



»»» EXPLORE **CONNECT.UCMERCED.EDU** AND DOWNLOAD THE APP TOO

 Download on the
App Store



GET IT ON
 **Google Play**



 Go To
Web Version

<https://connect.ucmerced.edu>

Learning to **UC Merced** Connect

OIT Behind the Scenes Webinar Series





HOST

Christy Snyder
OIT Communications Officer &
UC Merced Connect Administrator

Setting Expectations



Lights!

- Camera & Audio



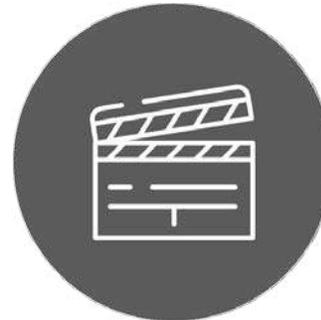
Action!

- 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?**



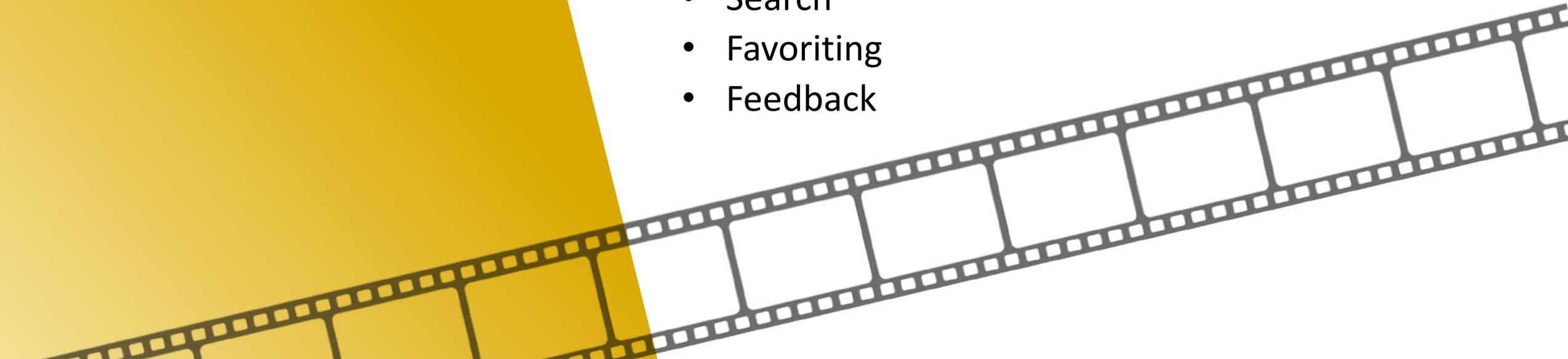


CONNECT FEATURES

Katie Adams Arca
OIT User Experience Specialist

CONNECT FEATURES

- Personas
- Logging In
- Navigation
 - Search
 - Favoriting
 - Feedback



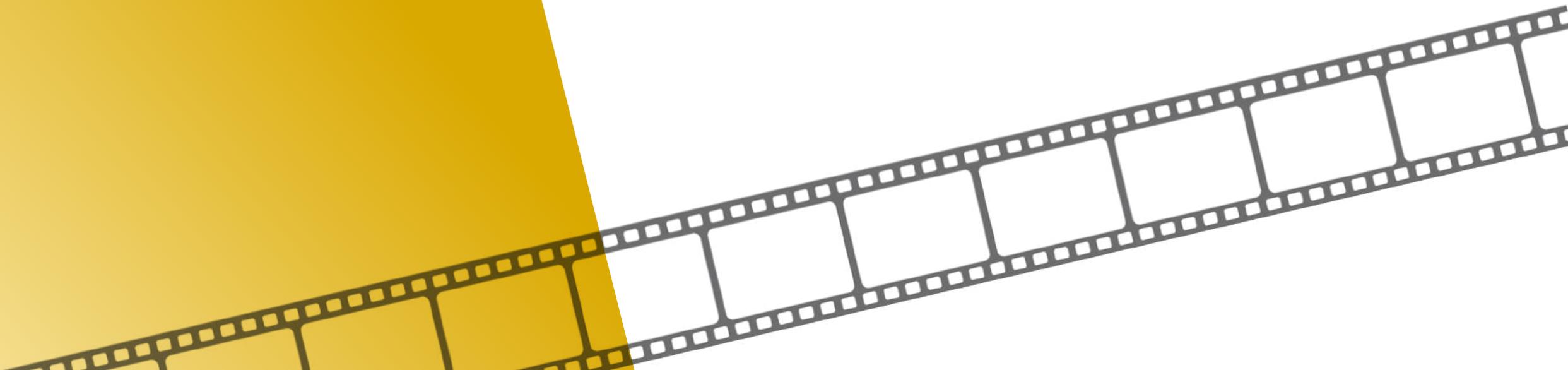


MESSAGES IN CONNECT

Christy Snyder

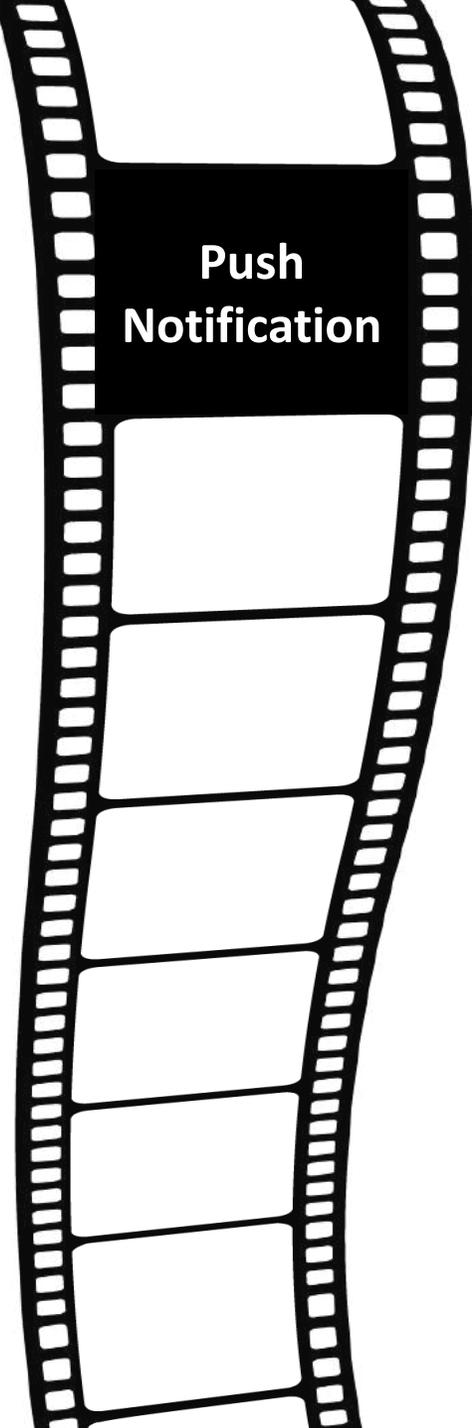
MESSAGES IN CONNECT

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

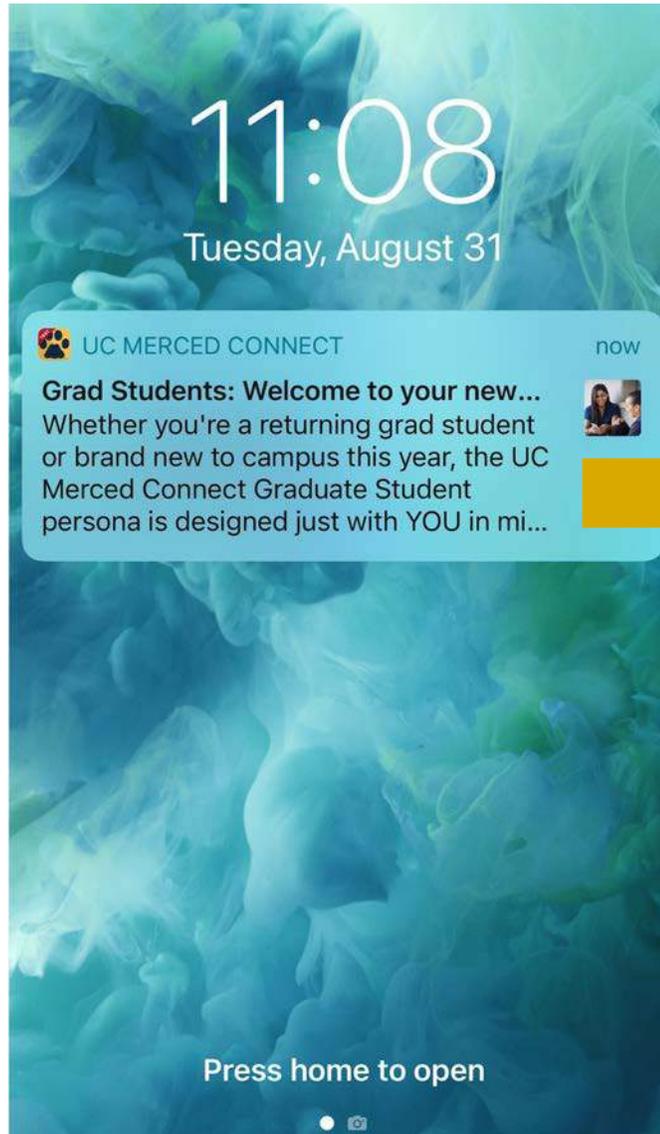


PUSH NOTIFICATIONS

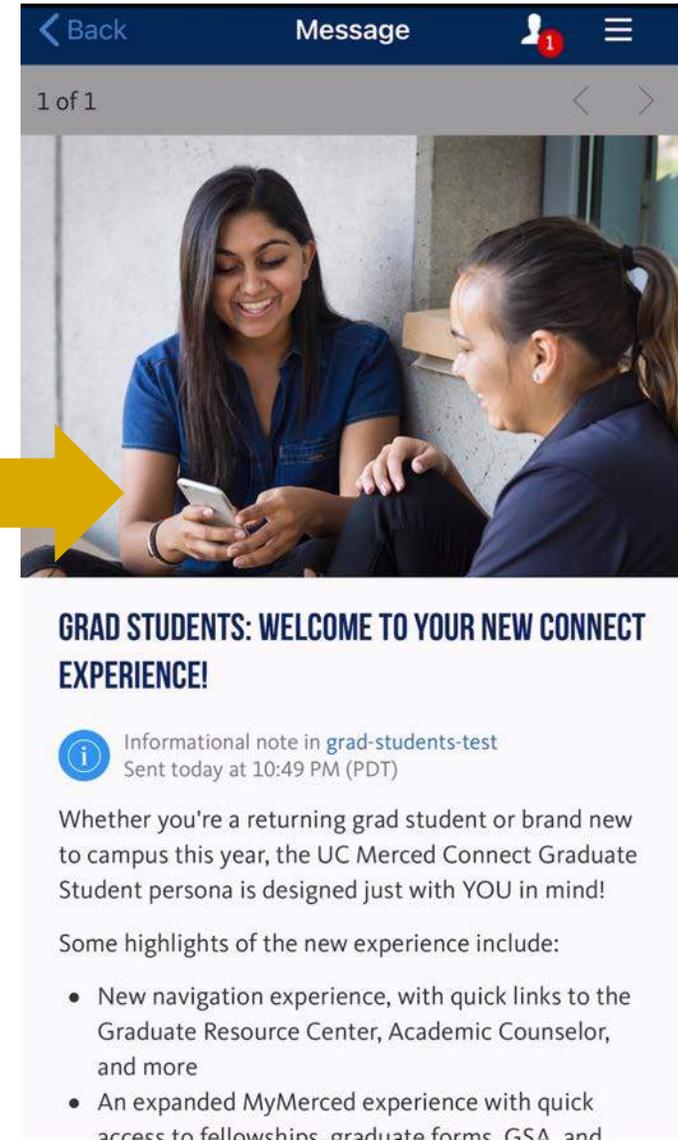
- Alerts even when you're not using Connect
- Tap to open Connect & read
- Limited to app use; desktop users will typically see a Banner Notification

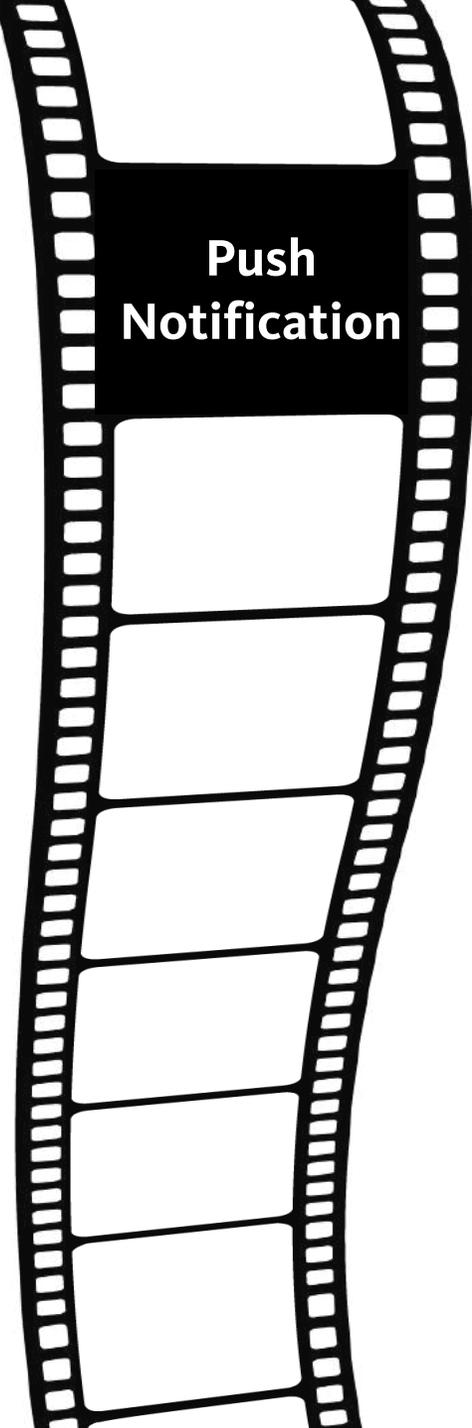


Push Notification

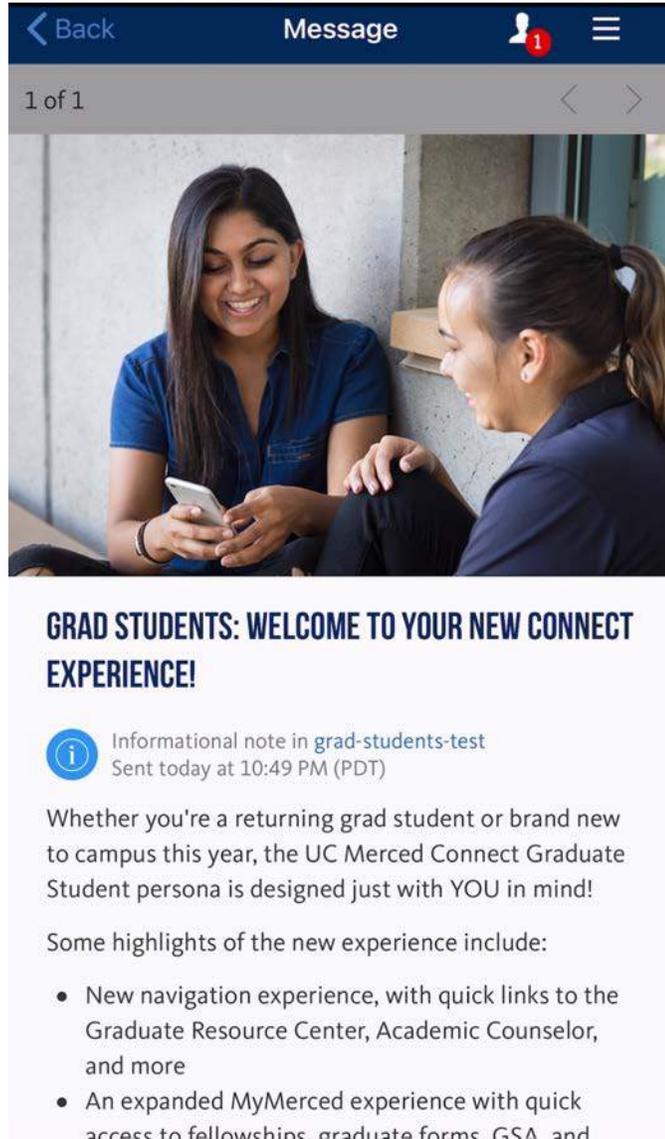


TAP





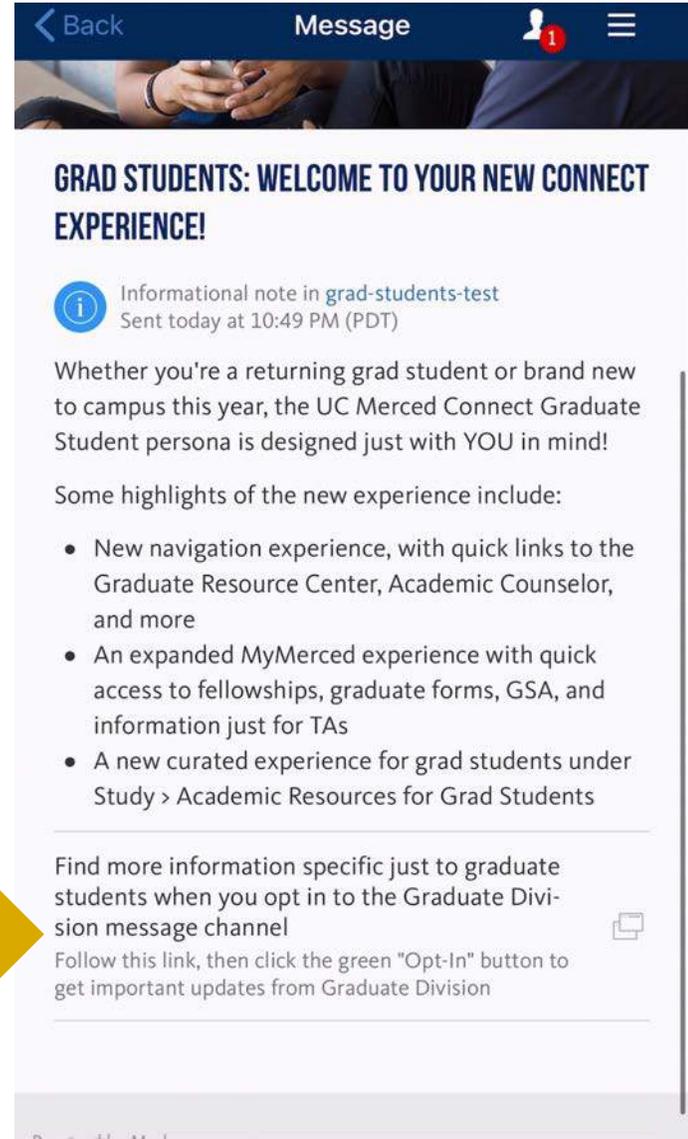
Push Notification



SCROLL



TAP



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**

Staff

It's almost time for the UC Merced Connect webinar! | MORE...

MY MERCED
UC PATH | TRS | WORK TOOLS

EAT
PAVILION | YWDC | BOBCAT PANTRY

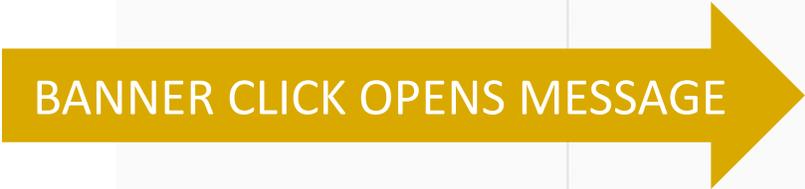
LIVE
STUDENT LIFE | ACTIVITIES | HOUSING

EXPLORE
NEWS | EVENTS | COMMUNITY

CAMPUS RESOURCES
TAPS | OIT | SAFETY | MORE



Banner Notification



BANNER CLICK OPENS MESSAGE

Messages

Only public messages are shown. Sign in to UC Merced Connect Test to view personal messages.

oilt • 12 minutes ago
It's almost time for the UC Merced Connect webinar!

MARK ALL AS READ



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

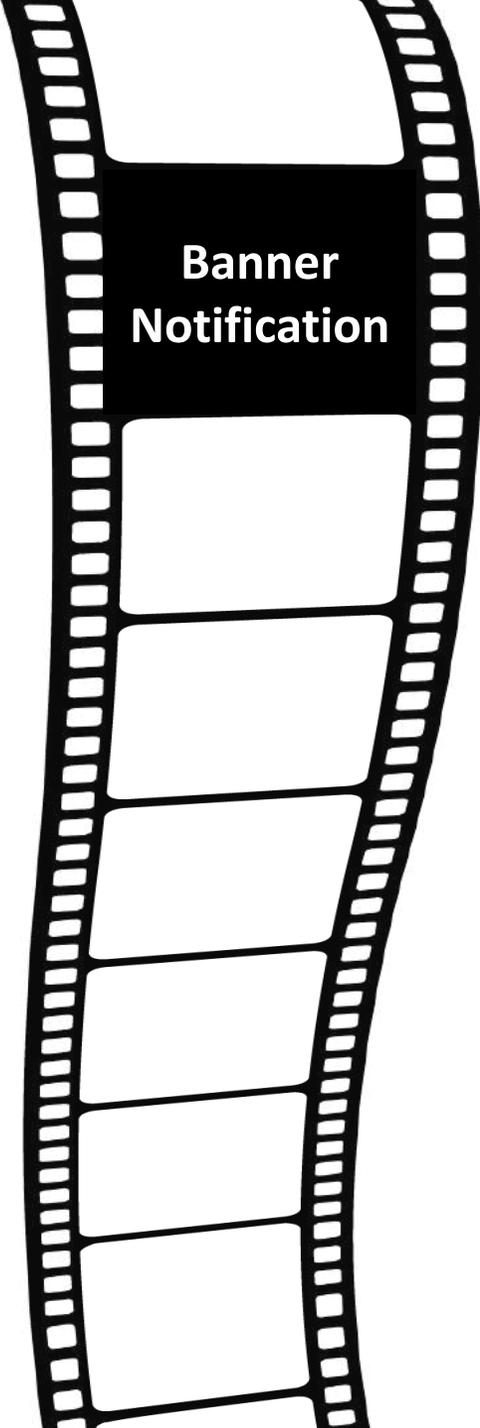
Informational note in oilt
Sent today at 10:10 AM (PDT)

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

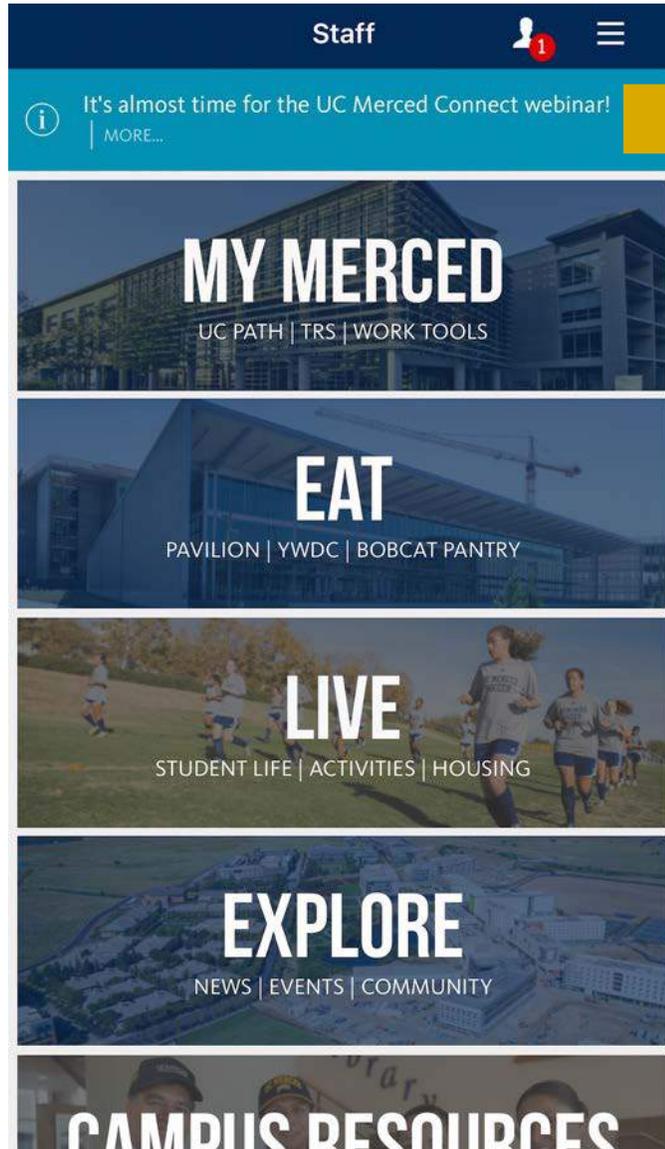
Join us to learn about what's new in the platform, how various campus users get different information from Connect and more!

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.

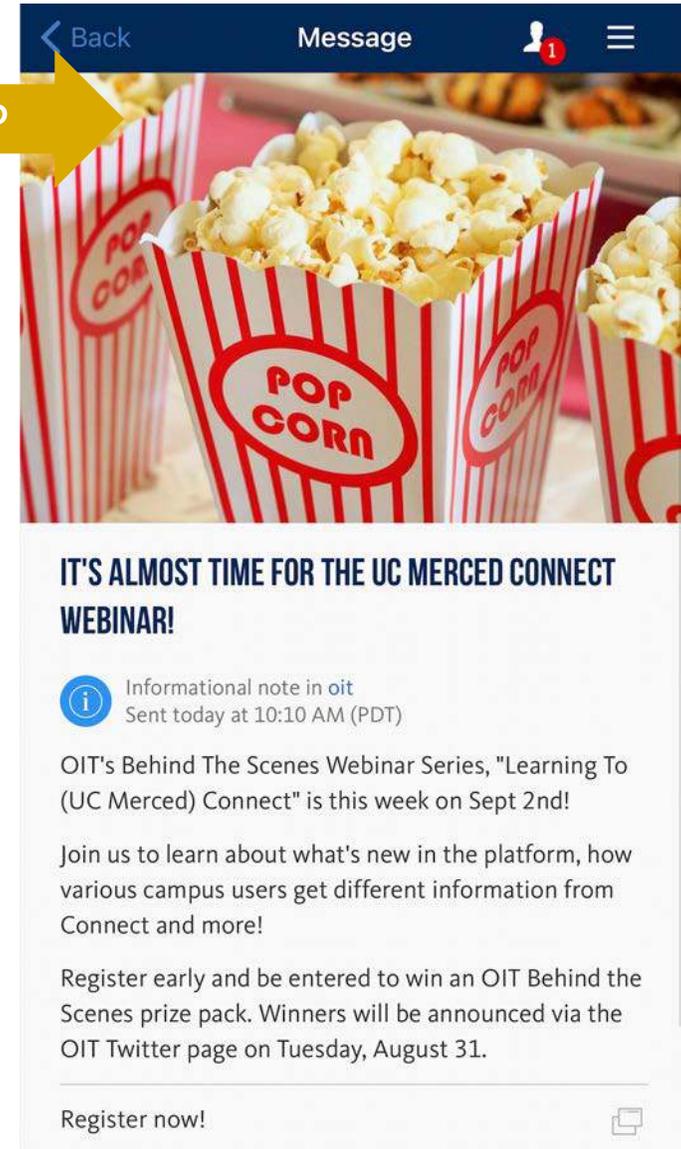
Register now!



Banner
Notification

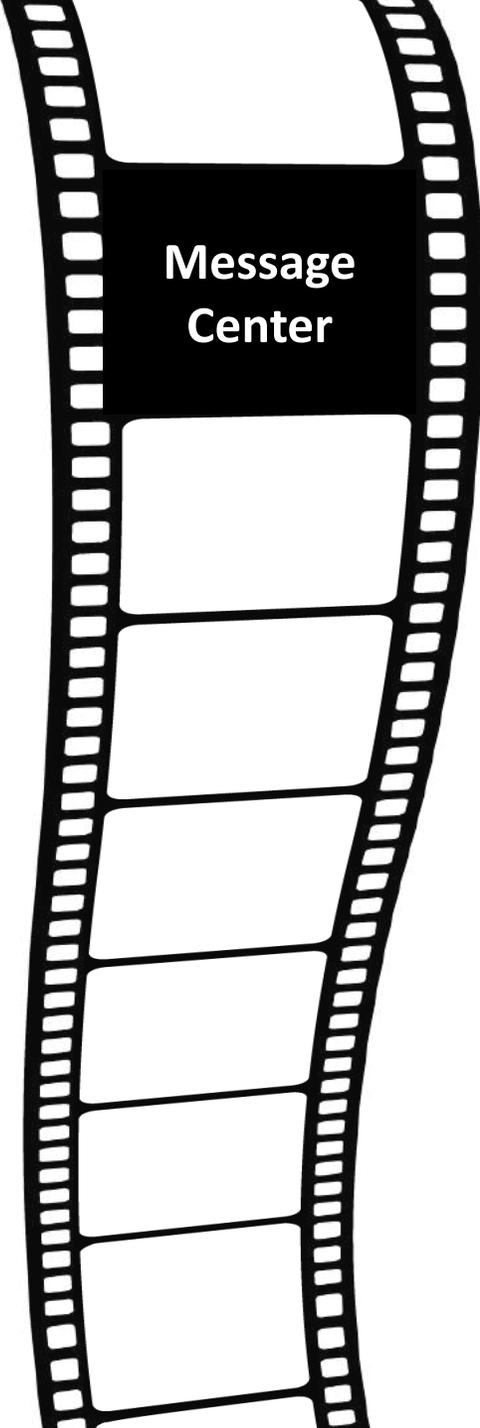


TAP

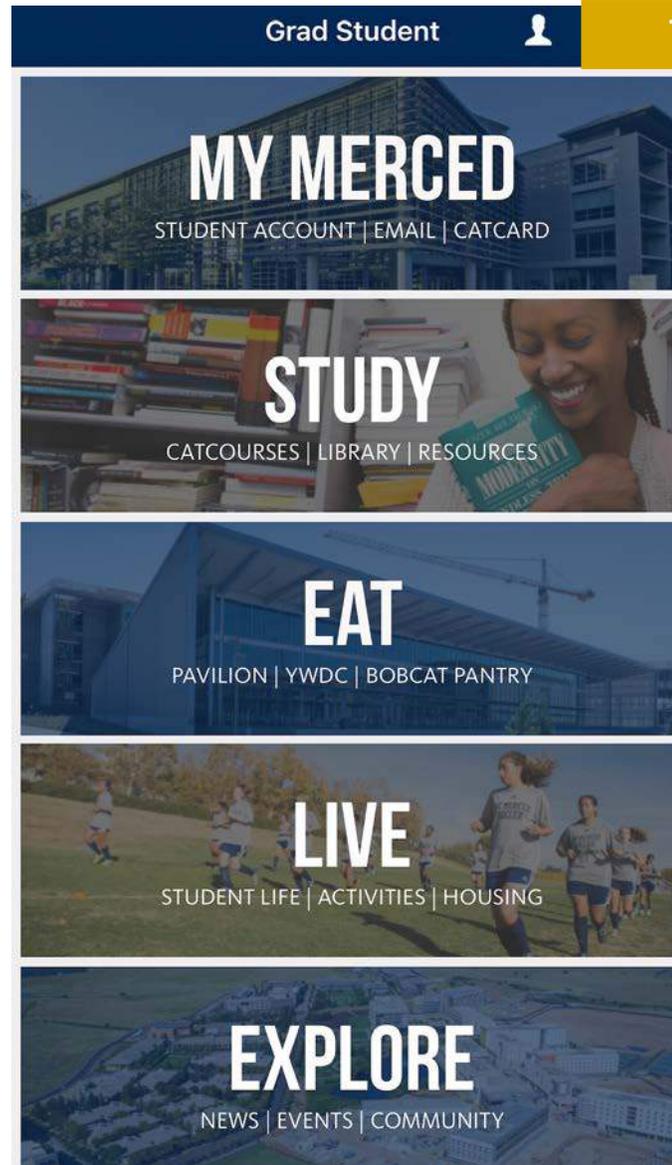


MESSAGE CENTER

- Access
 - Tap Head&Shoulders icon > Tap Messages
 - Follow alert to log in (optional)
- You only see Active messages
 - No need to delete, no saving



Message
Center



Grad Student



TAP

MY MERCED

STUDENT ACCOUNT | EMAIL | CATCARD

STUDY

CATCOURSES | LIBRARY | RESOURCES

EAT

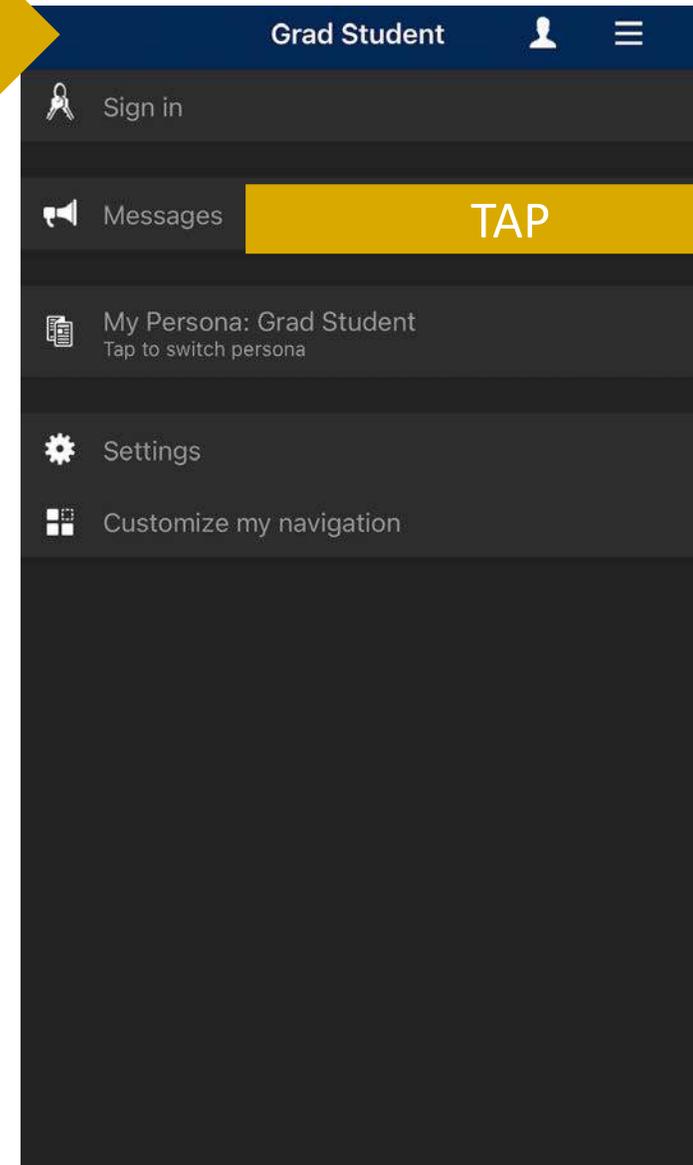
PAVILION | YWDC | BOBCAT PANTRY

LIVE

STUDENT LIFE | ACTIVITIES | HOUSING

EXPLORE

NEWS | EVENTS | COMMUNITY



Grad Student



Sign in



Messages

TAP



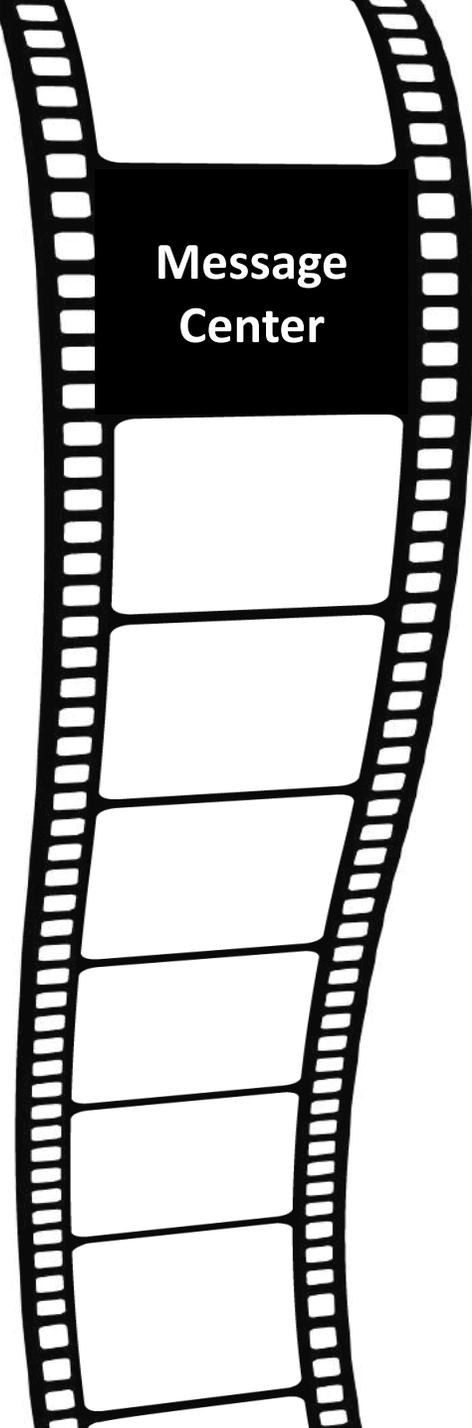
My Persona: Grad Student
Tap to switch persona



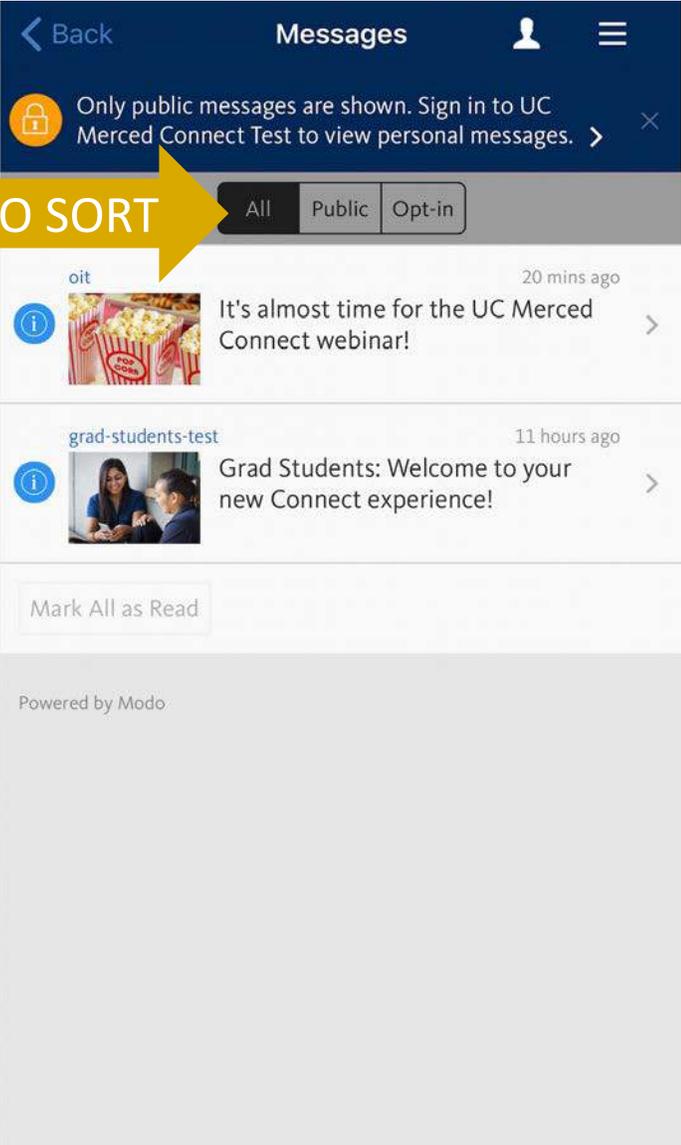
Settings

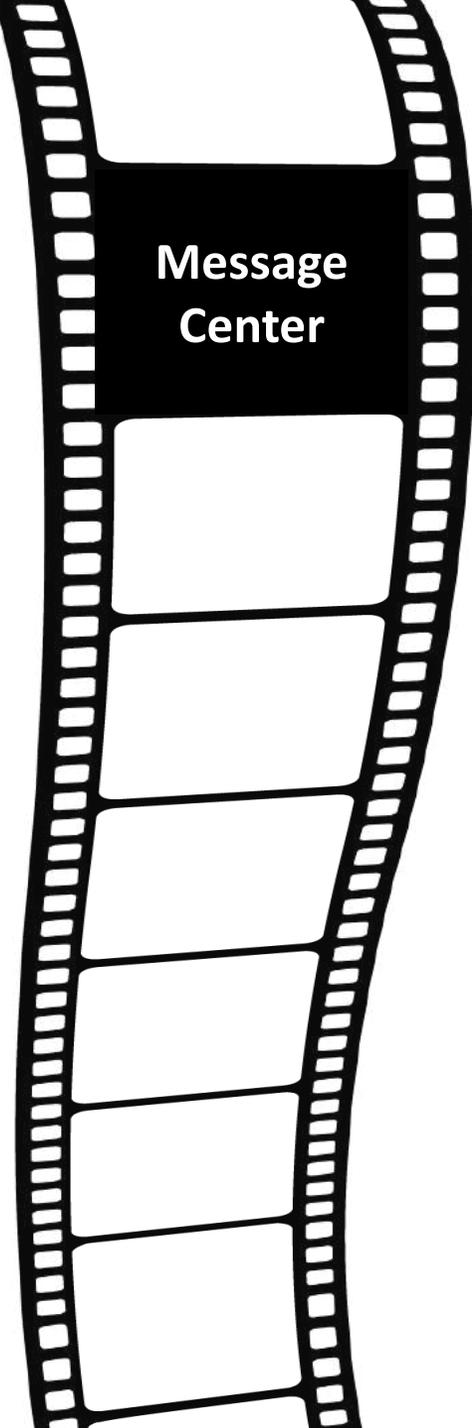


Customize my navigation

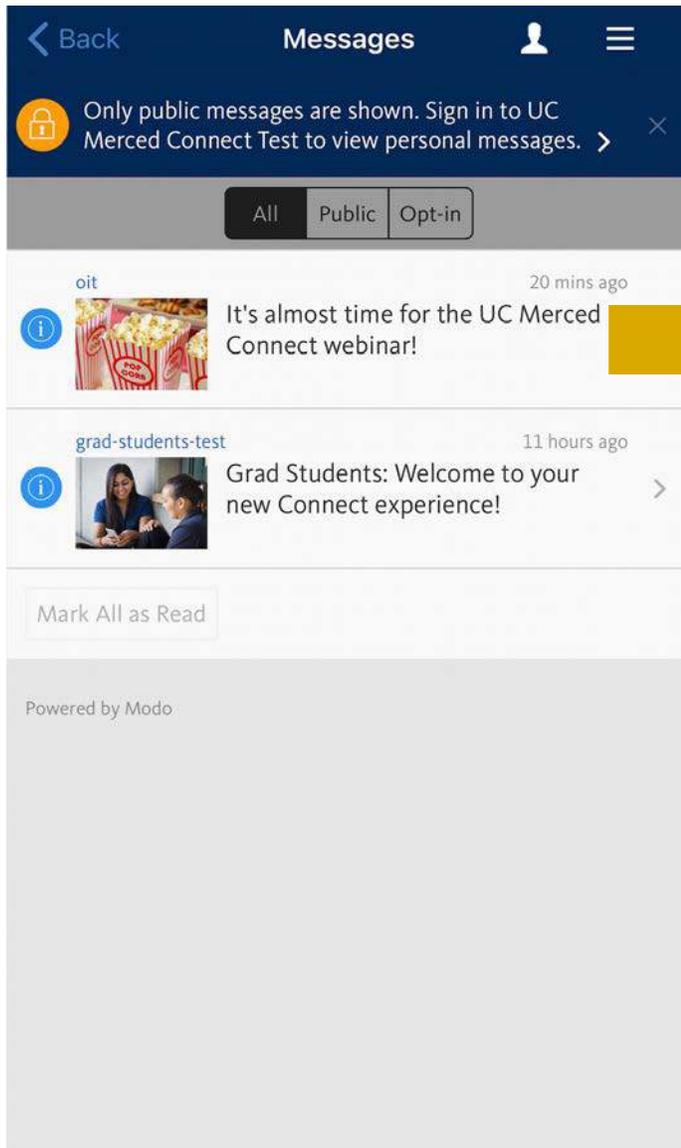


Message Center

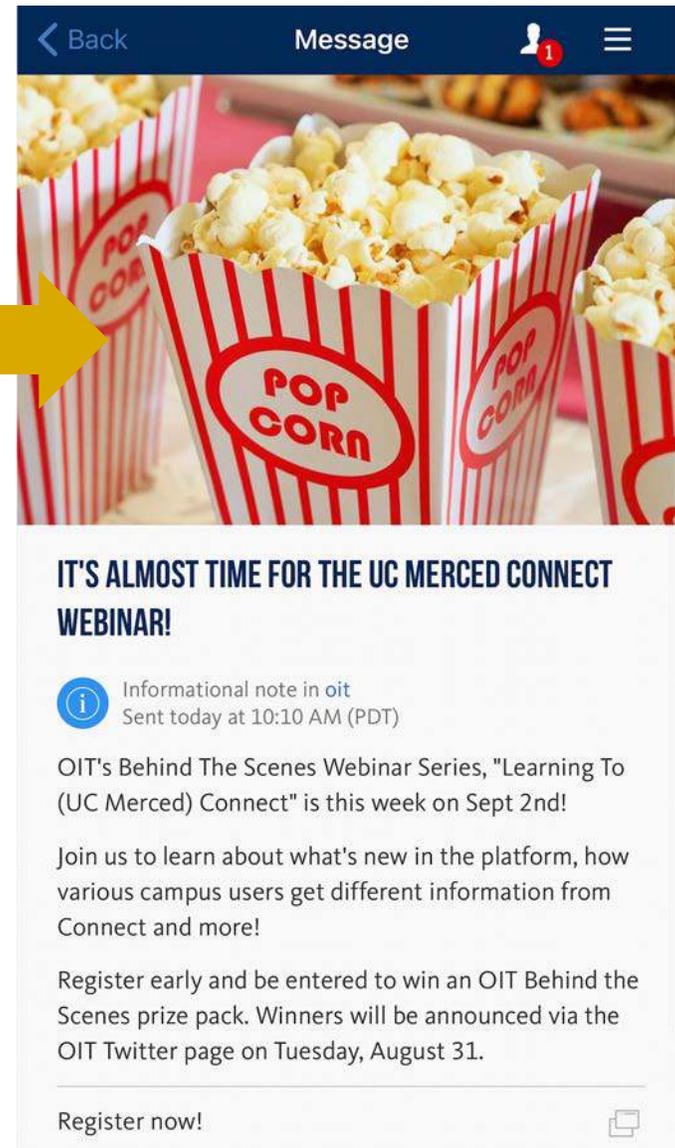


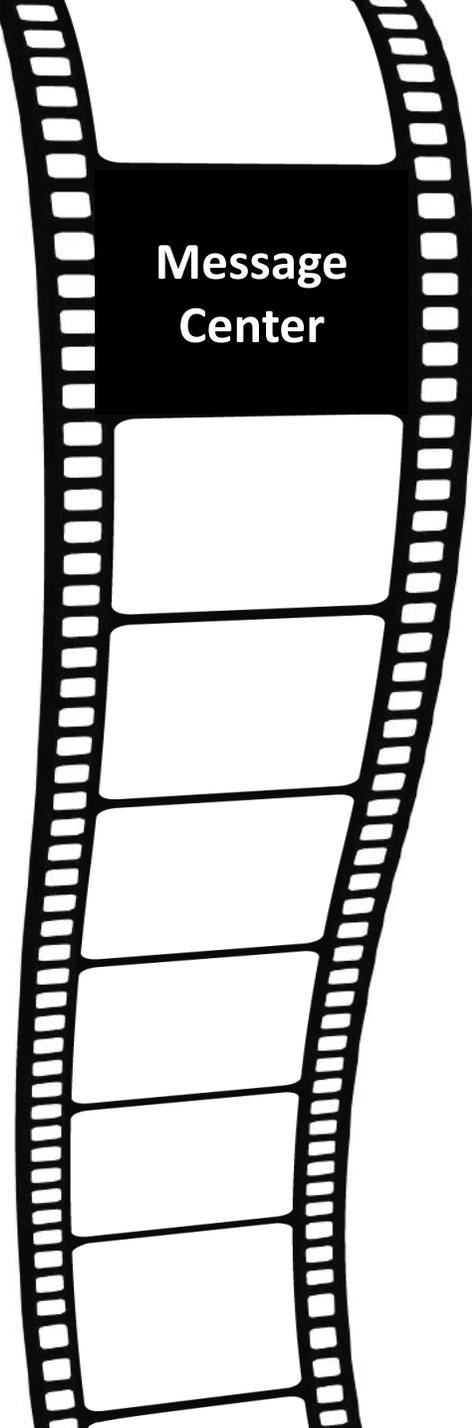


Message Center

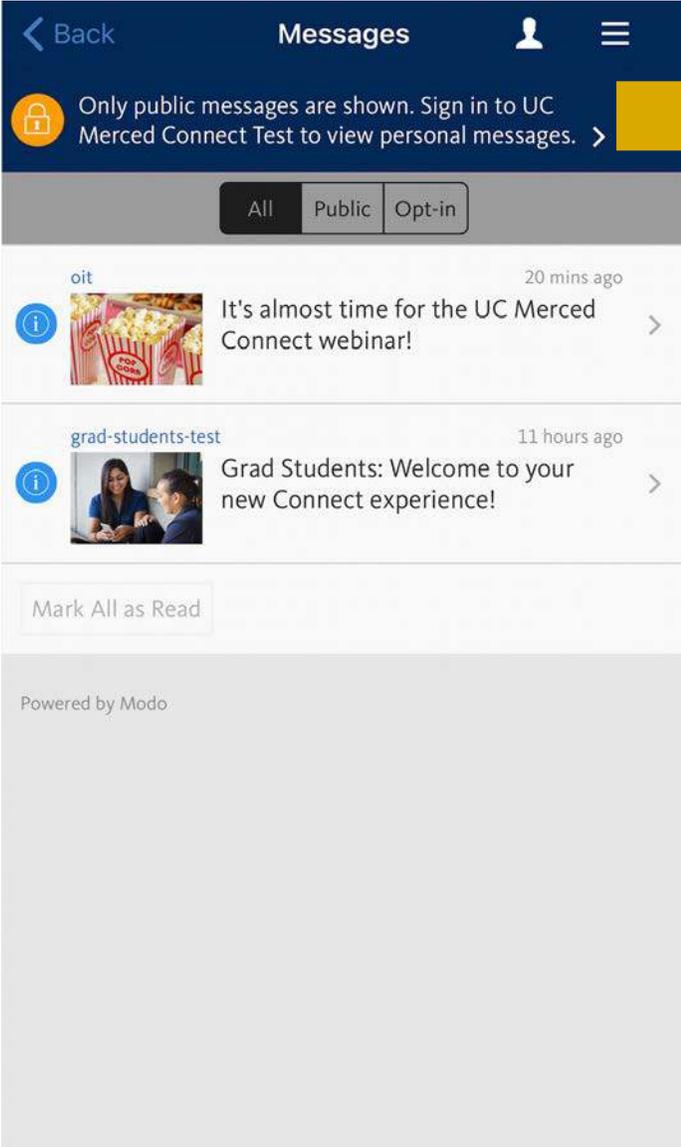


TAP





Message Center



Back Messages

Only public messages are shown. Sign in to UC Merced Connect Test to view personal messages. >

All Public Opt-in

oit 20 mins ago
It's almost time for the UC Merced Connect webinar! >

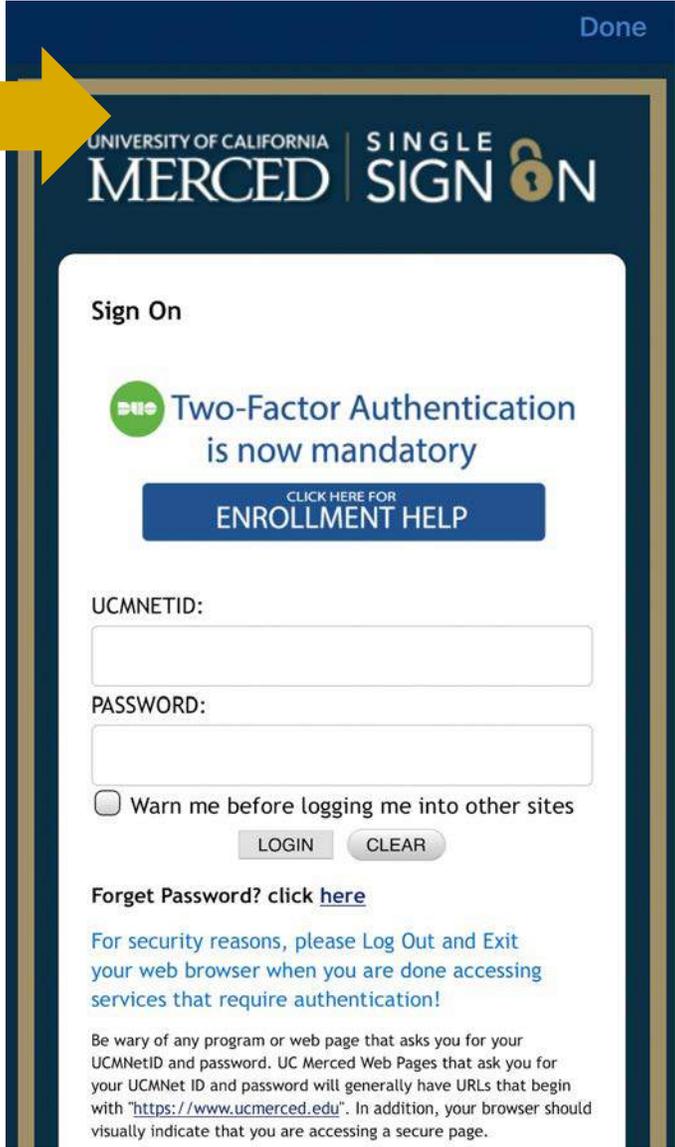
grad-students-test 11 hours ago
Grad Students: Welcome to your new Connect experience! >

Mark All as Read

Powered by Modo



TAP



Done

UNIVERSITY OF CALIFORNIA MERCED SINGLE SIGN ON

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](#)

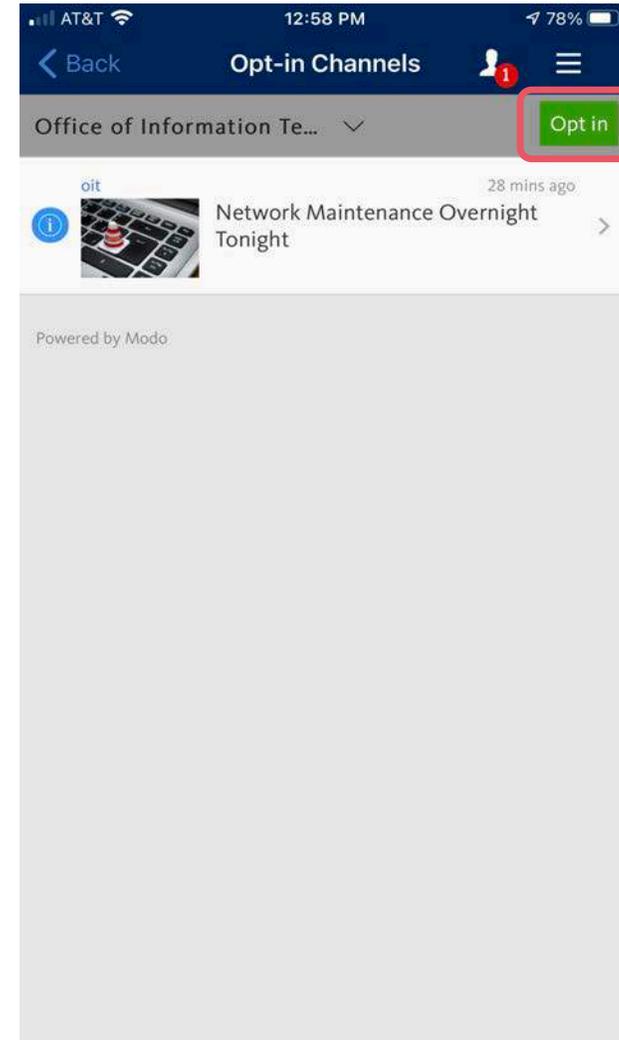
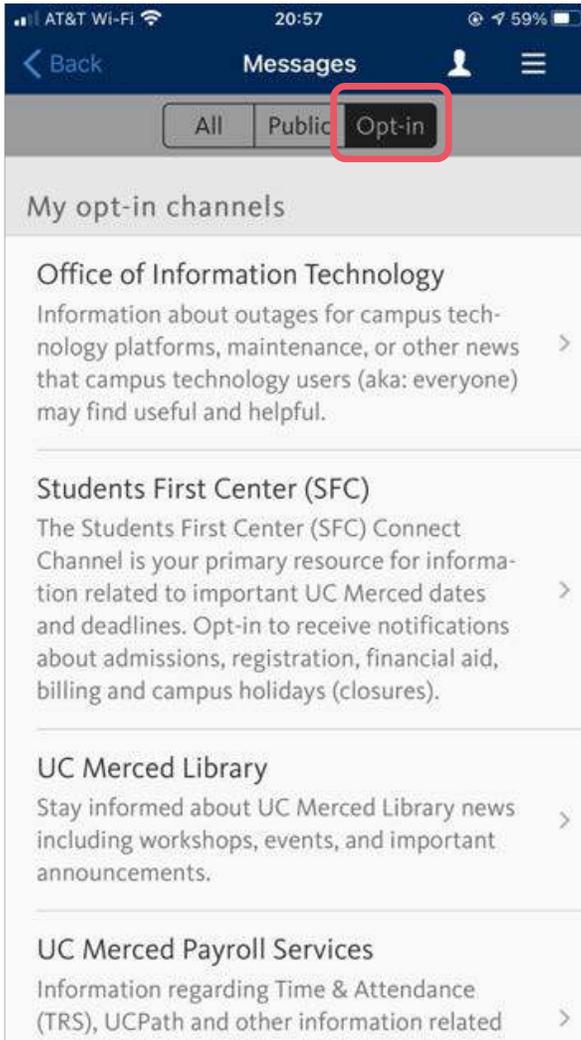
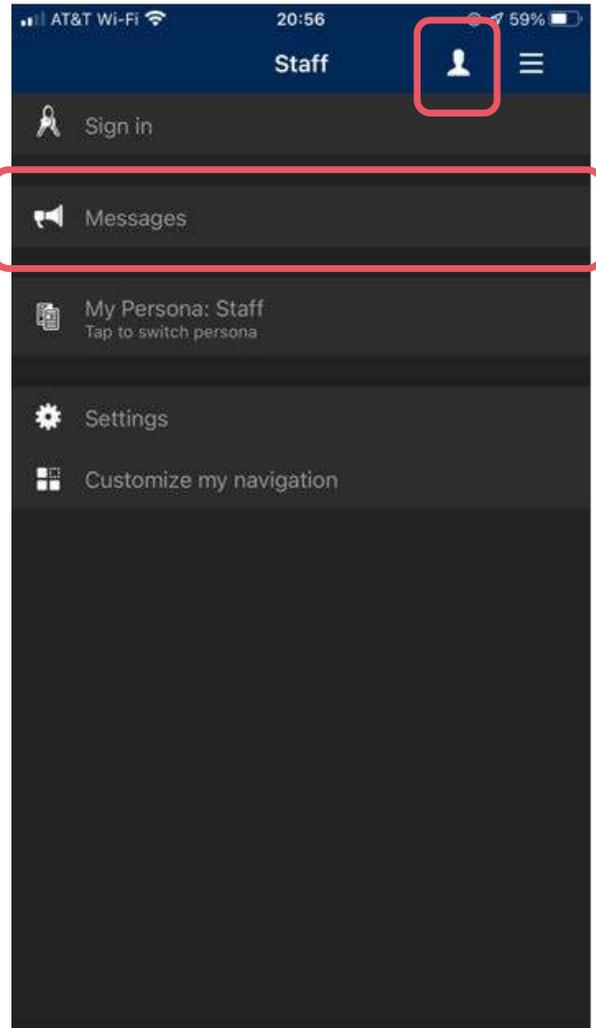
For security reasons, please Log Out and Exit your web browser when you are done accessing services that require authentication!

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





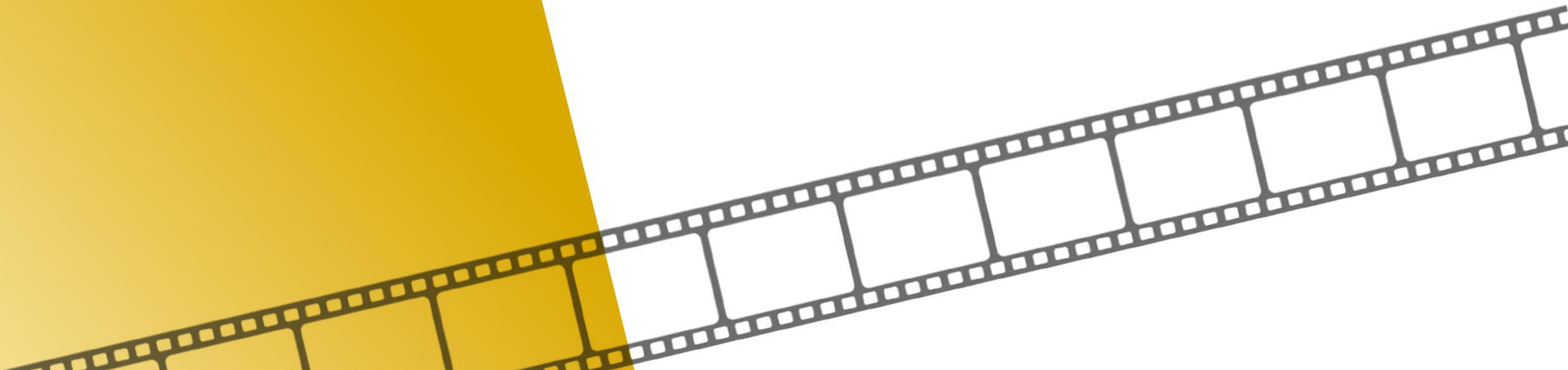
USE CASES - STUDENTS

Lisa Perry

Director, Students First Center &
UC Merced Connect Team Member

STUDENT USE CASES

- Registering for classes
- Enrollment Verification
- Contacting SFC





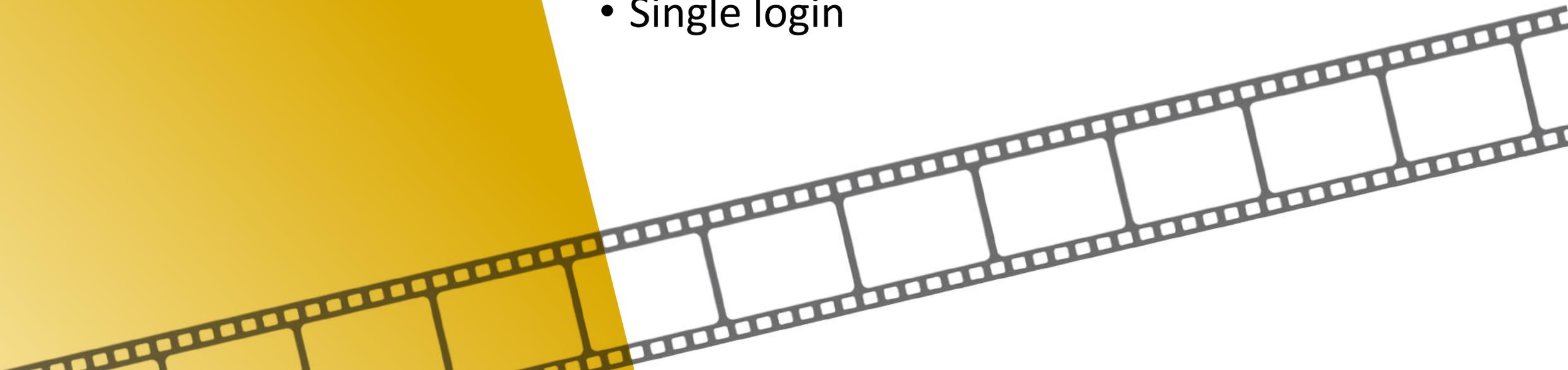
USE CASES - STAFF

Alvin Cha

Gallo School Assistant Director &
UC Merced Staff Assembly President

STAFF USE CASES

- Quick Tools
- Work Tools
- Advising Tools
- Single login



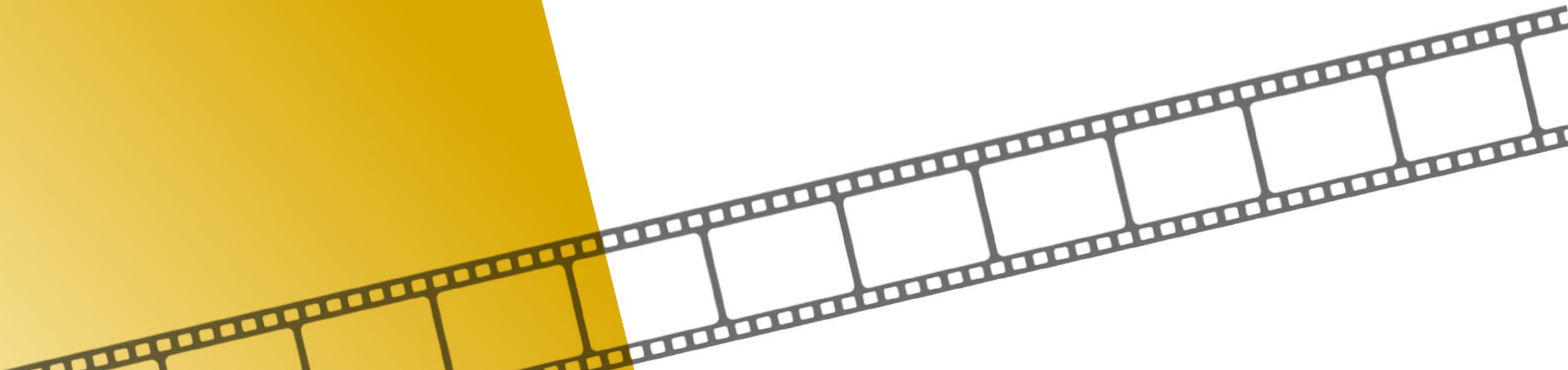


USE CASE - FACULTY

Rachel Peters
Learning Technologies Manager (OIT)

FACULTY USE CASES

- Teach section
- CatCourses
- Zoom

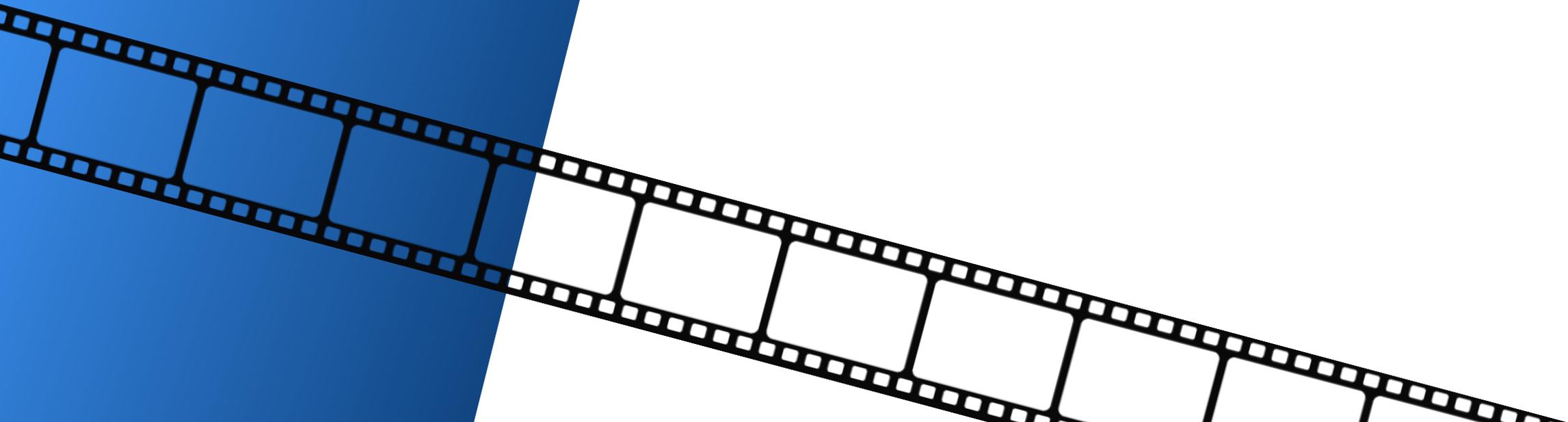




USER EXPERIENCE

Katie Adams Arca

User Experience Research



Background

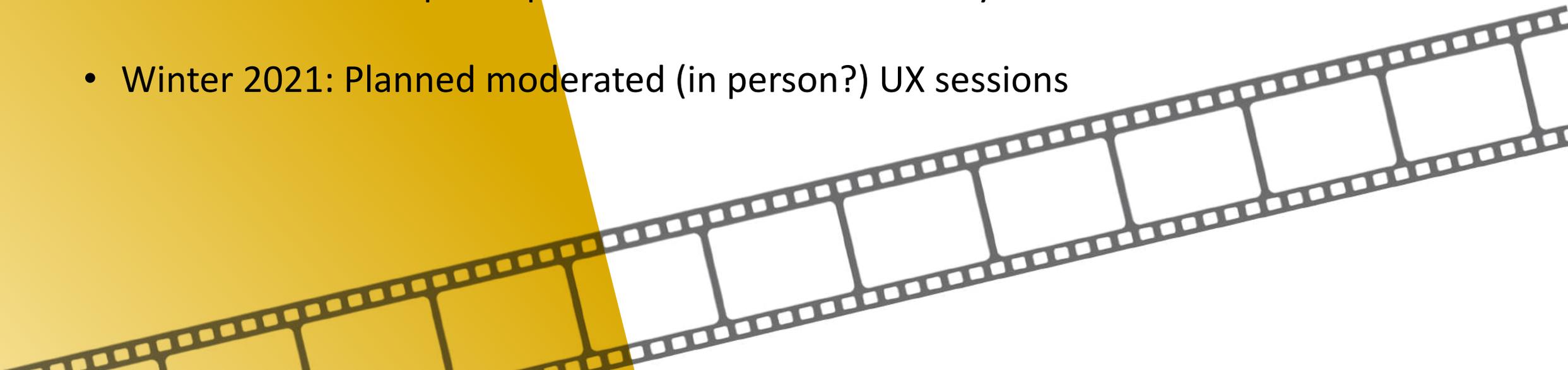
- Spring 2020 focus groups with students, staff, and faculty to collect information on how they used the my.ucmerced.edu portal
- This research helped us organize and build the new platform
- Up Next: New effort for Fall 2021



<https://ucm.edu/UXResearchScreening>

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



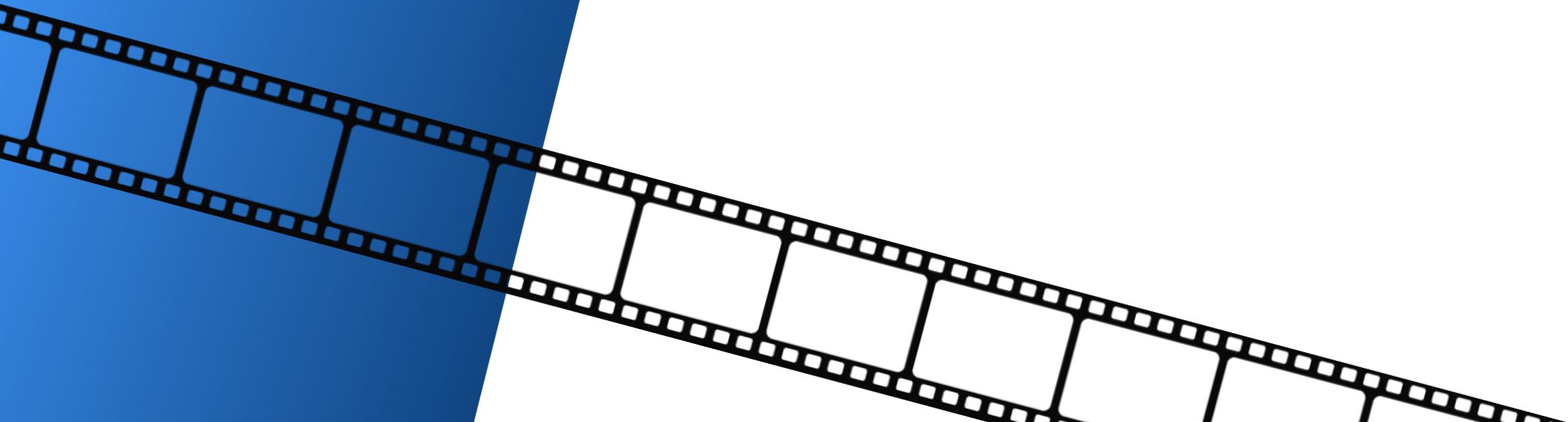


UPDATES

Christy Snyder

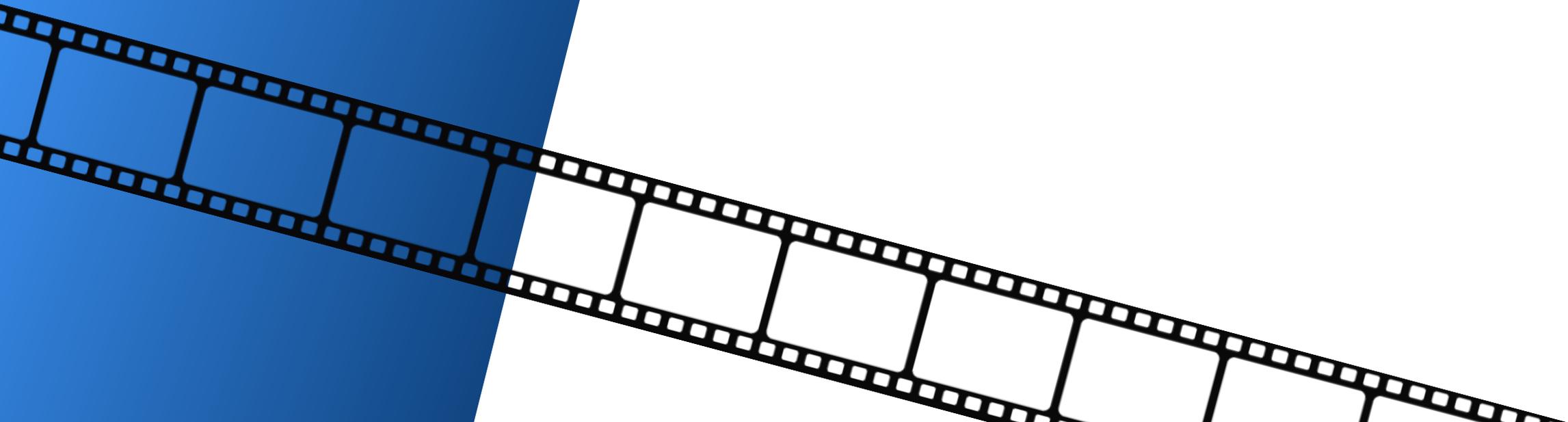
What's New

- Graduate Student Persona
- New Students First Center screens
- Connect Changes & Updates channel



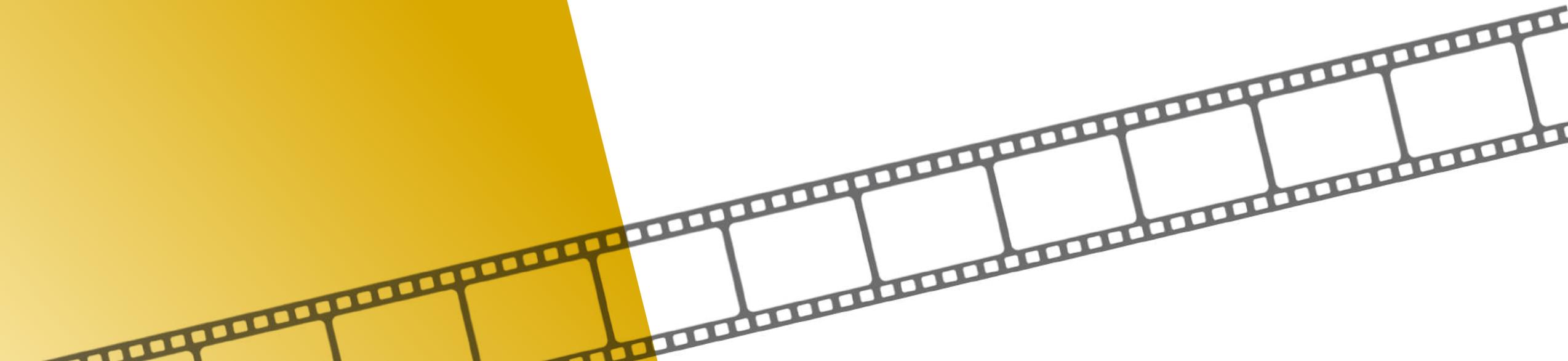
Coming Soon

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



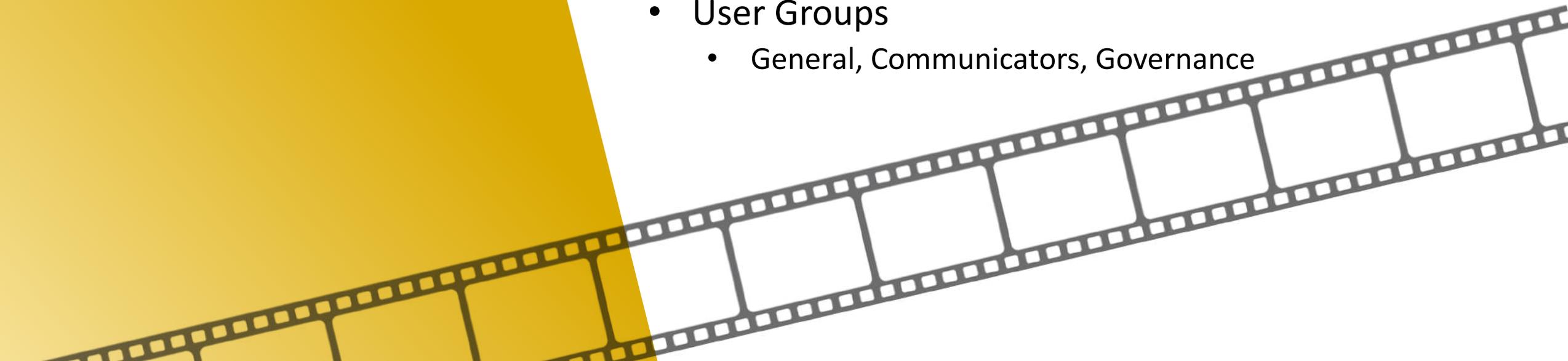
Connect Resources

- <https://myconnect.ucmerced.edu>
- How to Opt in to Message Channels



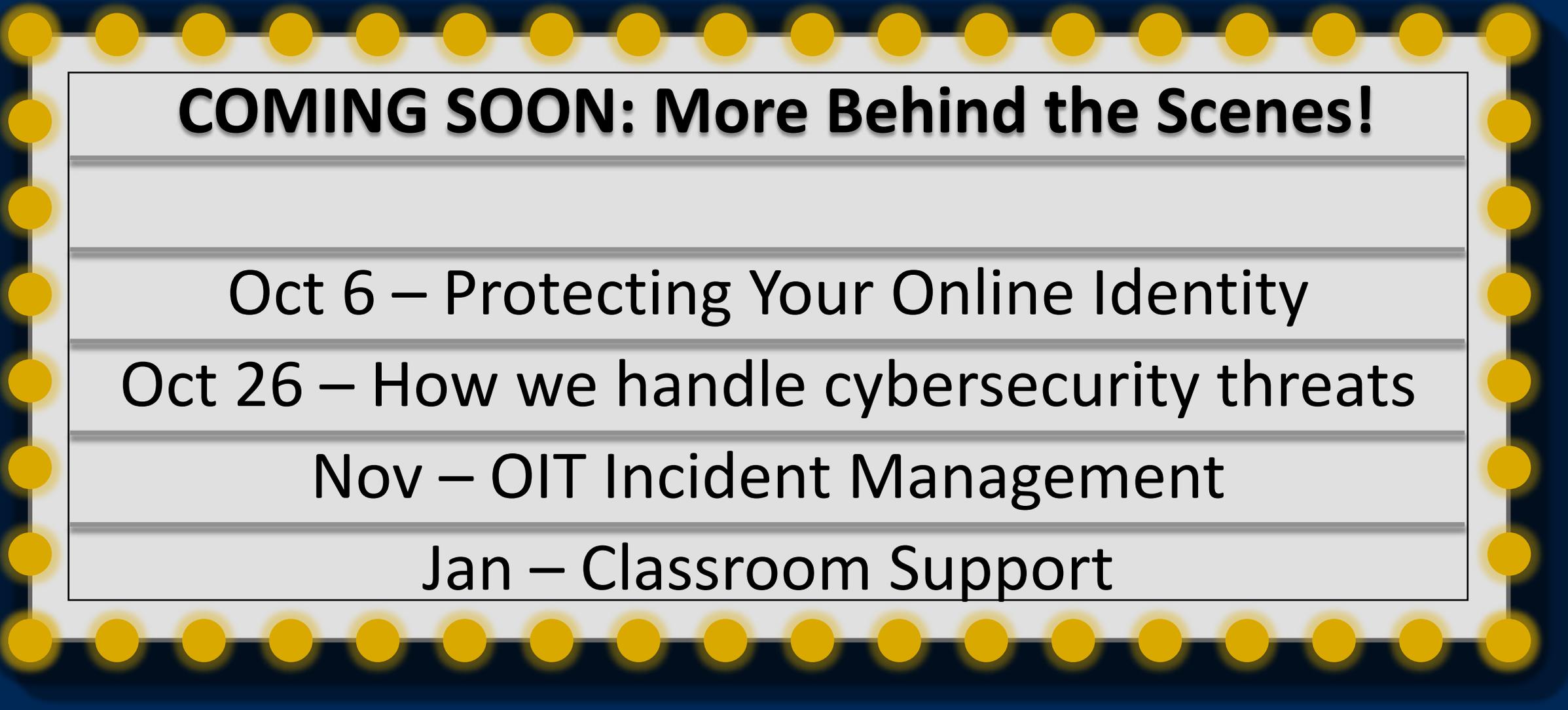
Staff & Faculty Resources

- Request Forms
 - Opt-in Channels, Access
- Process Guidelines:
 - Change, Add, Delete Content
- User Groups
 - General, Communicators, Governance





Q&A



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!