmerced.edu AND DOWNLOAD THE APP TOO

https://connect.ucmerced.edu
Learning to Connect

OIT Behind the Scenes Webinar Series
HOST

Christy Snyder
OIT Communications Officer &
UC Merced Connect Administrator
Setting Expectations

**Lights!**
- Camera & Audio

**Action!**
- Participatory Activities

**Camera!**
- Recorded Session

**Cut!**
- Q & A
TODAY’S AGENDA

- UC Merced Connect – History & Key Functionalities
- How to get Important Messages in Connect
- Use Cases & Demos for Connect – Students, Staff, Faculty
- What’s New & What’s Next for Connect
How do you Connect?
CONNECT FEATURES

Katie Adams Arca
OIT User Experience Specialist
CONNECT FEATURES

• Personas
• Logging In
• Navigation
  • Search
  • Favoriting
  • Feedback
MESSAGES IN CONNECT

Christy Snyder
MESSAGES IN CONNECT

- Ways you’ll get messages
- Connect Message Center overview
- Opt-In Channels (subscribing)
Push Notifications

- Alerts even when you’re not using Connect
- Tap to open Connect & read
- Limited to app use; desktop users will typically see a Banner Notification
Push Notification

Grad Students: Welcome to your new connect experience!

Whether you’re a returning grad student or brand new to campus this year, the UC Merced Connect Graduate Student persona is designed just with YOU in mind!

Some highlights of the new experience include:

- New navigation experience, with quick links to the Graduate Resource Center, Academic Counselor, and more
- An expanded MyMerced experience with quick access to fellowships, graduate forms, GSA, and...
GRAD STUDENTS: WELCOME TO YOUR NEW CONNECT EXPERIENCE!

Informational note in grad-students-test
Sent today at 10:49 PM (PDT)

Whether you’re a returning grad student or brand new to campus this year, the UC Merced Connect Graduate Student persona is designed just with YOU in mind!

Some highlights of the new experience include:

- New navigation experience, with quick links to the Graduate Resource Center, Academic Counselor, and more
- An expanded MyMerced experience with quick access to fellowships, graduate forms, GSA, and information just for TAs
- A new curated experience for grad students under Study > Academic Resources for Grad Students

Find more information specific just to graduate students when you opt in to the Graduate Division message channel

Follow this link, then click the green “Opt-In” button to get important updates from Graduate Division
BANNER NOTIFICATIONS

- Alerts when you’re using Connect
- Tap to open message
- Banner may appear on a particular screen or all screens; will go away once read
Banner Notification

BANNER CLICK OPENS MESSAGE

IT'S ALMOST TIME FOR THE UC MERCED CONNECT WEBINAR!

Informational note in all.

1st Behind The Scenes Webinar Series, "Learning To (UC MERCED) Connect" is this week on Sept 2nd!

Join us to learn about what’s new in the platform, how various campus users get different information from Connect and more!

Register early and be entered to win an OIT Behind the Scenes prize pack. Winners will be announced via the OIT Twitter page on Tuesday, August 31.

Register now!
It's almost time for the UC Merced Connect webinar!

MY MERCED
UC PATH | TRS | WORK TOOLS

EAT
PAVILION | YWDC | BOBCAT PANTRY

LIVE
STUDENT LIFE | ACTIVITIES | HOUSING

EXPLORE
NEWS | EVENTS | COMMUNITY

CAMPUS RESOURCES

IT'S ALMOST TIME FOR THE UC MERCED CONNECT WEBINAR!

Informational note in oit
Sent today at 2:10 AM (PDT)

OIT’s Behind The Scenes Webinar Series, “Learning To (UC Merced) Connect” is this week on Sept 2nd!

Join us to learn about what’s new in the platform, how various campus users get different information from Connect and more!

Register early and be entered to win an OIT Behind the Scenes prize pack. Winners will be announced via the OIT Twitter page on Tuesday, August 31.

Register now!
MESSAGE CENTER

• Access
  • Tap Head&Shoulders icon > Tap Messages
  • Follow alert to log in (optional)
• You only see Active messages
  • No need to delete, no saving
It's almost time for the UC Merced Connect webinar!

Grad Students: Welcome to your new Connect experience!

Informational note in oit
Sent today at 20:10 AM (PDT)

OIT’s Behind The Scenes Webinar Series, “Learning To (UC Merced) Connect” is this week on Sept 2nd!

Join us to learn about what’s new in the platform, how various campus users get different information from Connect and more!

Register early and be entered to win an OIT Behind the Scenes prize pack. Winners will be announced via the OIT Twitter page on Tuesday, August 31.

Register now!
Sign On

Two-Factor Authentication is now mandatory

CLICK HERE FOR ENROLLMENT HELP

UCMNETID:

PASSWORD:

 Warn me before logging me into other sites

LOGIN CLEAR

Forget Password? click here

For security reasons, please Log Out and Exit your web browser when you are done accessing services that require authentication!

Be wary of any program or web page that asks you for your UCMNETID and password. UC Merced Web Pages that ask you for your UCMNet ID and password will generally have URLs that begin with "https://www.ucmerced.edu/". In addition, your browser should visually indicate that you are accessing a secure page.
OPT-IN CHANNELS

• Access
  • Head&Shoulders icon > Tap Messages
  • Opt-In
  • Select channel
    -or-
  • Manage My Opt-In Channels > Select channel
  • Green Opt-In button (top right)
Hands-on Exercise: Opting in

- **Messages**
  - **Staff**
  - **Sign in**
  - **My Persona: Staff**
  - **Settings**
  - **Customize my navigation**

- **Opt-in Channels**
  - **Office of Information Technology**
    - Information about outages for campus technology platforms, maintenance, or other news that campus technology users (aka: everyone) may find useful and helpful.
  - **Students First Center (SFC)**
    - The Students First Center (SFC) Connect Channel is your primary resource for information related to important UC Merced dates and deadlines. Opt-in to receive notifications about admissions, registration, financial aid, billing and campus holidays (closures).
  - **UC Merced Library**
    - Stay informed about UC Merced Library news including workshops, events, and important announcements.
  - **UC Merced Payroll Services**
    - Information regarding Time & Attendance (TRS), UCPay and other information related
USE CASES - STUDENTS

Lisa Perry
Director, Students First Center & UC Merced Connect Team Member
STUDENT USE CASES

• Registering for classes
• Enrollment Verification
• Contacting SFC
USE CASES - STAFF

Alvin Cha
Gallo School Assistant Director &
UC Merced Staff Assembly President
STAFF USE CASES

• Quick Tools
• Work Tools
• Advising Tools
• Single login
USE CASE - FACULTY

Rachel Peters
Learning Technologies Manager (OIT)
FACULTY USE CASES

• Teach section
• CatCourses
• Zoom
USER EXPERIENCE

Katie Adams Arca
User Experience Research
Background

• Spring 2020 focus groups with students, staff, and faculty to collect information on how they used the my.ucmerced.edu portal

• This research helped us organize and build the new platform

• Up Next: New effort for Fall 2021
Student User Research

- Summer 2021: Collected stakeholder feedback
- September 2021: Begin participant screening
  - Go to https://ucm.edu/UXResearchScreening to apply!
- Fall 2021: Student participants selected & user survey released
- Winter 2021: Planned moderated (in person?) UX sessions

https://ucm.edu/UXResearchScreening
UPDATES

Christy Snyder
What’s New

• Graduate Student Persona
• New Students First Center screens
• Connect Changes & Updates channel
Coming Soon

- Goal: Connect as a ‘living’ platform
- Feedback welcome!
- Upcoming interface changes (likely late fall)
Connect Resources

- https://myconnect.ucmerced.edu
- How to Opt in to Message Channels
Staff & Faculty Resources

- Request Forms
  - Opt-in Channels, Access
- Process Guidelines:
  - Change, Add, Delete Content
- User Groups
  - General, Communicators, Governance
COMING SOON: More Behind the Scenes!

Oct 6 – Protecting Your Online Identity
Oct 26 – How we handle cybersecurity threats
Nov – OIT Incident Management
Jan – Classroom Support
http://ucm.edu/v/oitbehindthescenes
Welcome to OIT: Learning to (UC Merced) Connect was created on location at the University of California, Merced in Merced, California!

Thanks to all the participants who put hard work into this webinar!

Katie Adams Arca, User Experience Specialist & Webinar Coordinator
Chris Abrescy, Graphics Support
Alvin Cha, Staff Use Case
Joseph Garcia, Web Support
Edson Gonzales, Webinar Support
Jennifer Howze-Owens, Instructional Designer
Christian Ortiz, Student Technology Consultant
Lisa Perry, Student Use Case
Rachel Peters, Faculty Use Case & Webinar Support
Christy Snyder, UC Merced Connect Administrator
Jenn Taylor, UC Merced Internal Communications Support
That's all, folks!