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

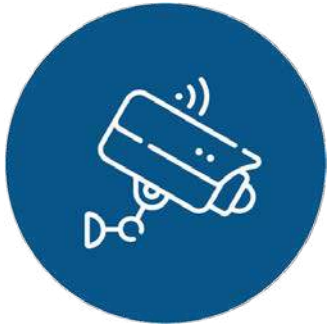
Setting Expectations

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

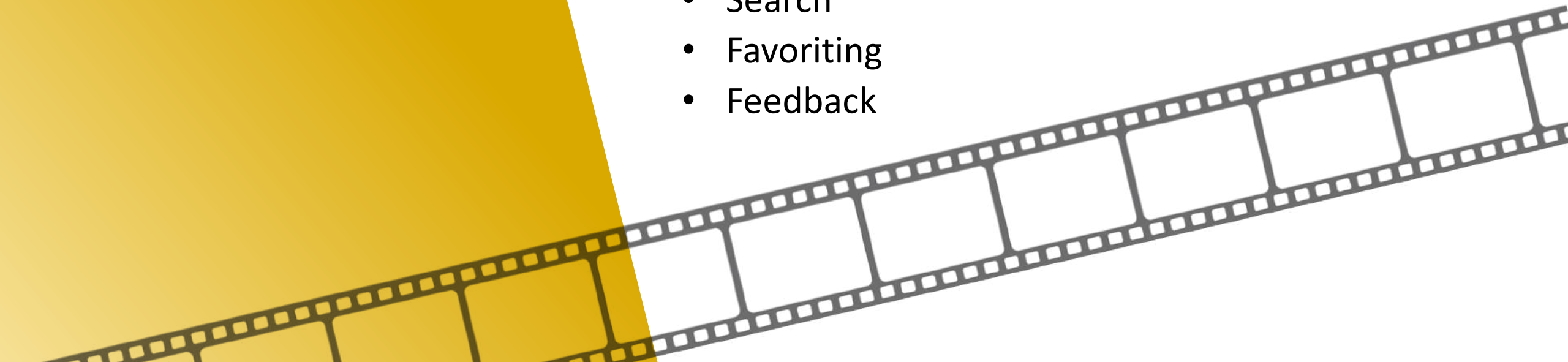
How do you
Connect?

CONNECT FEATURES

Katie Adams Arca
OIT User Experience Specialist

CONNECT FEATURES

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

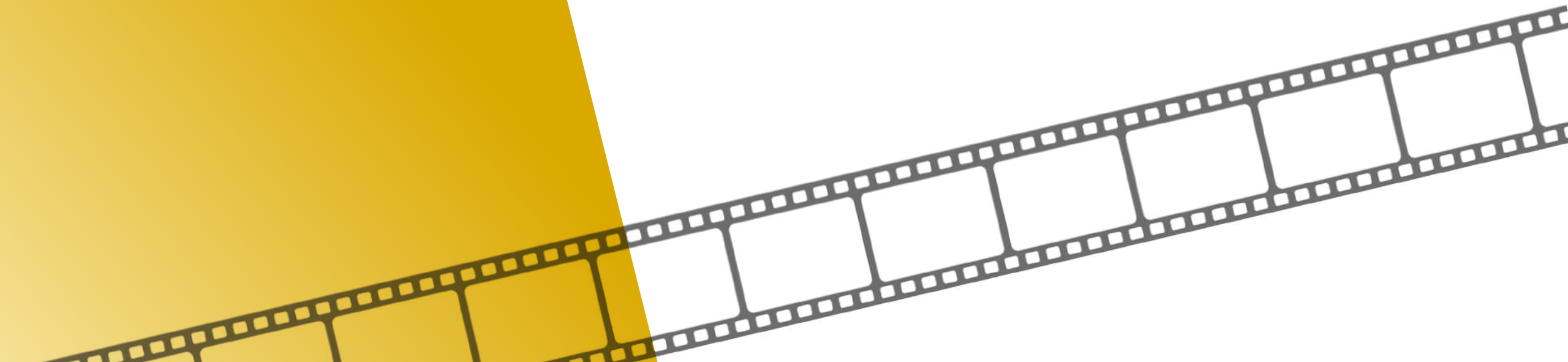


MESSAGES IN CONNECT

Christy Snyder

MESSAGES IN CONNECT

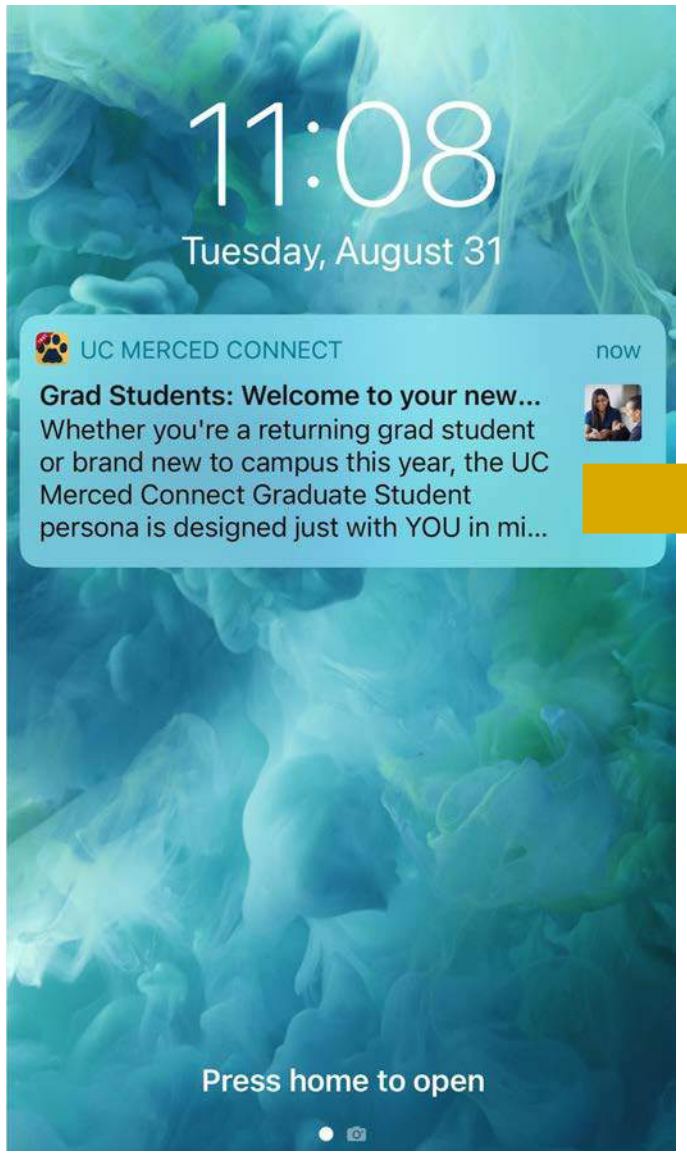
- Ways you'll get messages
- Connect Message Center overview
- Opt-In Channels (subscribing)



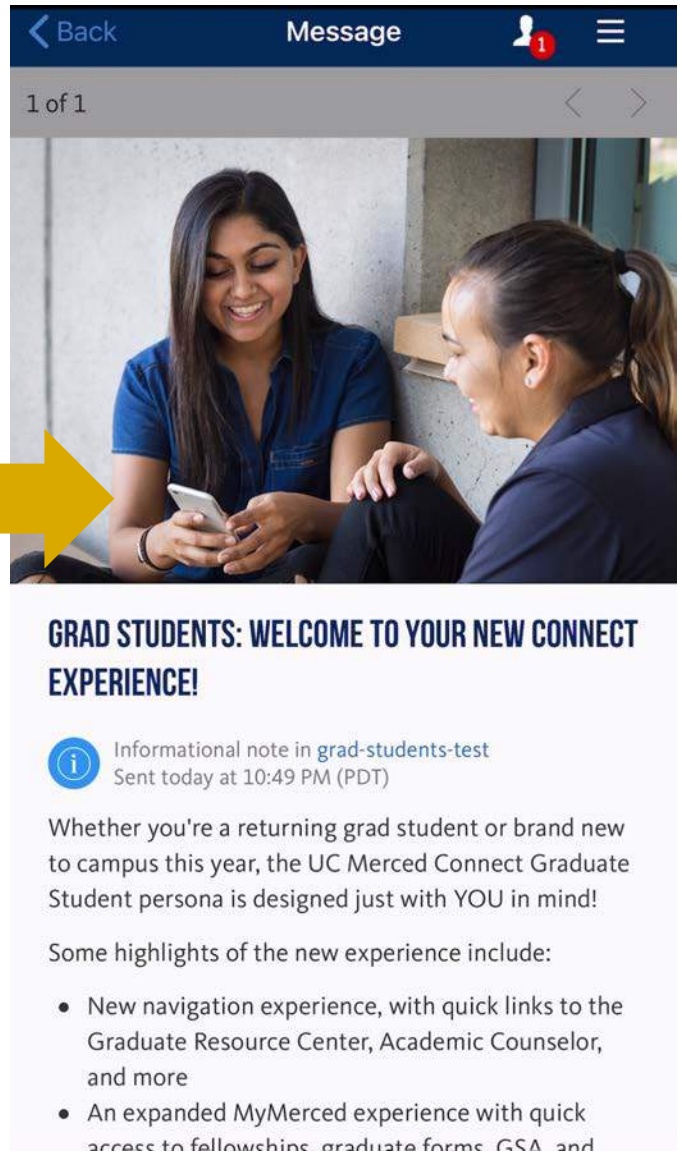
PUSH NOTIFICATIONS

- 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

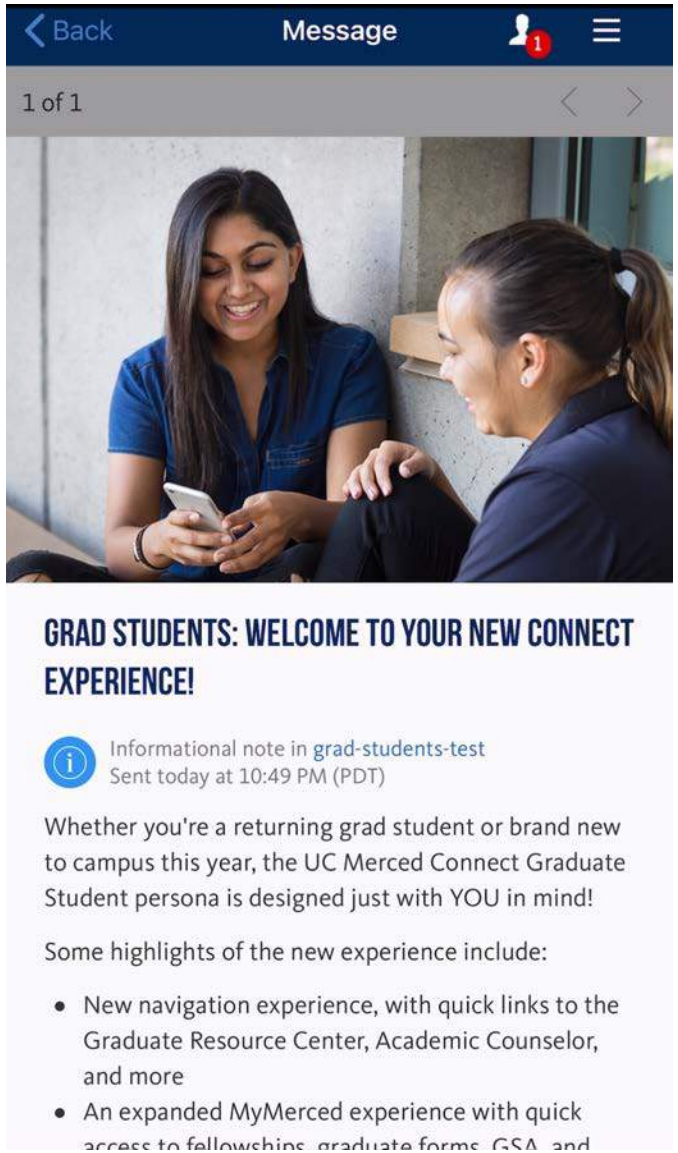
Push Notification



TAP

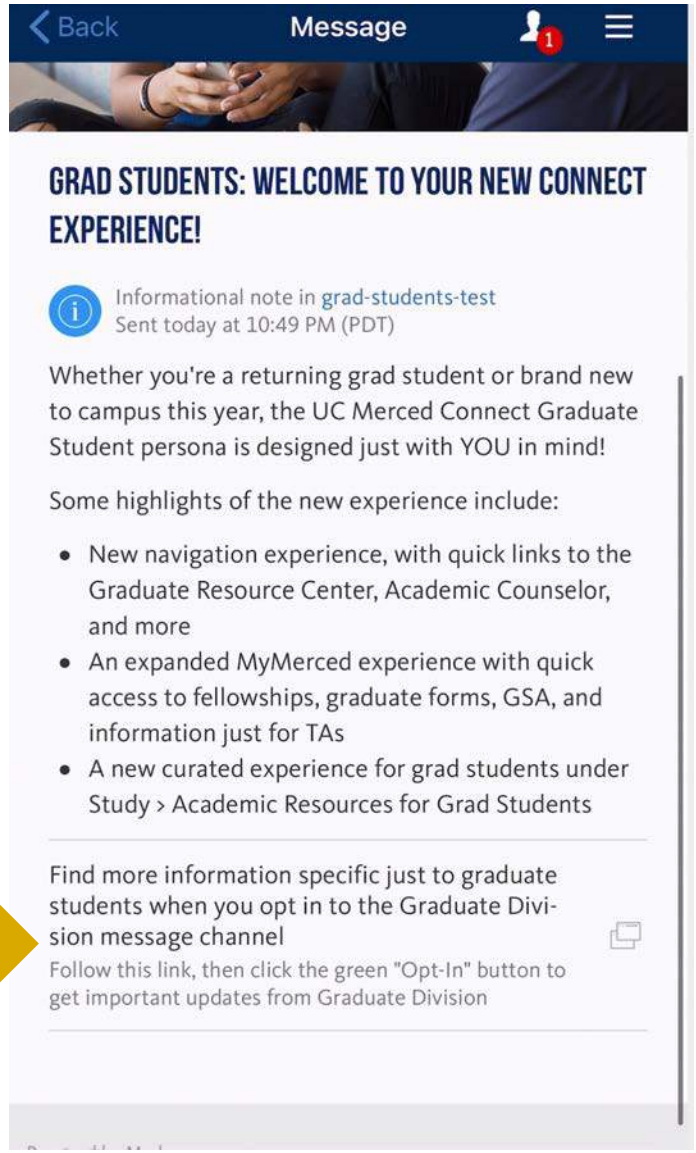


Push Notification



SCROLL

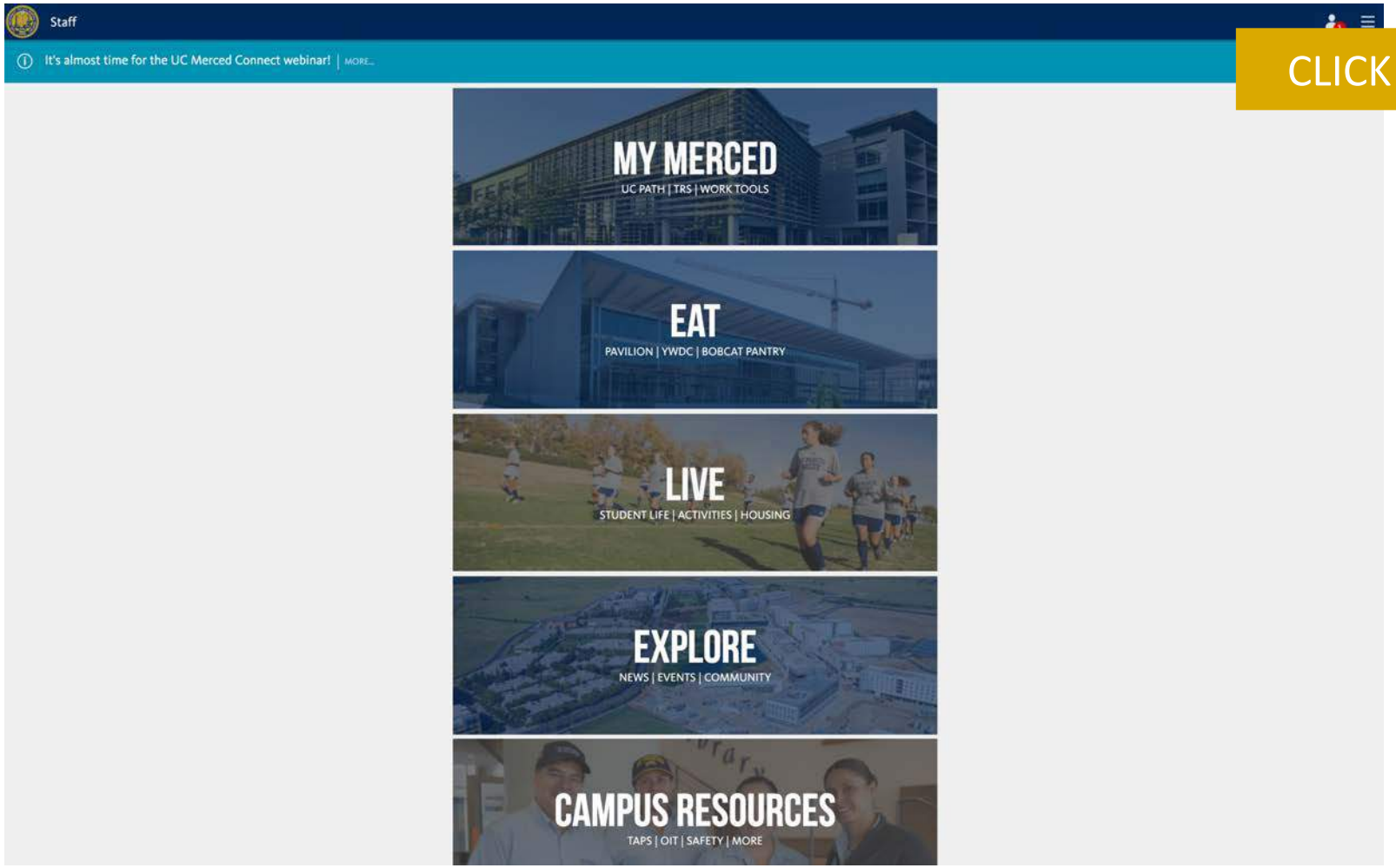
TAP



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

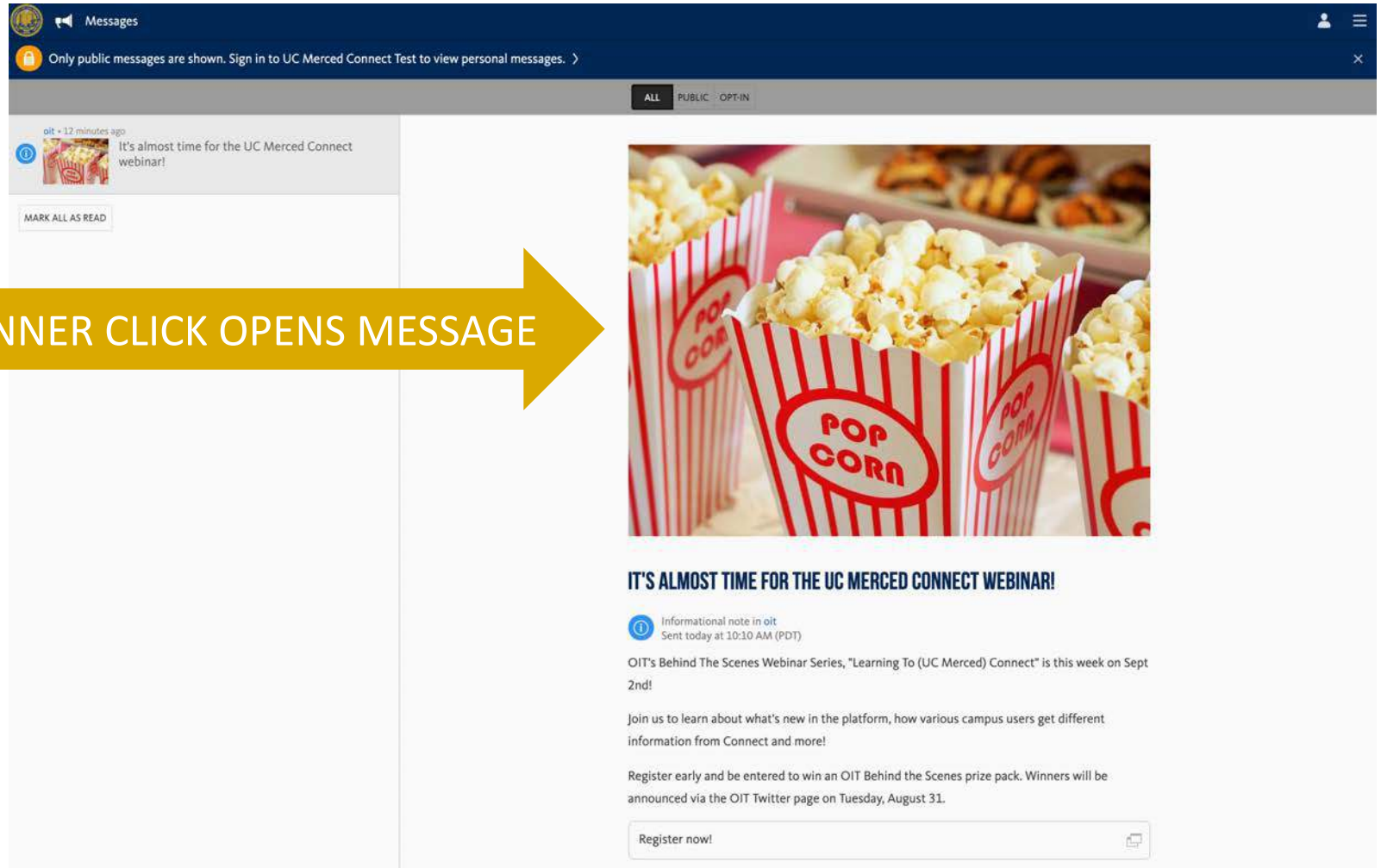
Banner Notification



CLICK

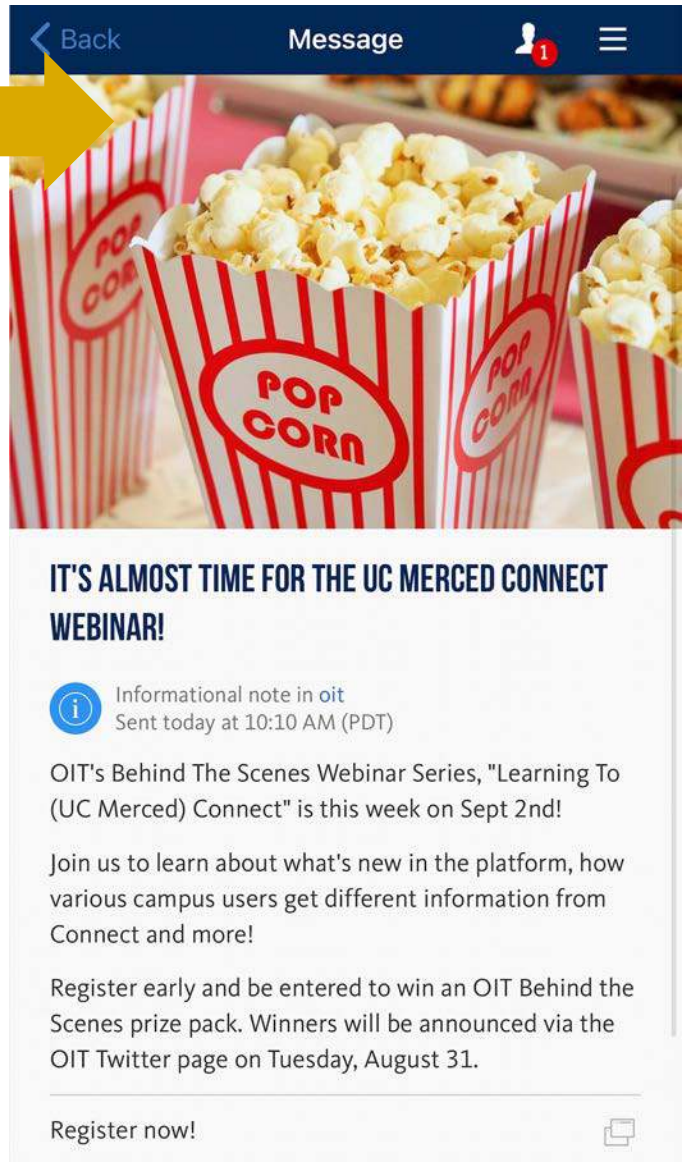
Banner Notification

BANNER CLICK OPENS MESSAGE



Banner Notification

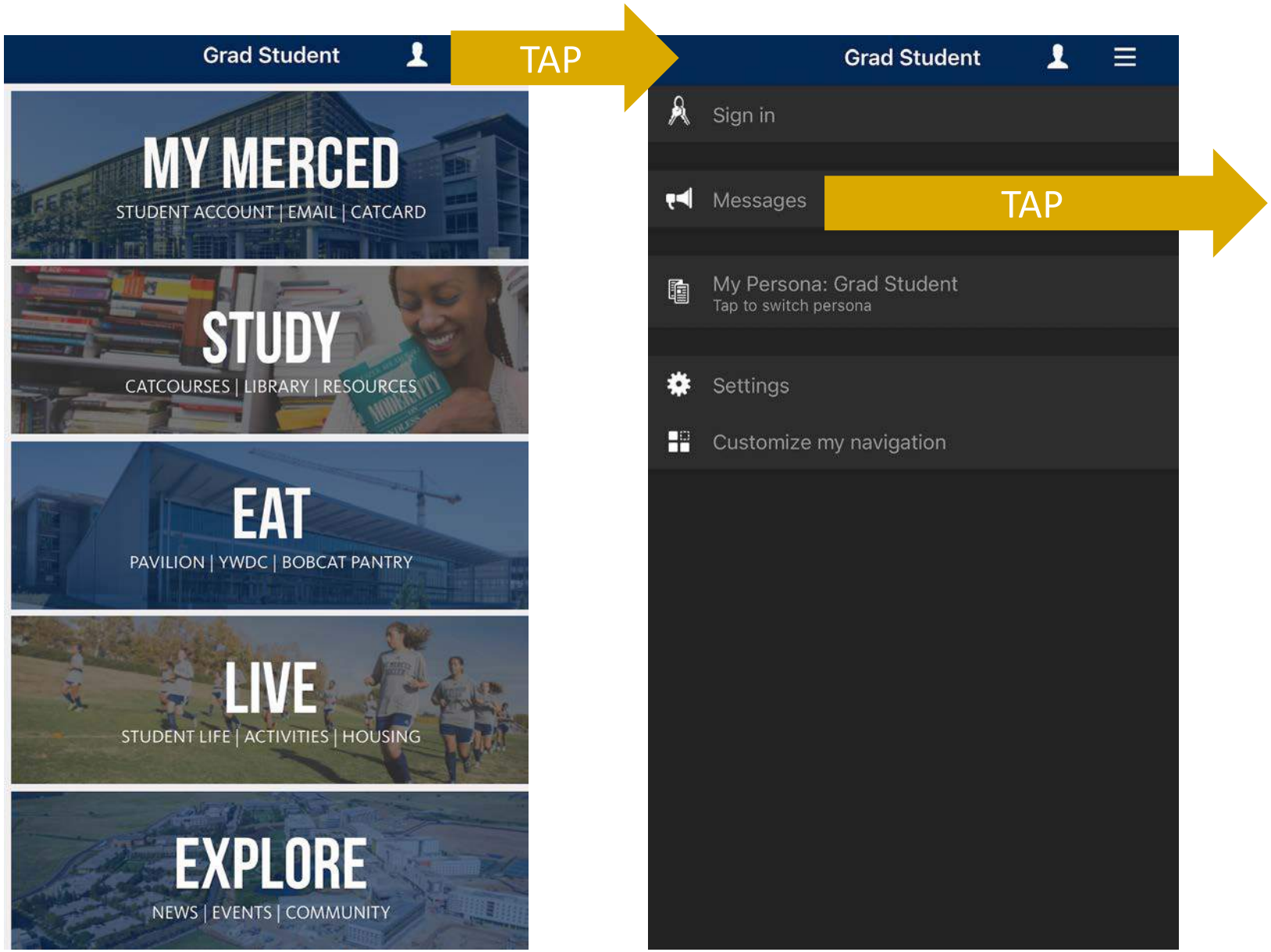
TAP



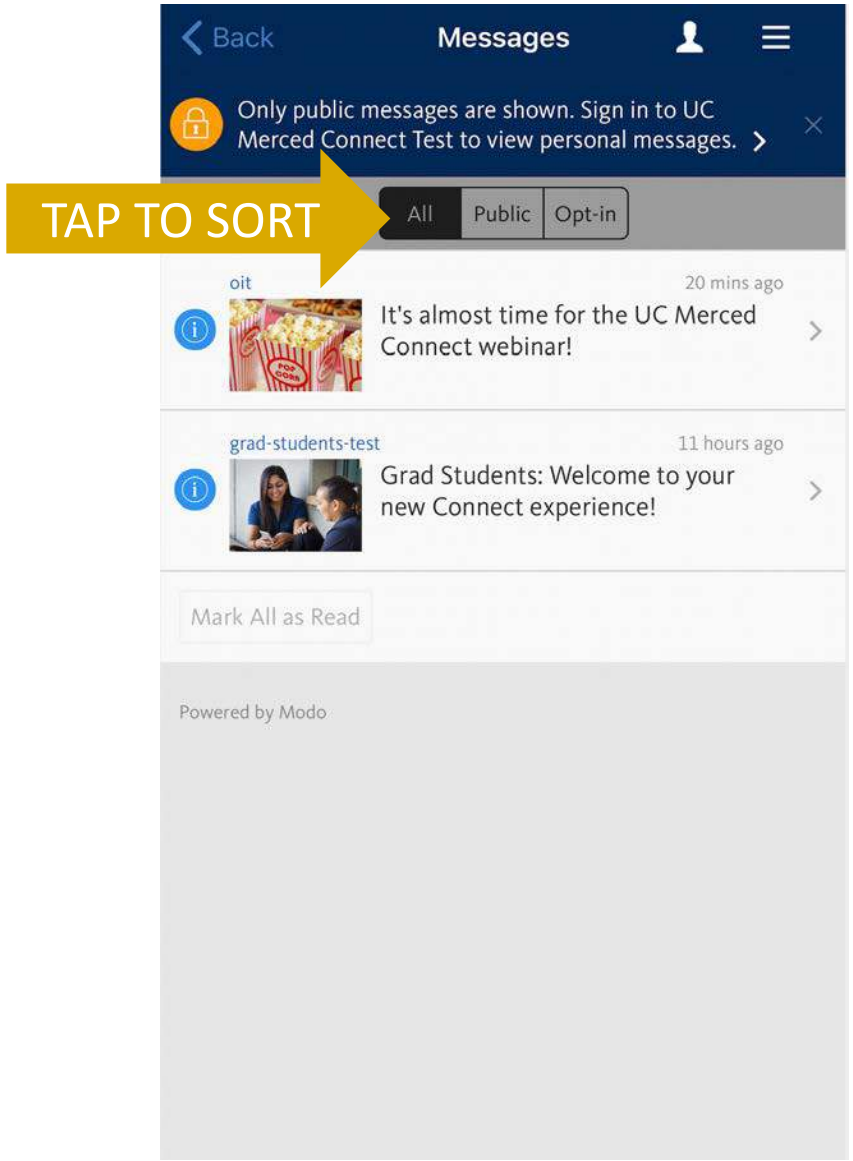
MESSAGE CENTER

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

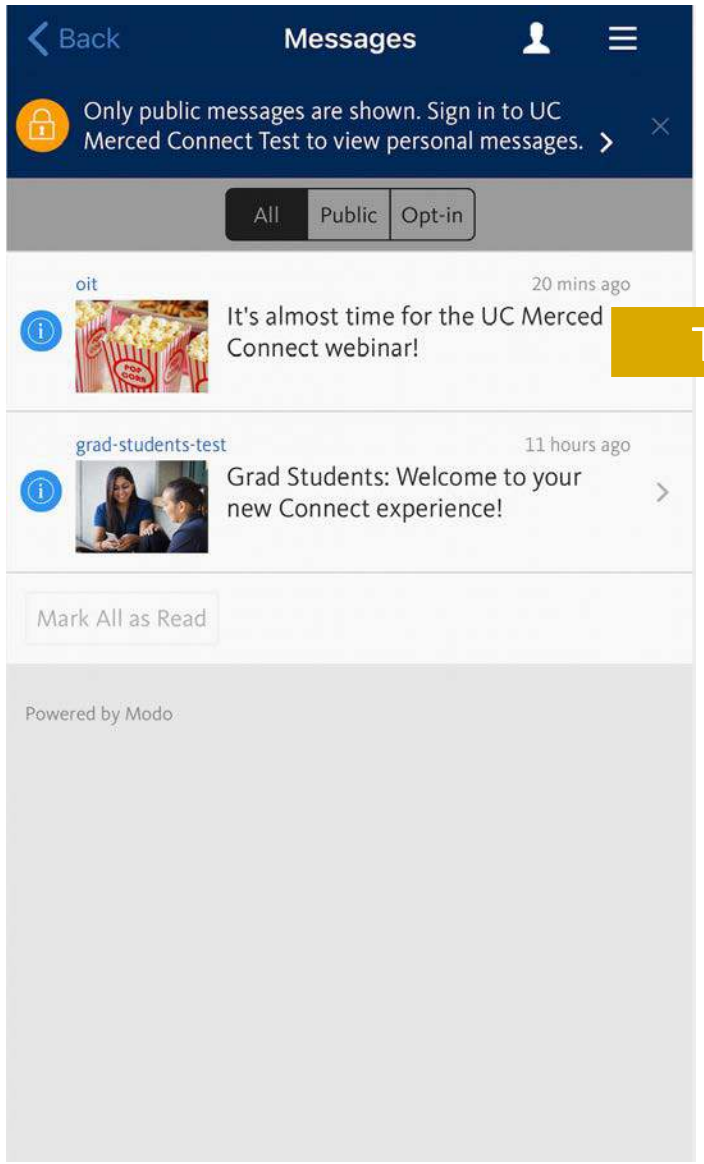
Message Center



Message Center



Message Center



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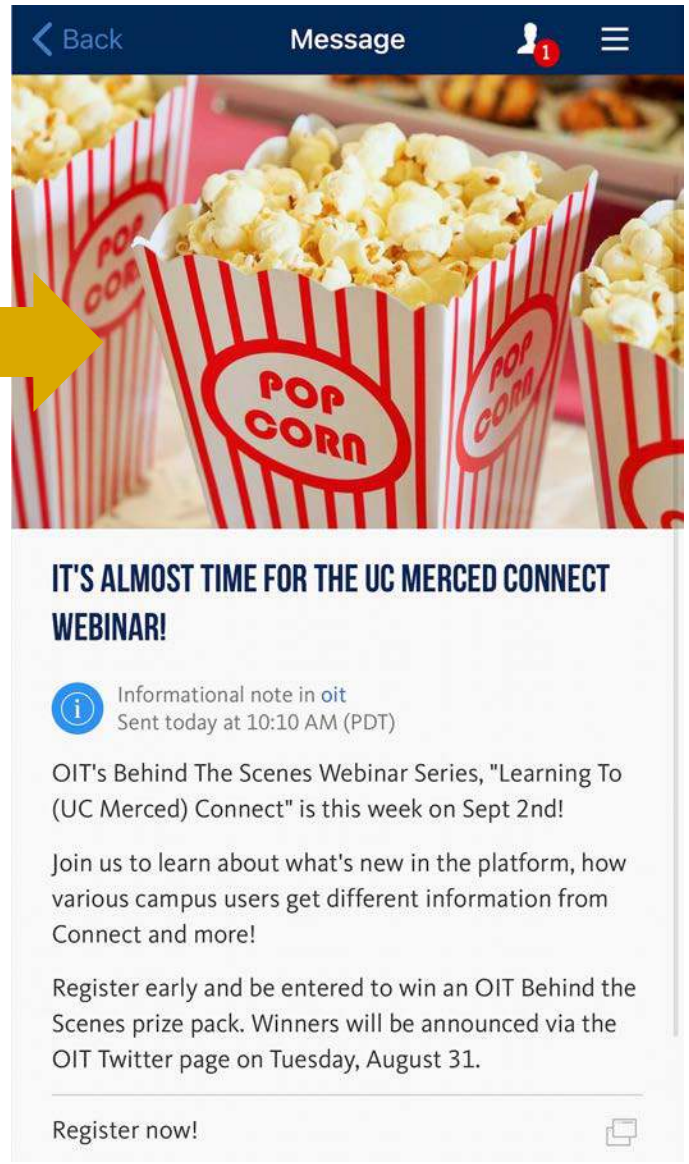
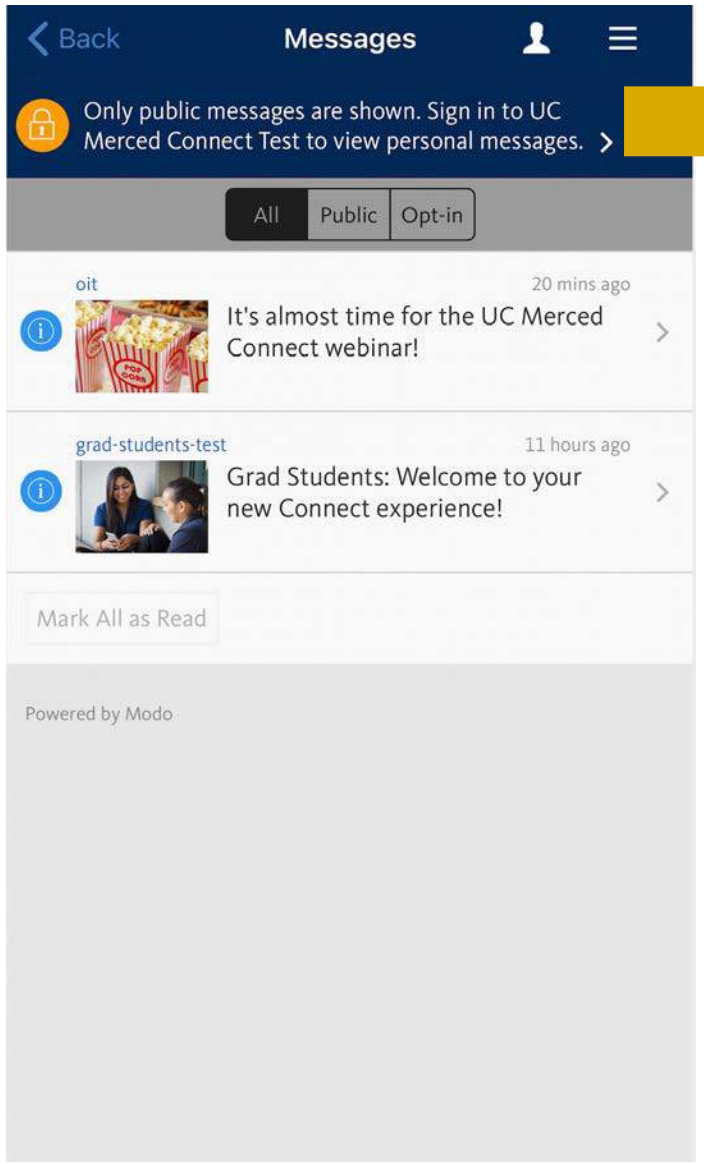


Message Center



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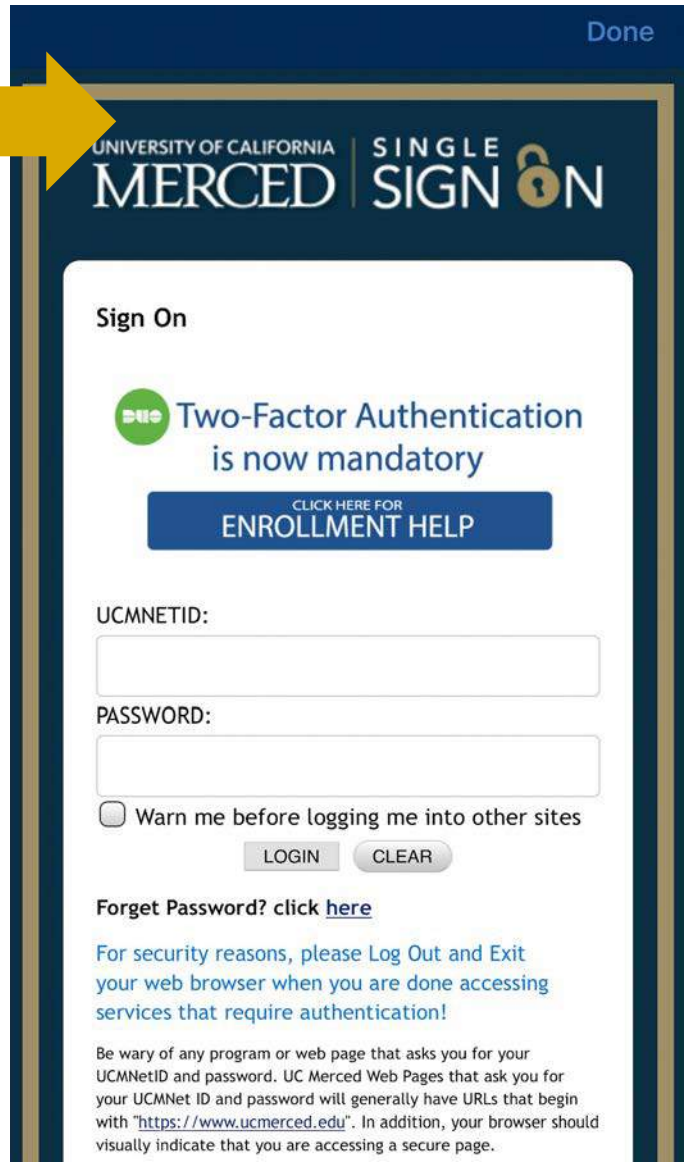


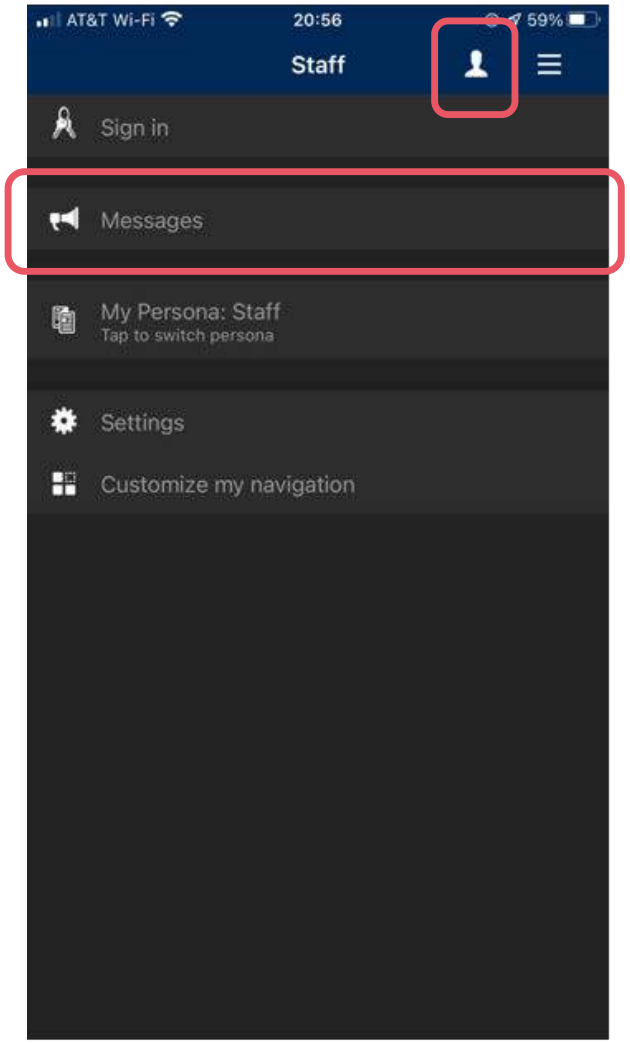
OPT-IN CHANNELS

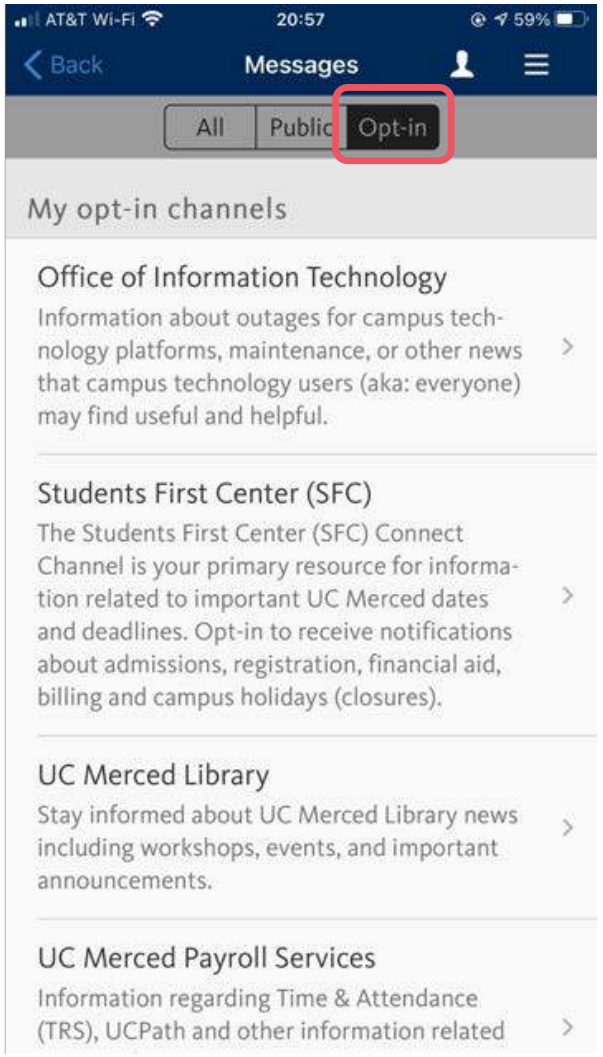
- Access
  - Head&Shoulders icon > Tap Messages
  - Opt-In
  - Select channel

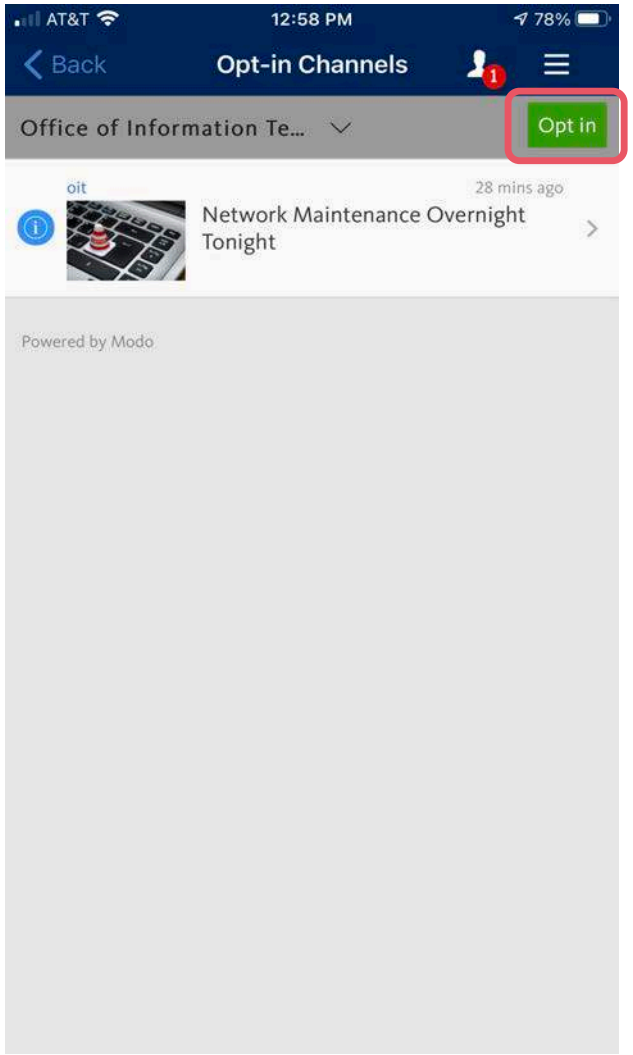
    -or-

    Manage My Opt-In Channels > Select channel
  - Green Opt-In button (top right)

Hands-on Exercise: Opting in





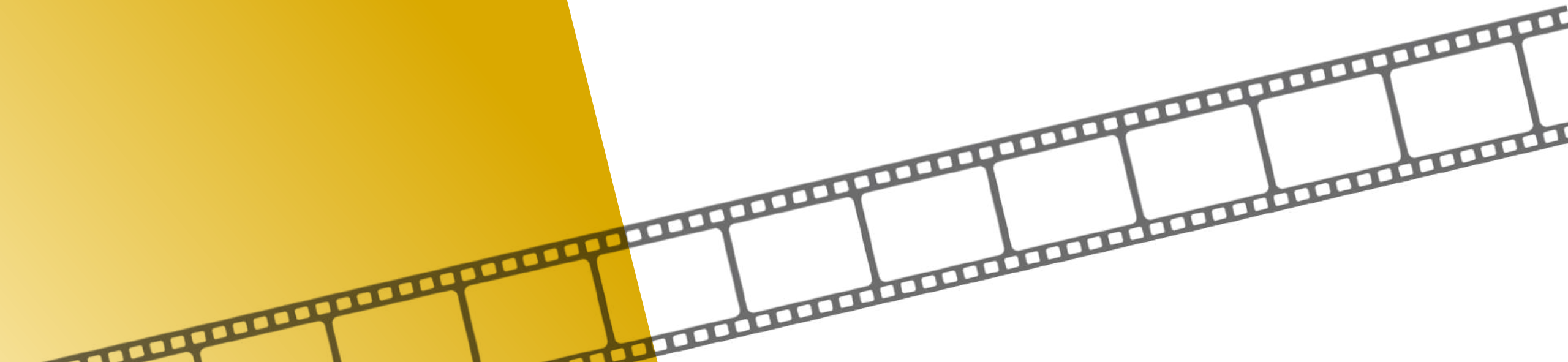


USE CASES - STUDENTS

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

STUDENT USE CASES

- Registering for classes
- Enrollment Verification
- Contacting SFC

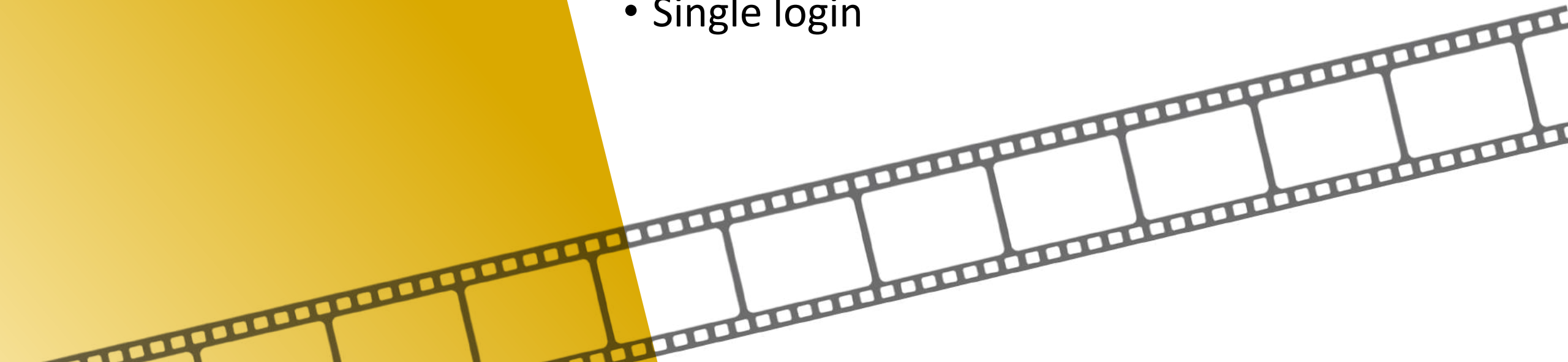


USE CASES - STAFF

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

STAFF USE CASES

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

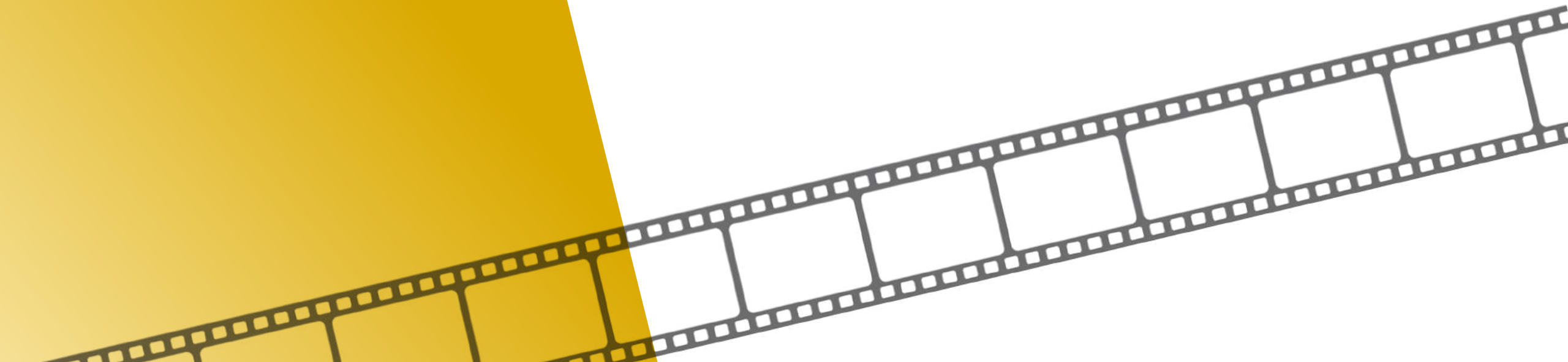


USE CASE - FACULTY

Rachel Peters
Learning Technologies Manager (OIT)

FACULTY USE CASES

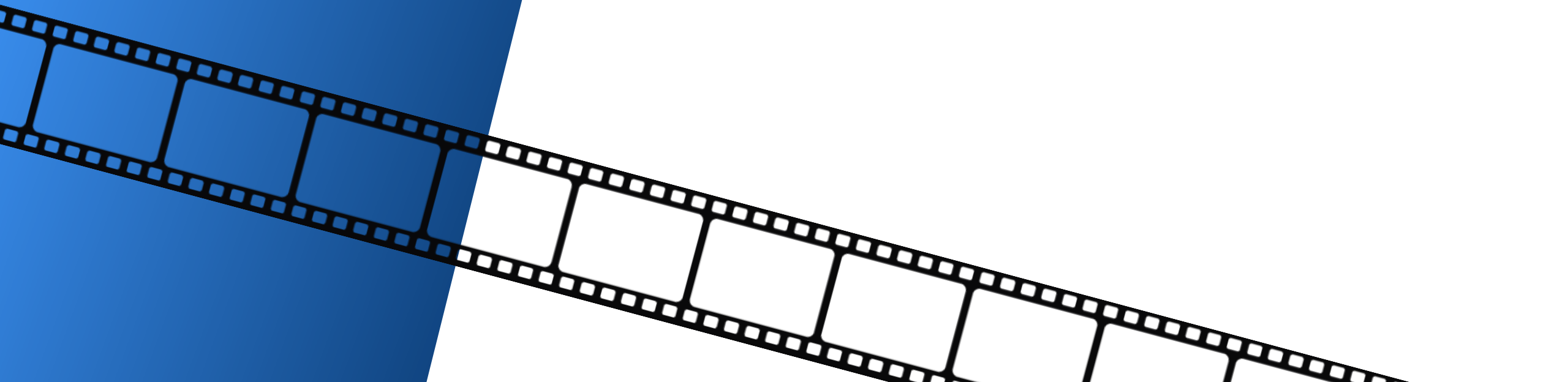
- Teach section
- CatCourses
- Zoom



USER EXPERIENCE

Katie Adams Arca

User Experience Research



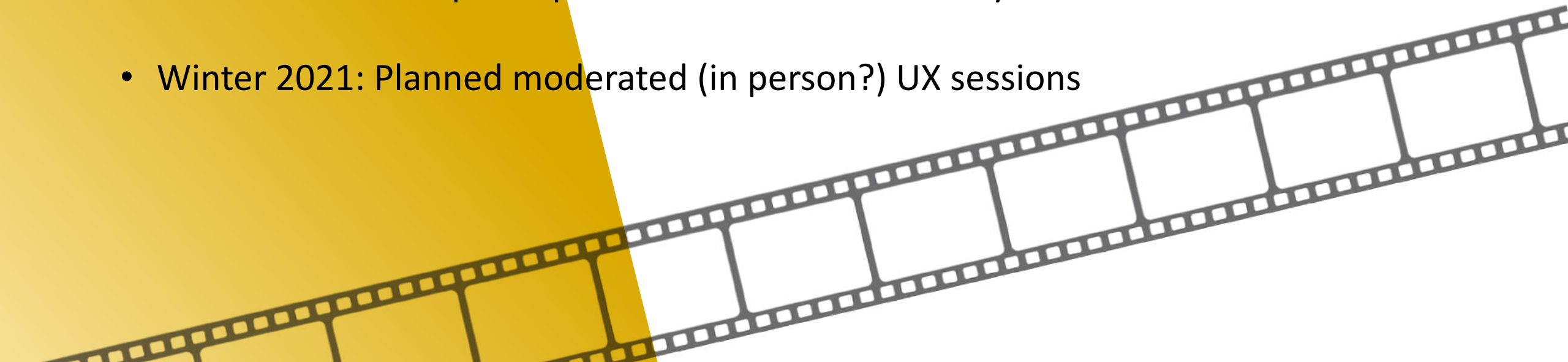
Background

- 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

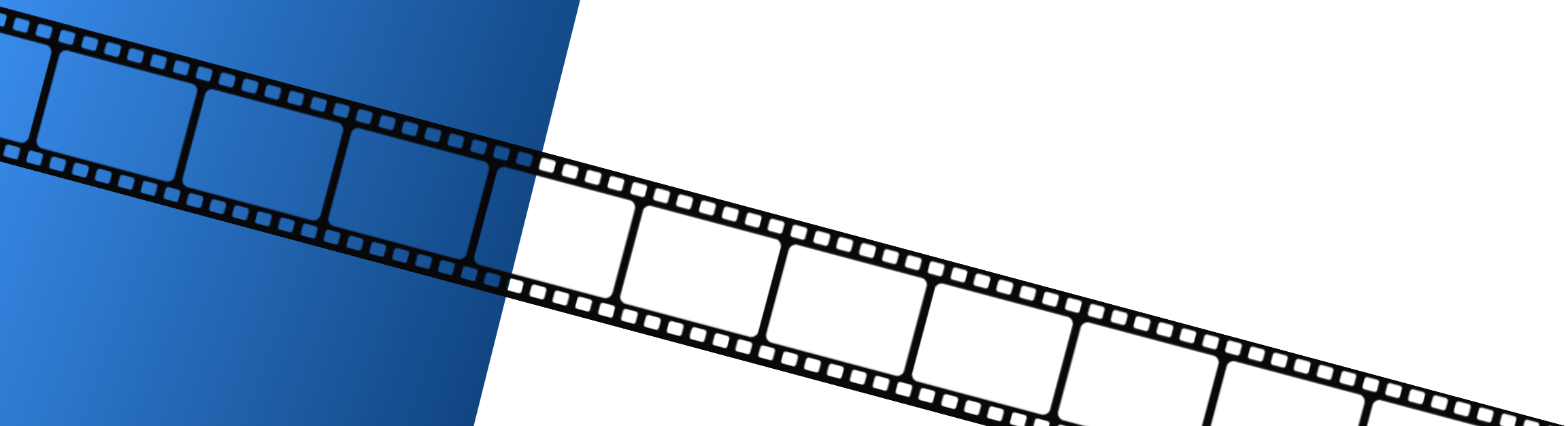


UPDATES

Christy Snyder

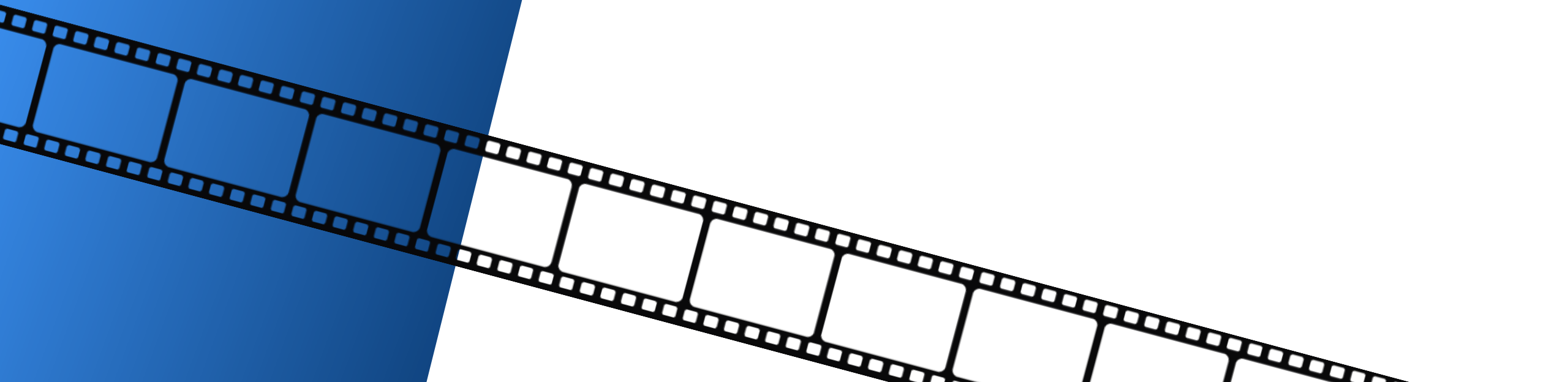
What's New

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



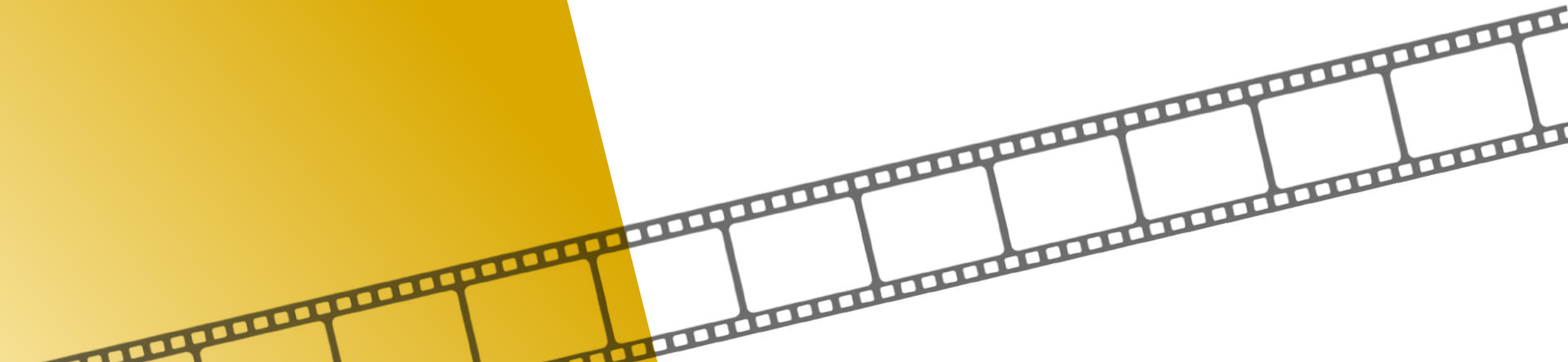
Coming Soon

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



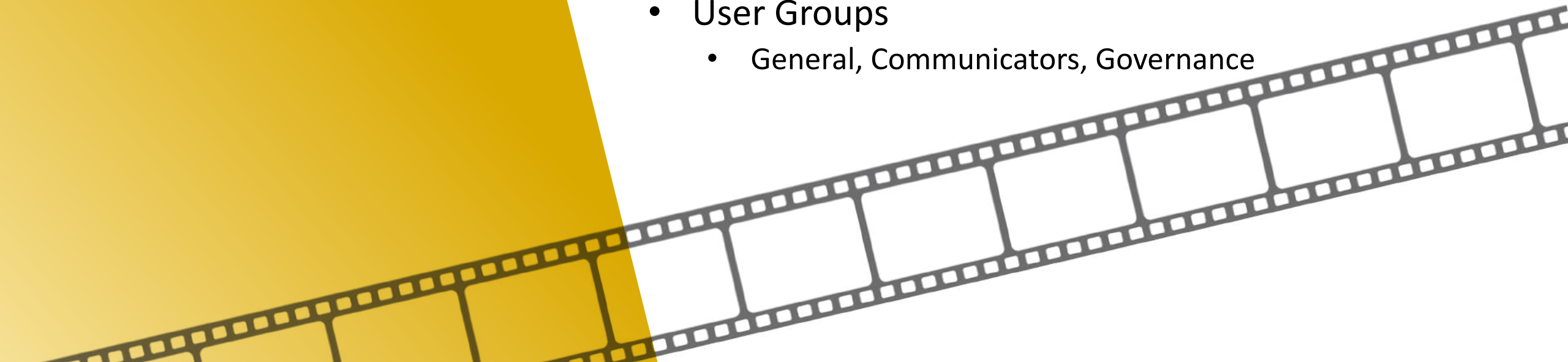
Connect Resources

- 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

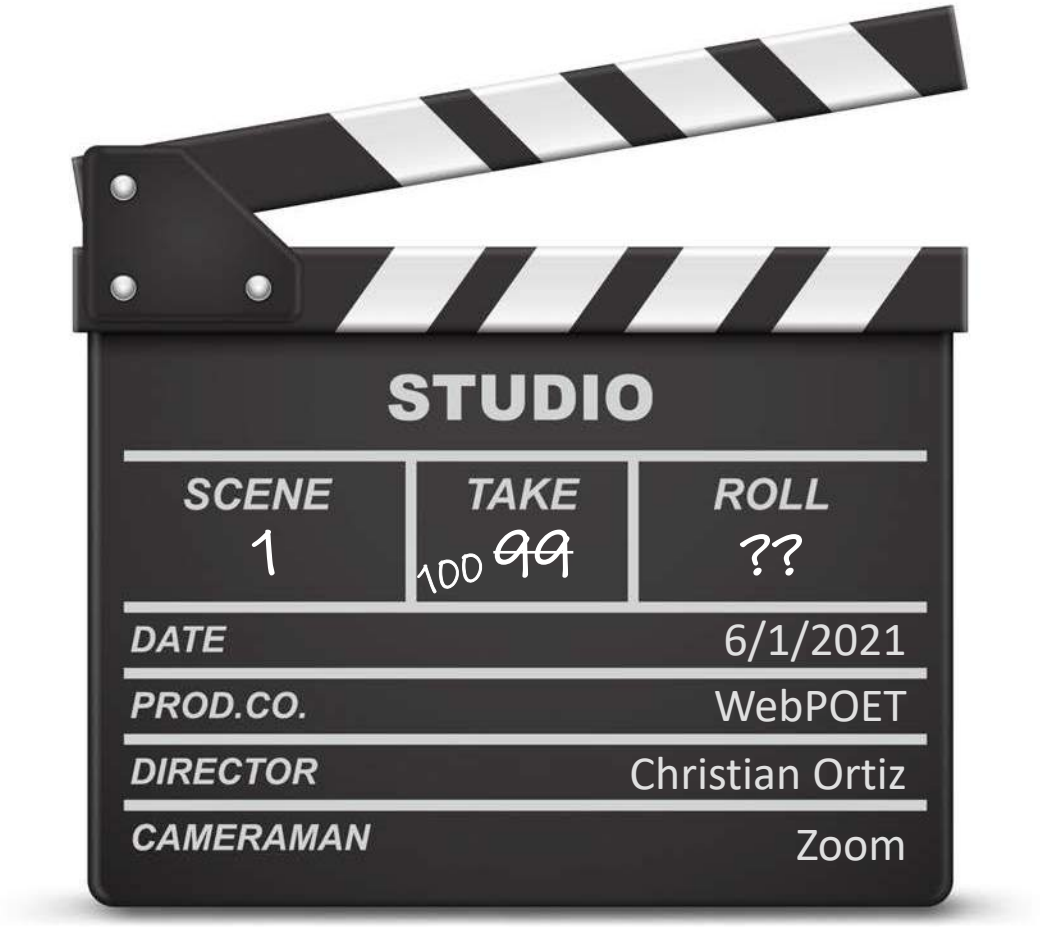
Jan – Classroom Support

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!