



»»» 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

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# Setting Expectations

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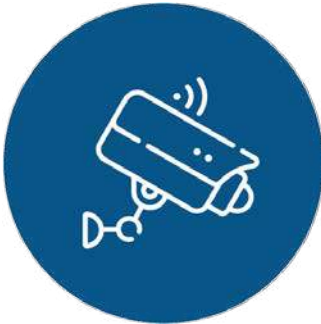
## Lights!

- 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

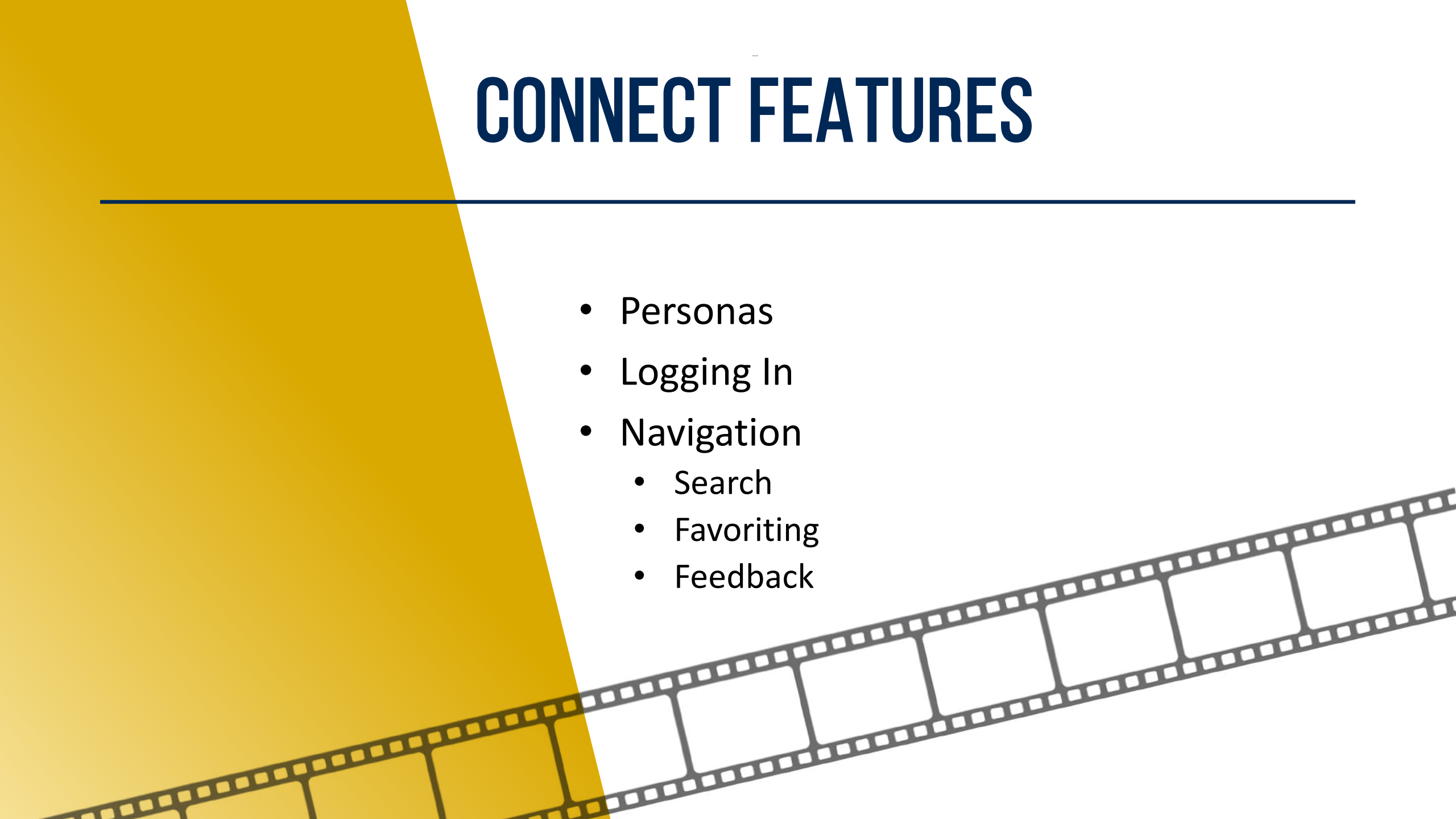
Katie Adams Arca  
OIT User Experience Specialist



# CONNECT FEATURES

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





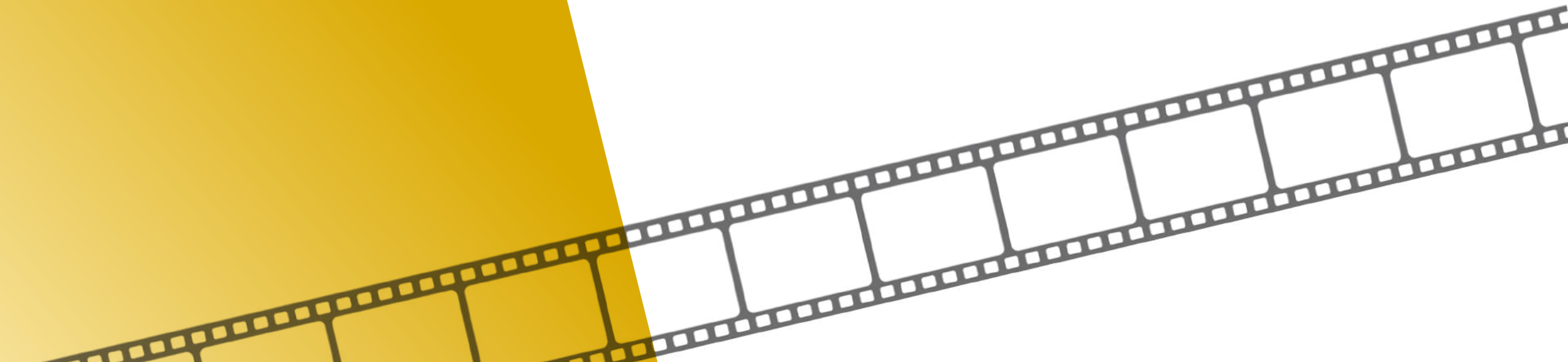
# MESSAGES IN CONNECT

Christy Snyder

# MESSAGES IN CONNECT

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

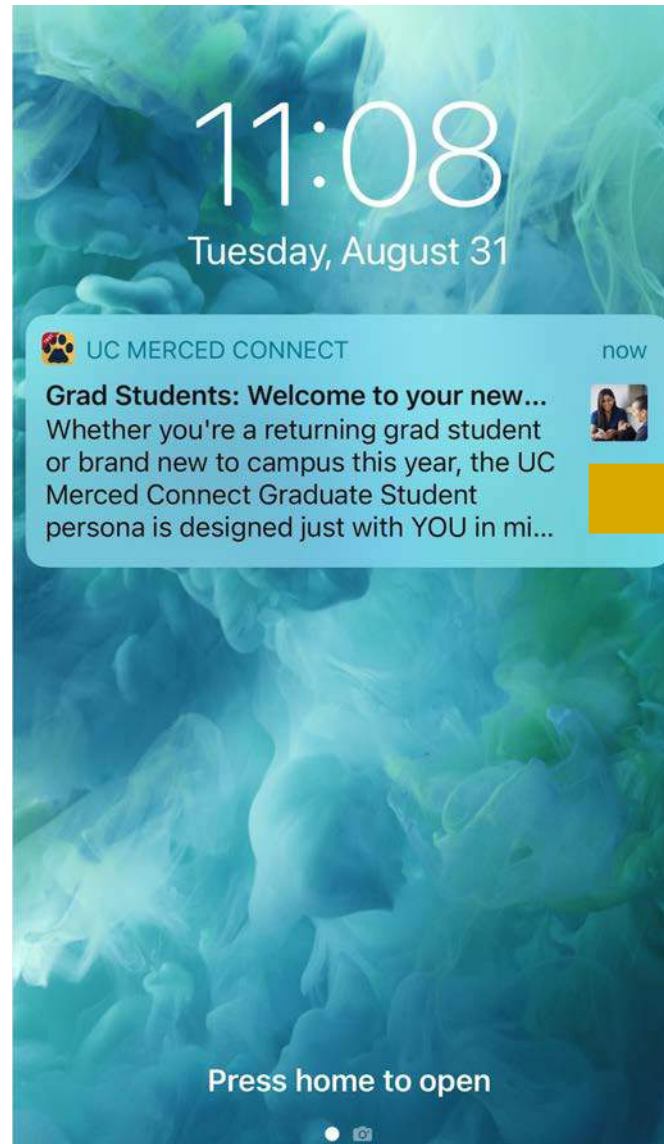


# PUSH NOTIFICATIONS

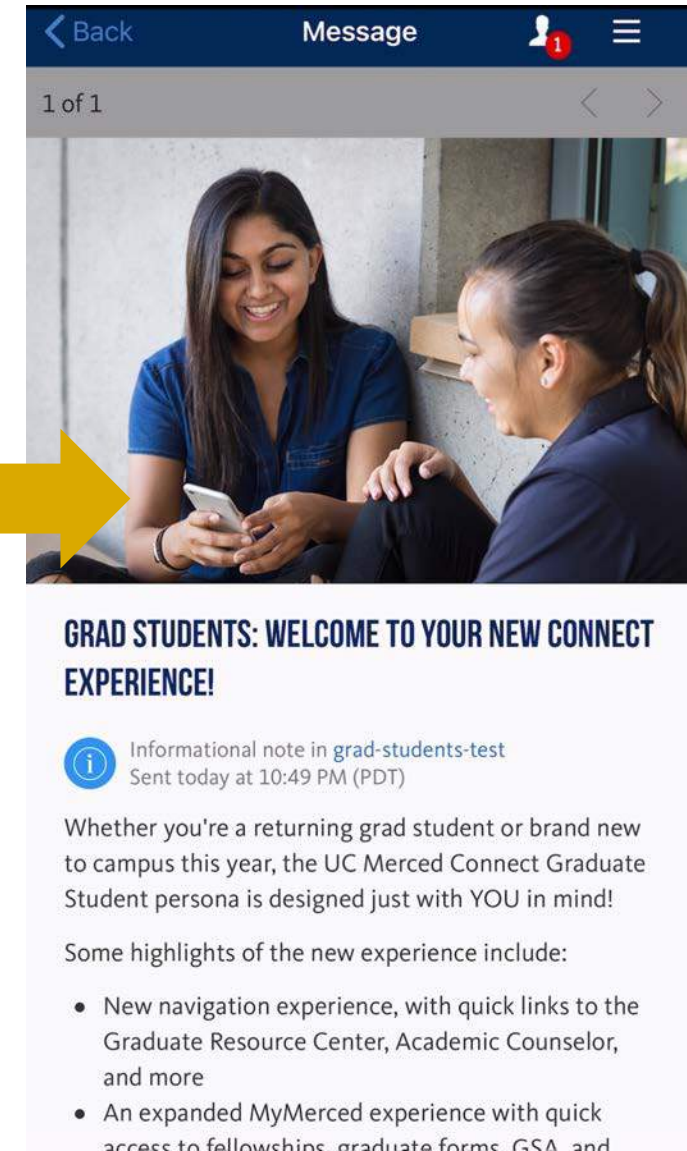
- Alerts even when you're not using Connect
- Tap to open Connect & read
- Limited to app use; desktop users will typically see a Banner Notification



## Push Notification



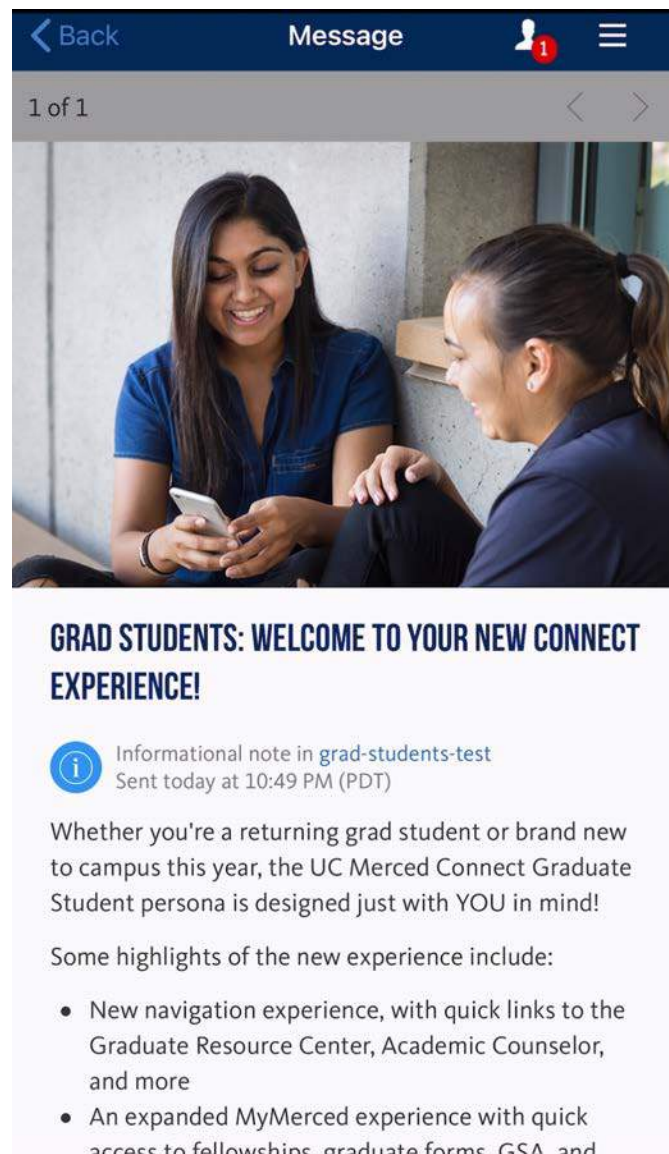
TAP





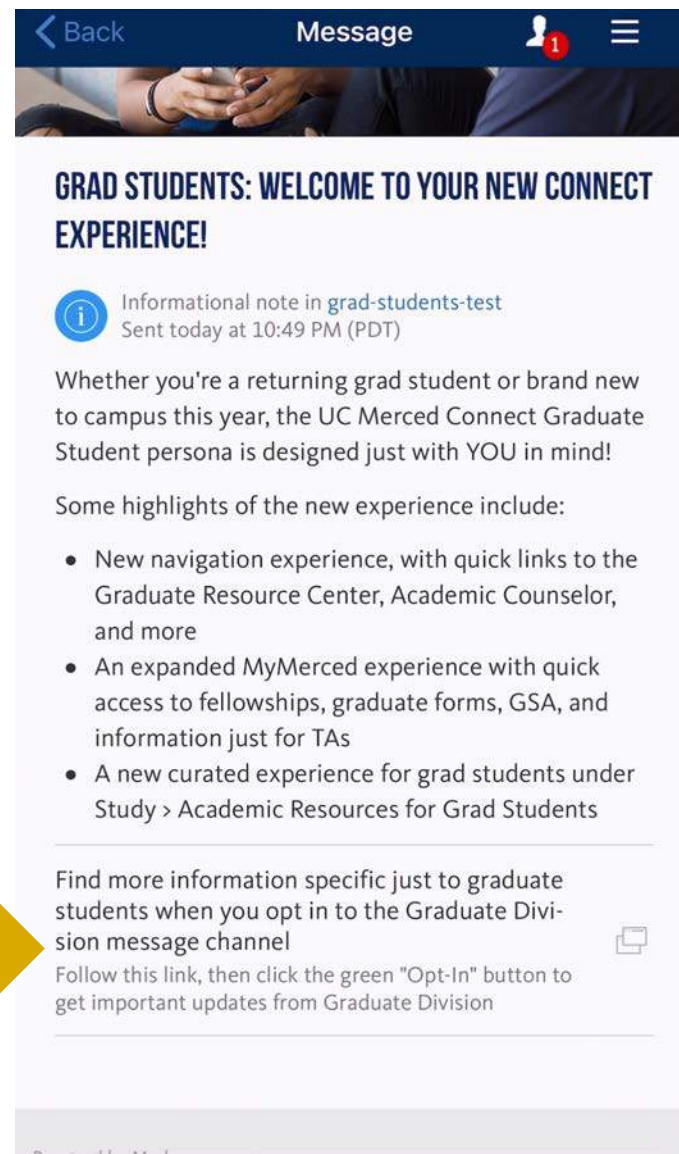


## Push Notification



SCROLL

TAP

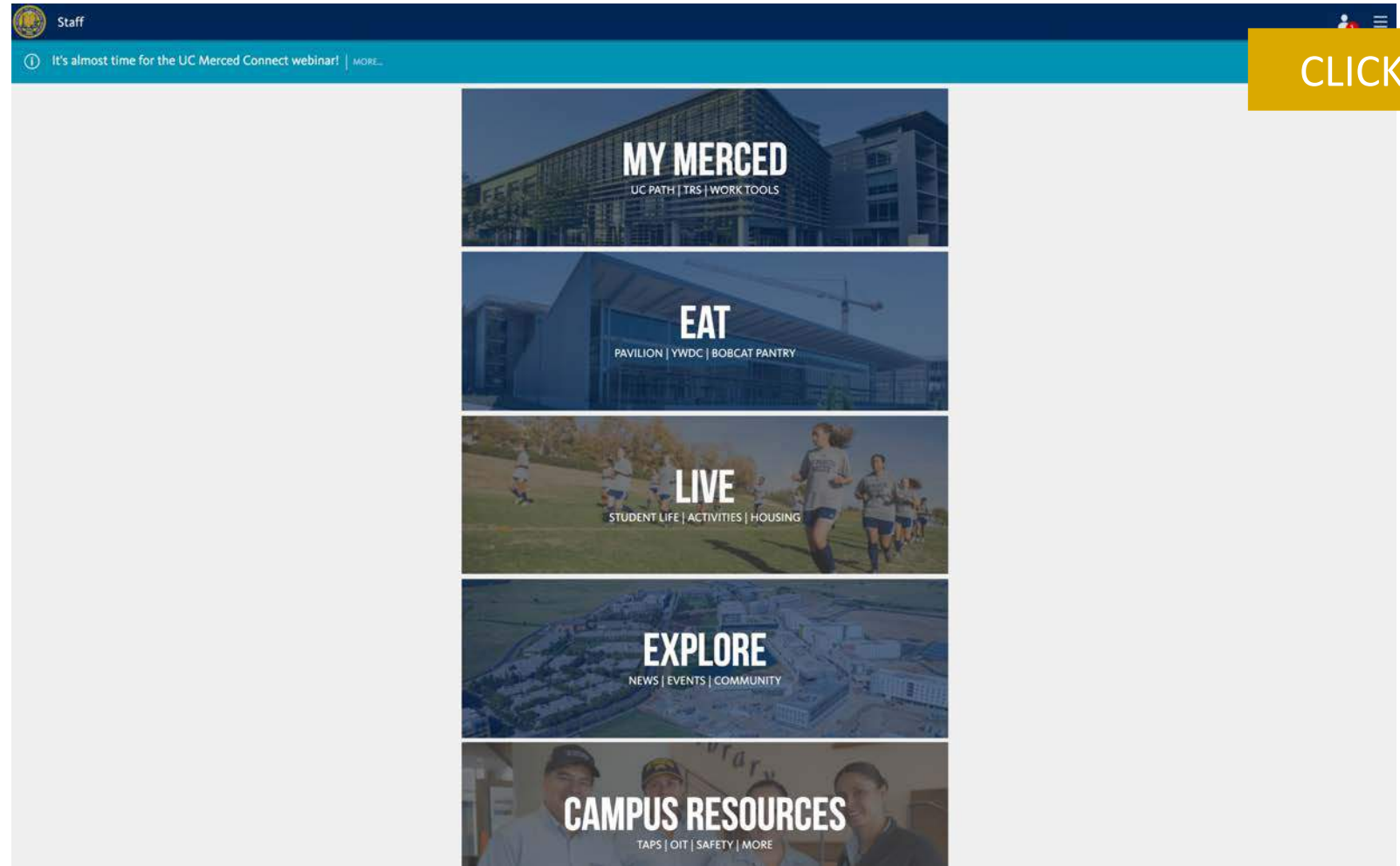


# BANNER NOTIFICATIONS

- 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

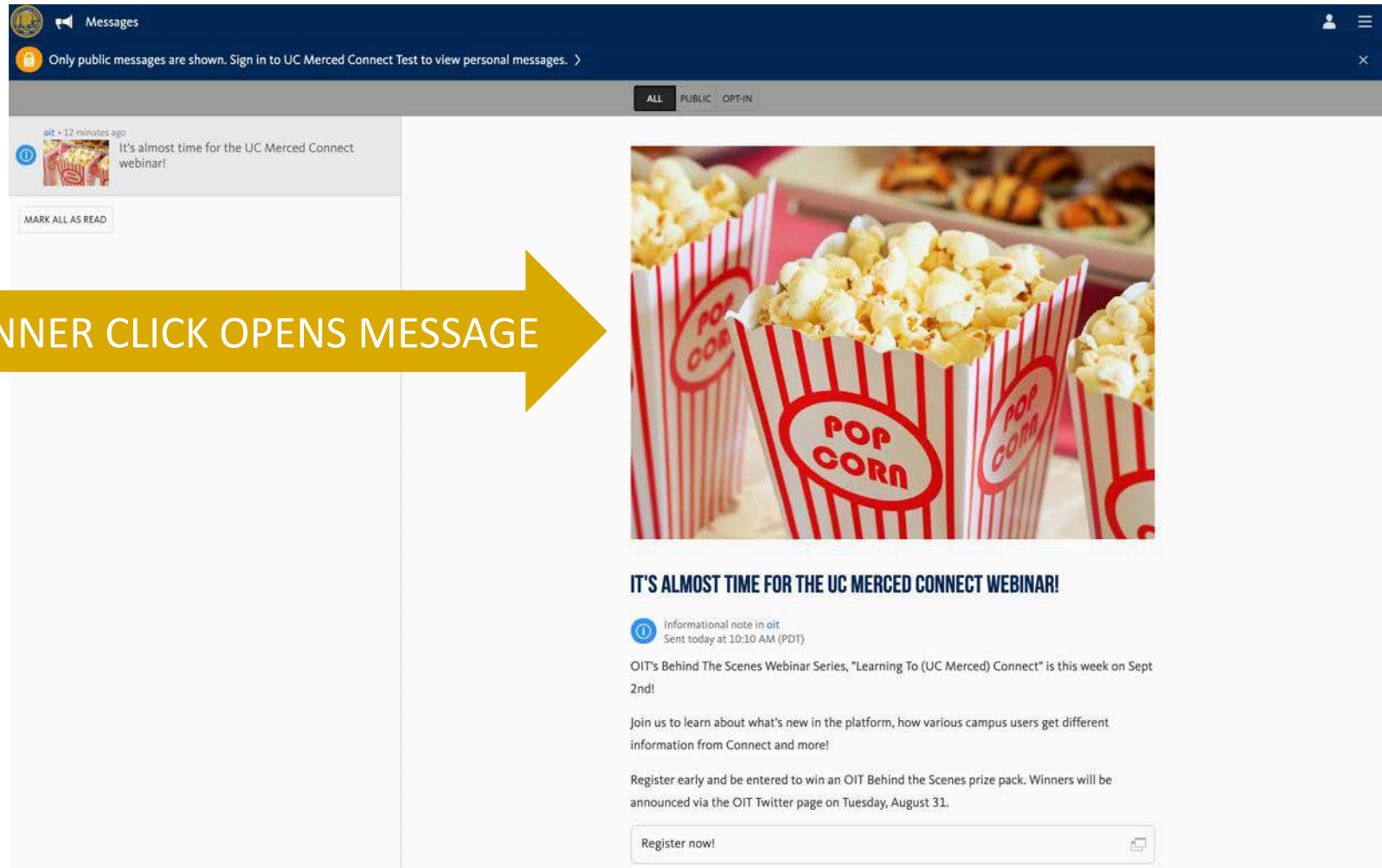


## Banner Notification



## Banner Notification

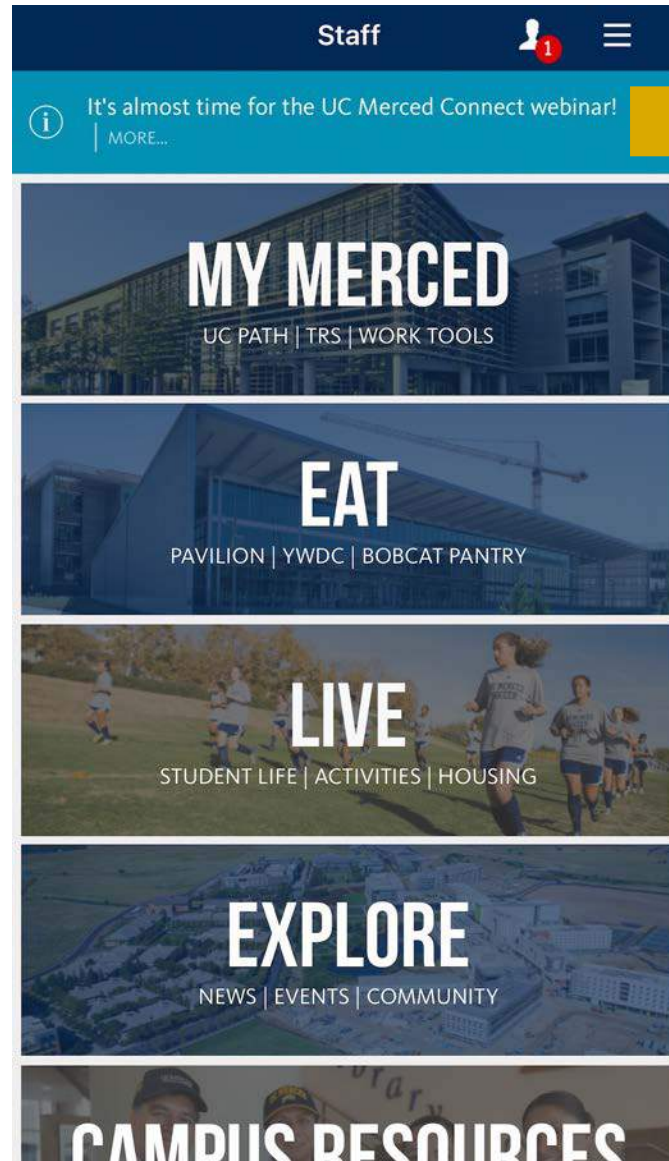
BANNER CLICK OPENS MESSAGE



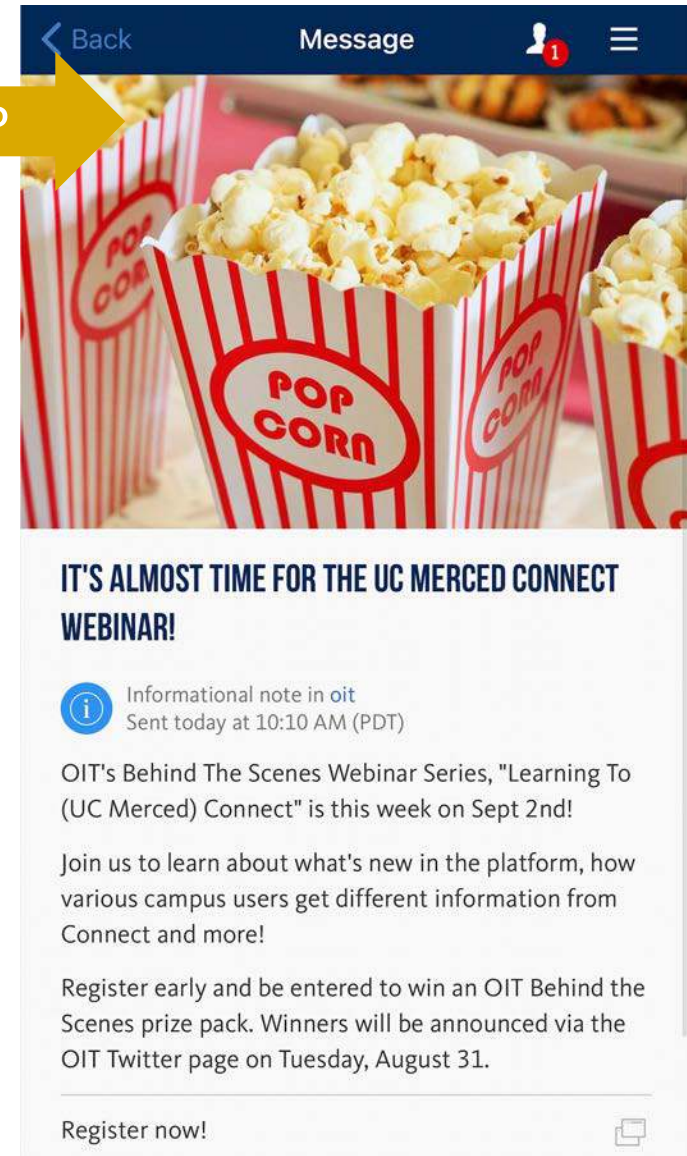
The screenshot displays the 'Messages' section of the UC Merced Connect platform. At the top, a dark blue header contains the 'Messages' title, a notification icon, and a status message: 'Only public messages are shown. Sign in to UC Merced Connect Test to view personal messages.' Below this, a filter bar shows 'ALL' selected, with 'PUBLIC' and 'OPT-IN' as options. A message card is visible, featuring a small thumbnail of popcorn and the text: 'oit • 12 minutes ago It's almost time for the UC Merced Connect webinar!'. A 'MARK ALL AS READ' button is located below the message card. A large yellow arrow points from the message card to the expanded view on the right. The expanded view shows a large image of popcorn in red and white striped containers. Below the image, the title 'IT'S ALMOST TIME FOR THE UC MERCED CONNECT WEBINAR!' is displayed. The message body includes an informational note from 'oit' sent at 10:10 AM (PDT), stating that the 'Learning To (UC Merced) Connect' webinar is on September 2nd. It invites users to learn about platform updates and offers a prize pack for early registration, with winners announced on Tuesday, August 31. A 'Register now!' button is at the bottom right of the message content.



## Banner Notification



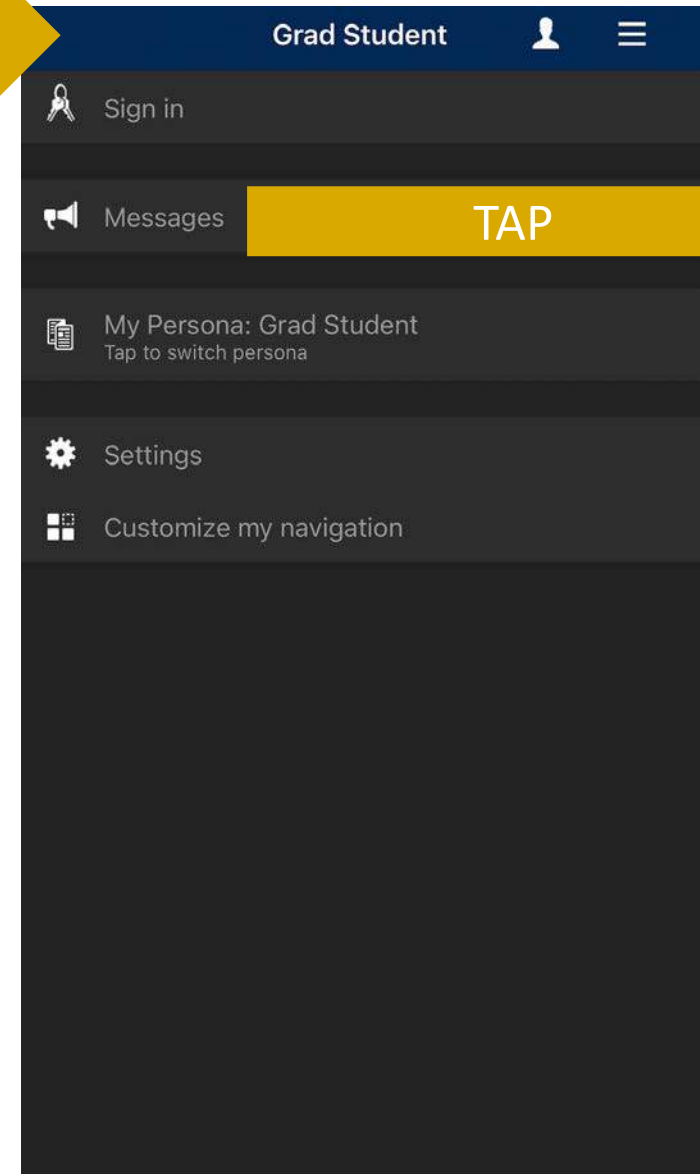
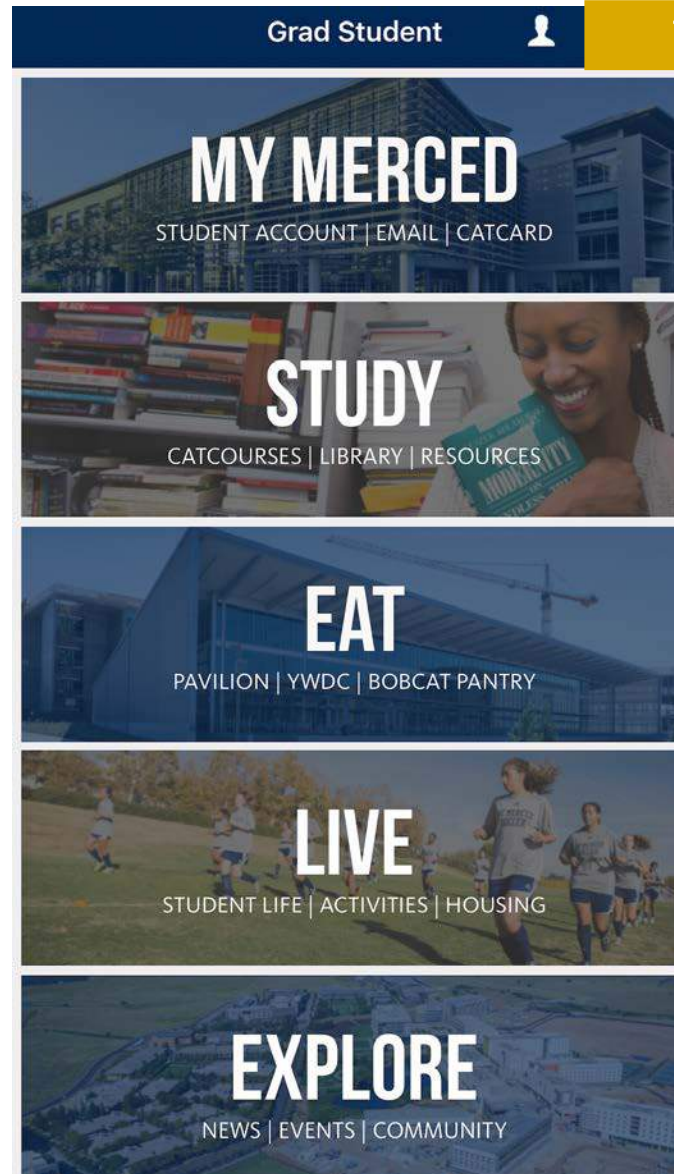
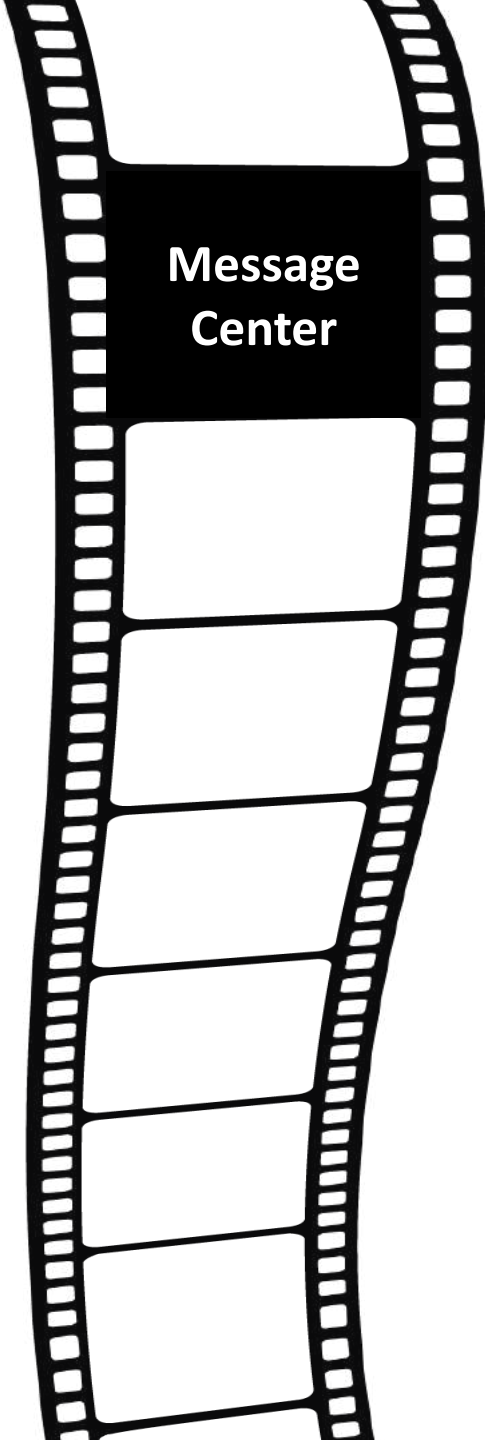
TAP





# MESSAGE CENTER

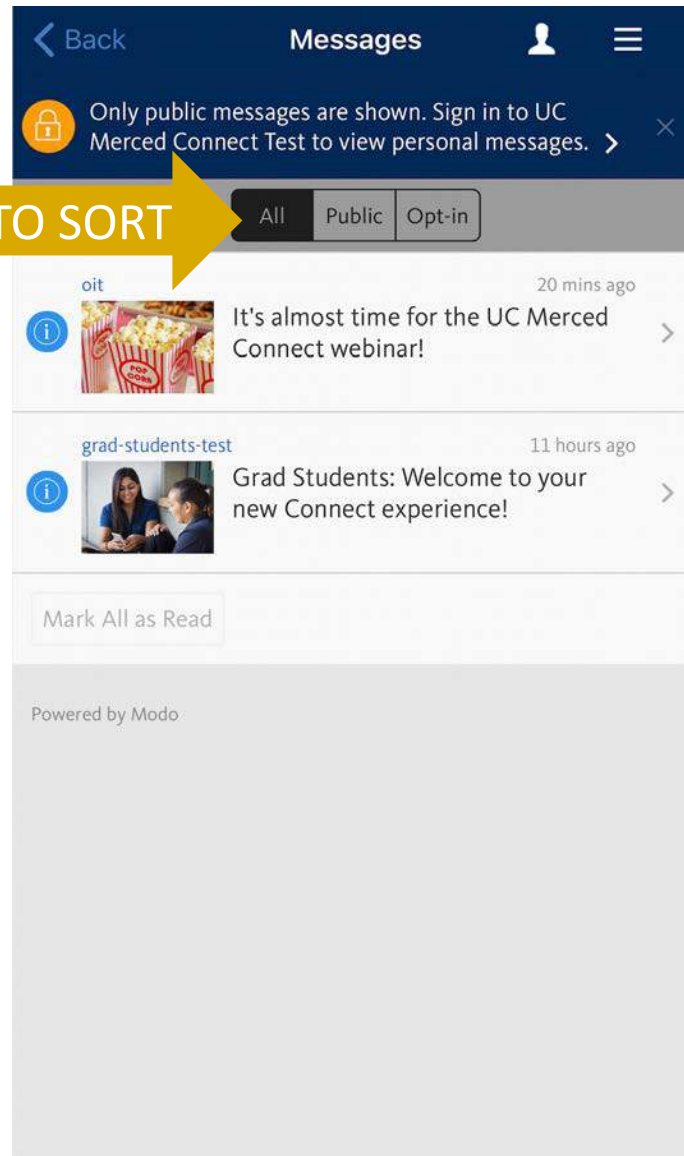
- Access
  - Tap Head&Shoulders icon > Tap Messages
  - Follow alert to log in (optional)
- You only see Active messages
  - No need to delete, no saving



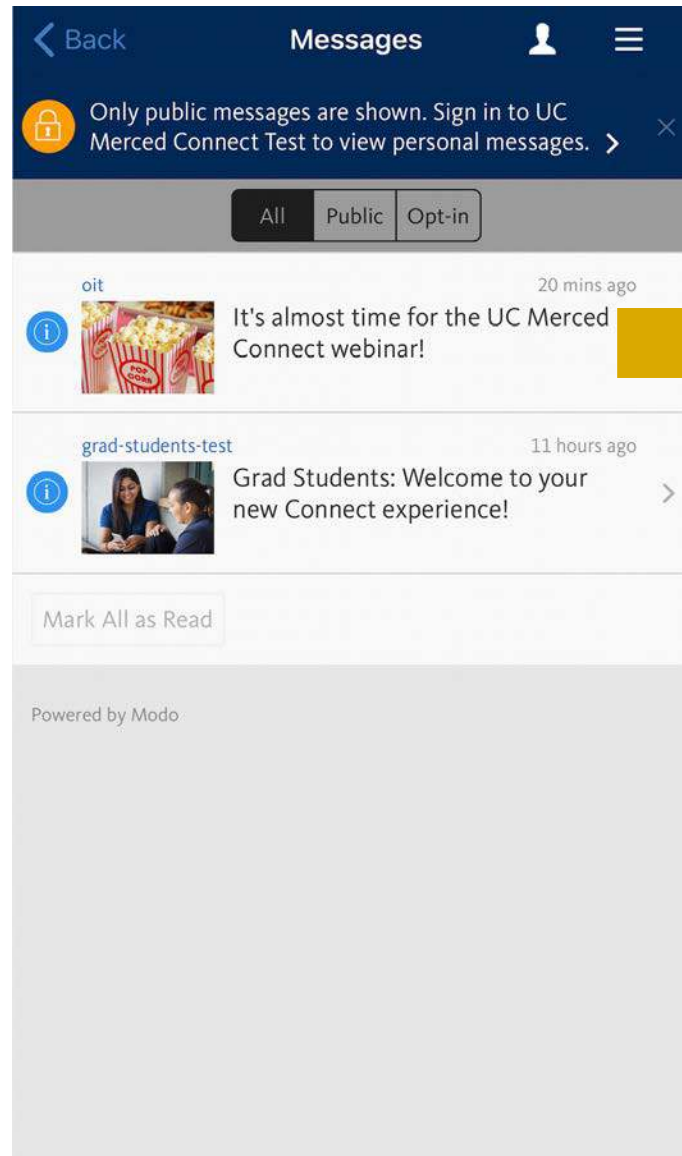


## Message Center

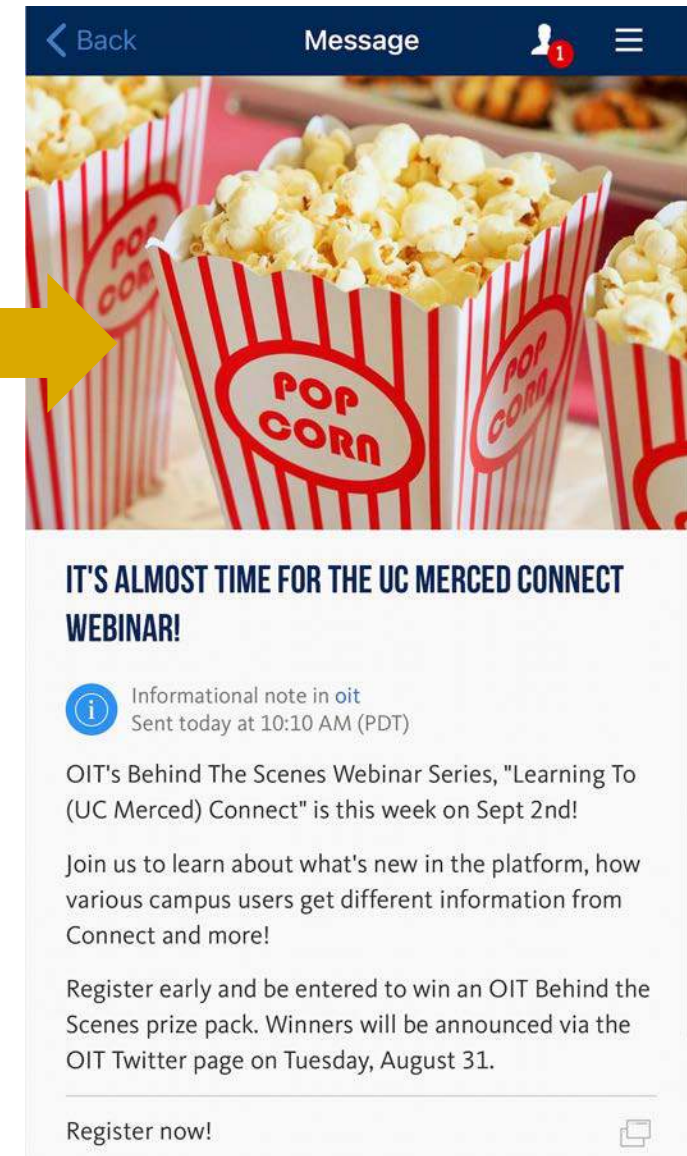
TAP TO SORT



## 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!

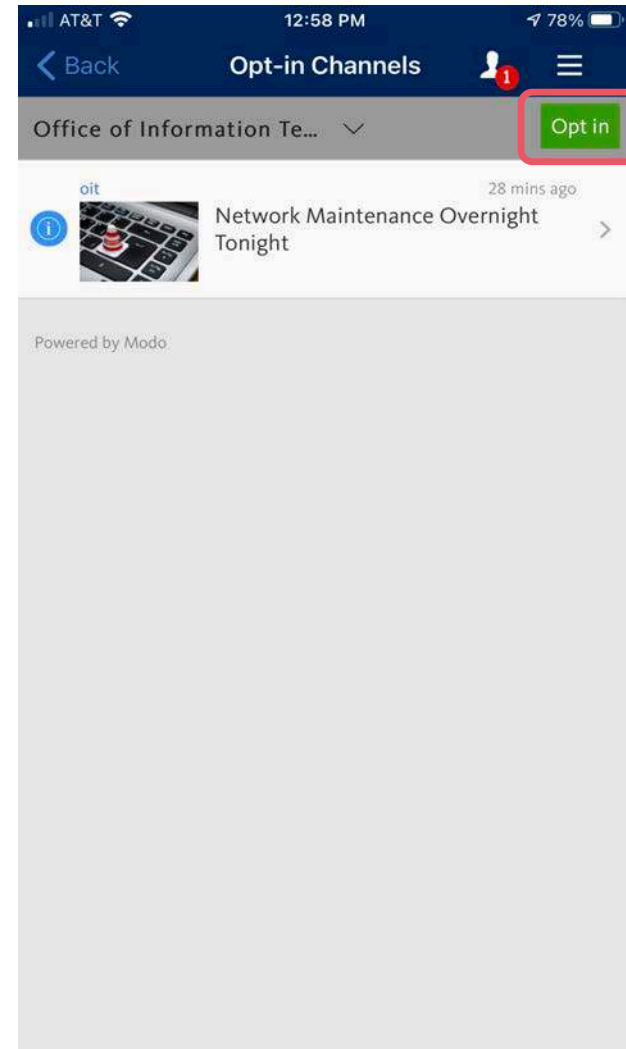
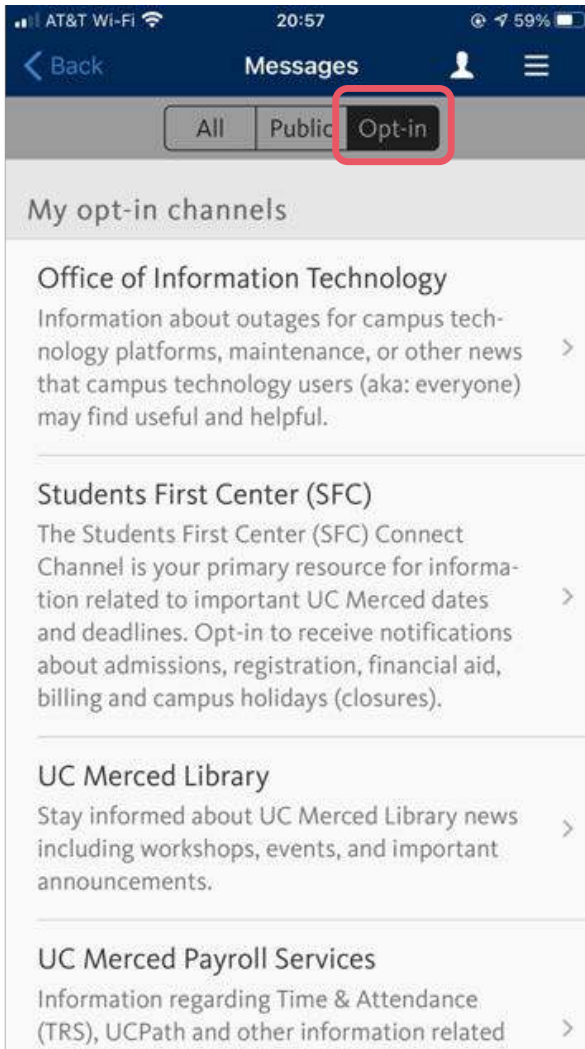
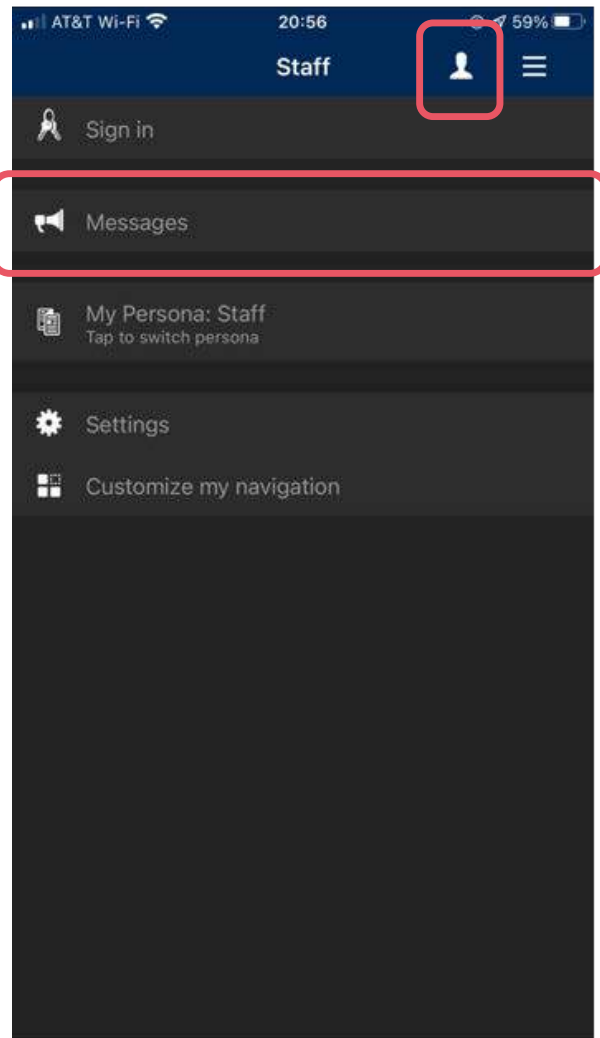
Be wary of any program or web page that asks you for your UCMNetID and password. UC Merced Web Pages that ask you for your UCMNet ID and password will generally have URLs that begin with "<https://www.ucmerced.edu>". In addition, your browser should visually indicate that you are accessing a secure page.



# 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





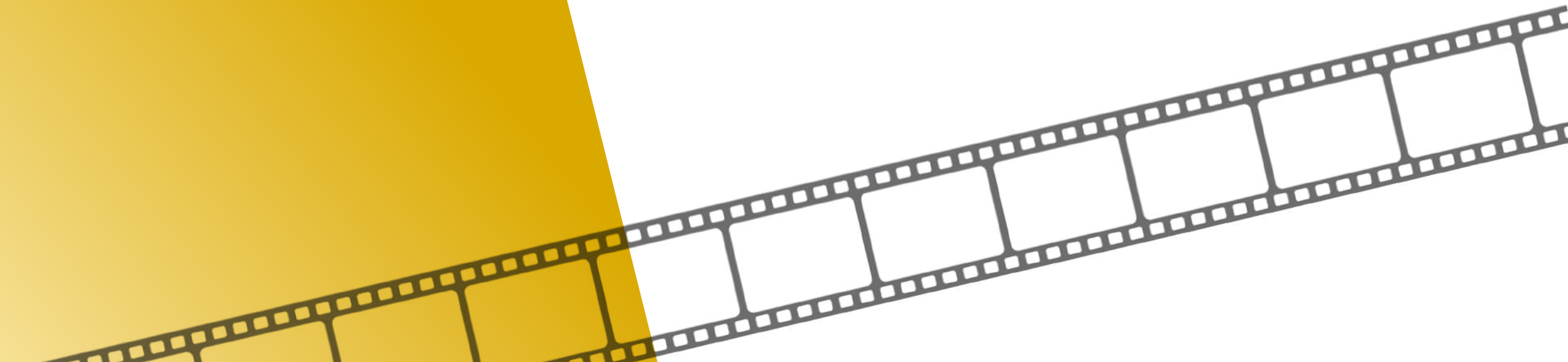
# USE CASES - STUDENTS

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

# STUDENT USE CASES

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- Registering for classes
- Enrollment Verification
- Contacting SFC





# USE CASES - STAFF

Alvin Cha

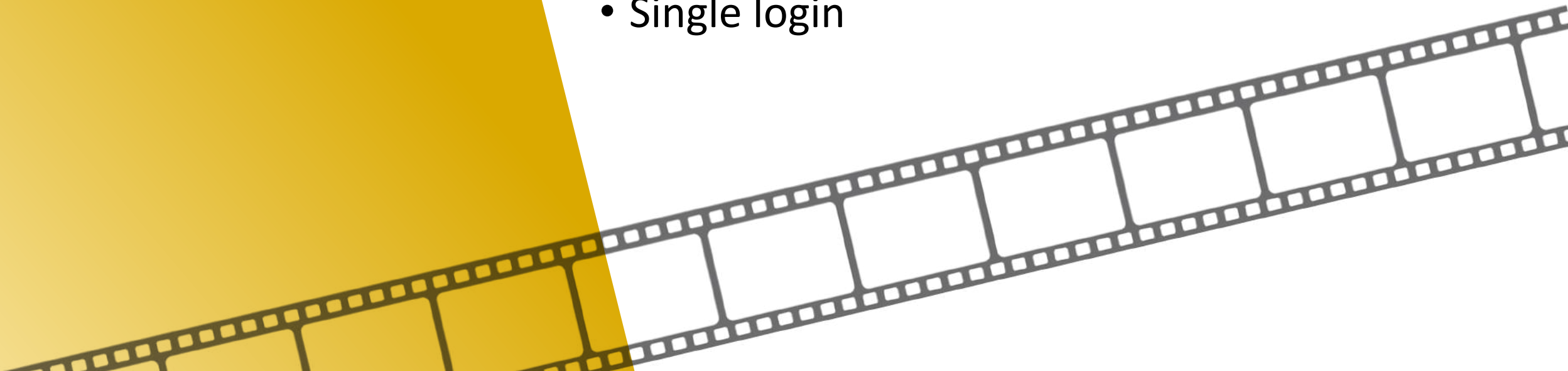
Gallo School Assistant Director &  
UC Merced Staff Assembly President



# STAFF USE CASES

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





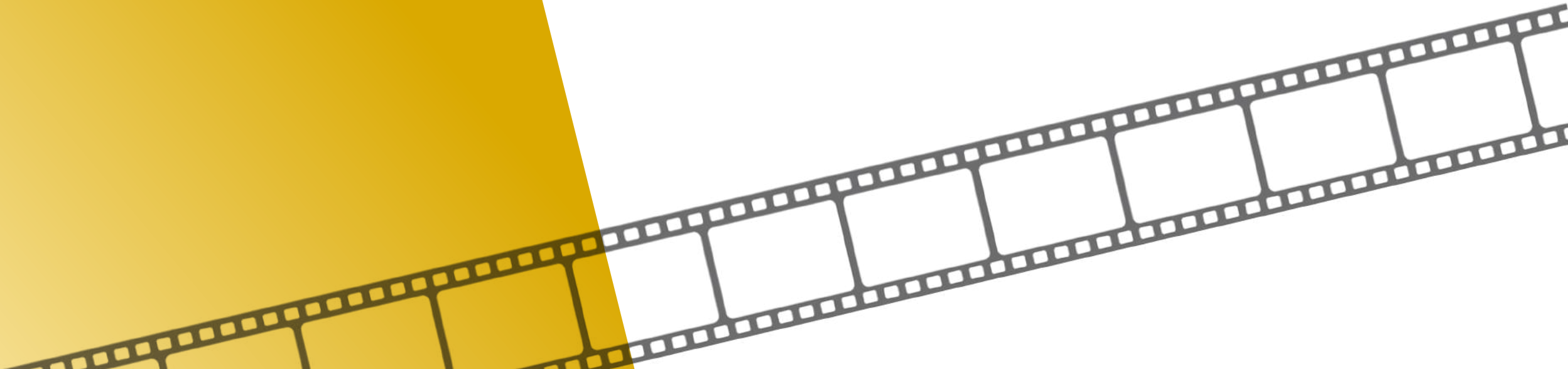
# USE CASE - FACULTY

Rachel Peters  
Learning Technologies Manager (OIT)

# FACULTY USE CASES

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- Teach section
- CatCourses
- Zoom



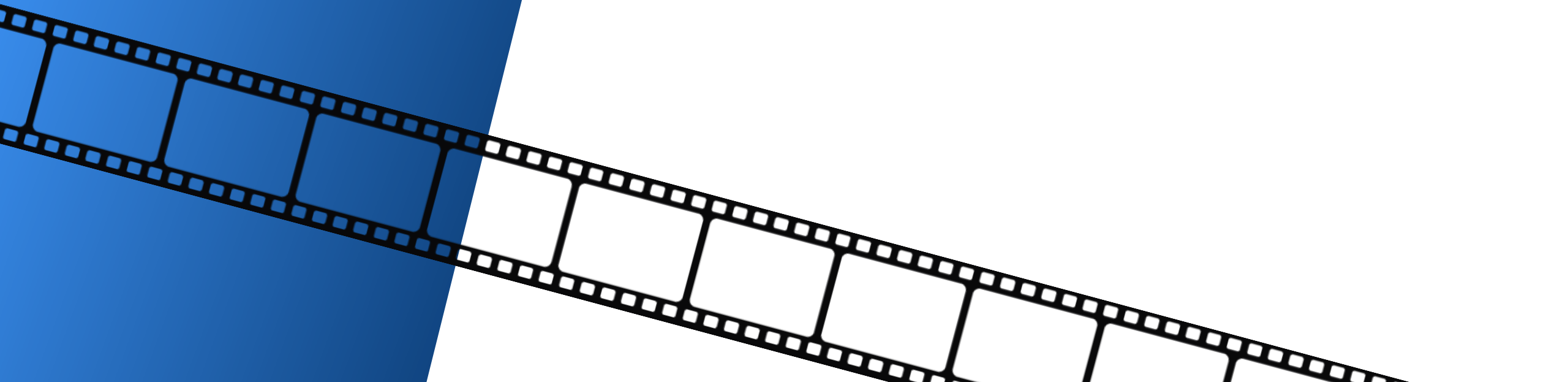


# USER EXPERIENCE

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

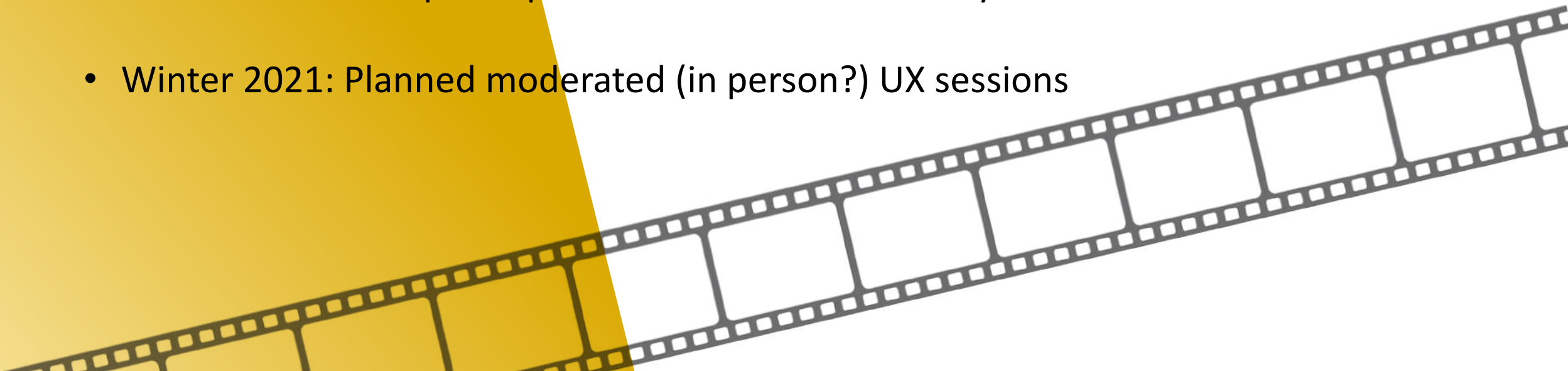


<https://ucm.edu/UXResearchScreening>

# Student User Research

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- 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





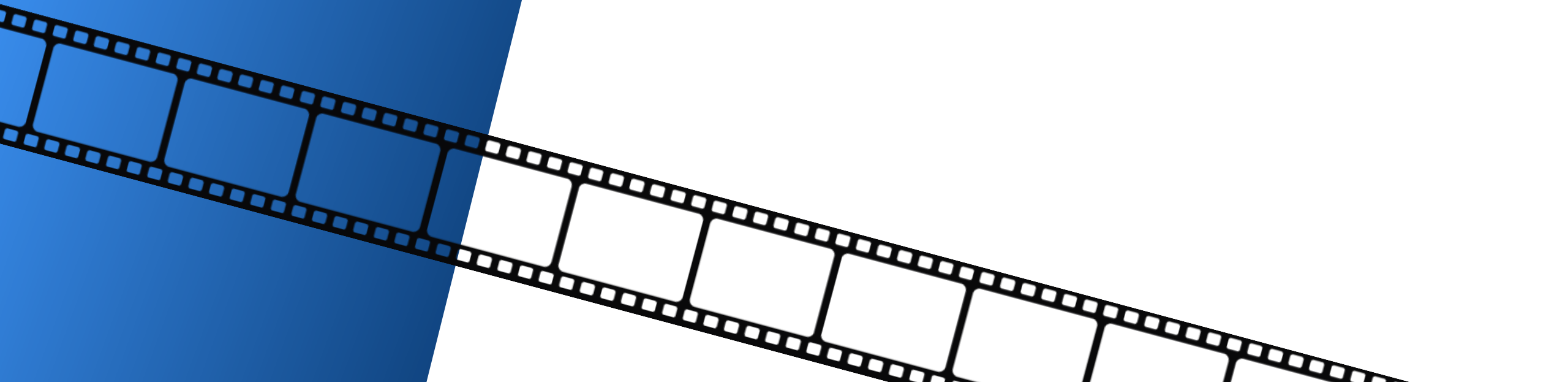
# UPDATES

Christy Snyder



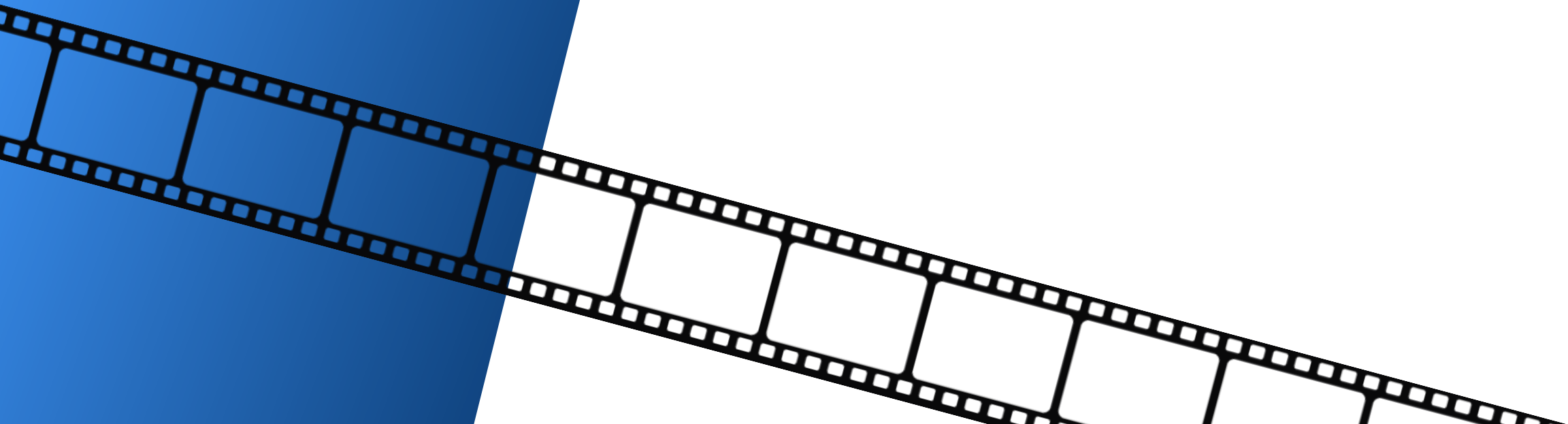
# What's New

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



# Coming Soon

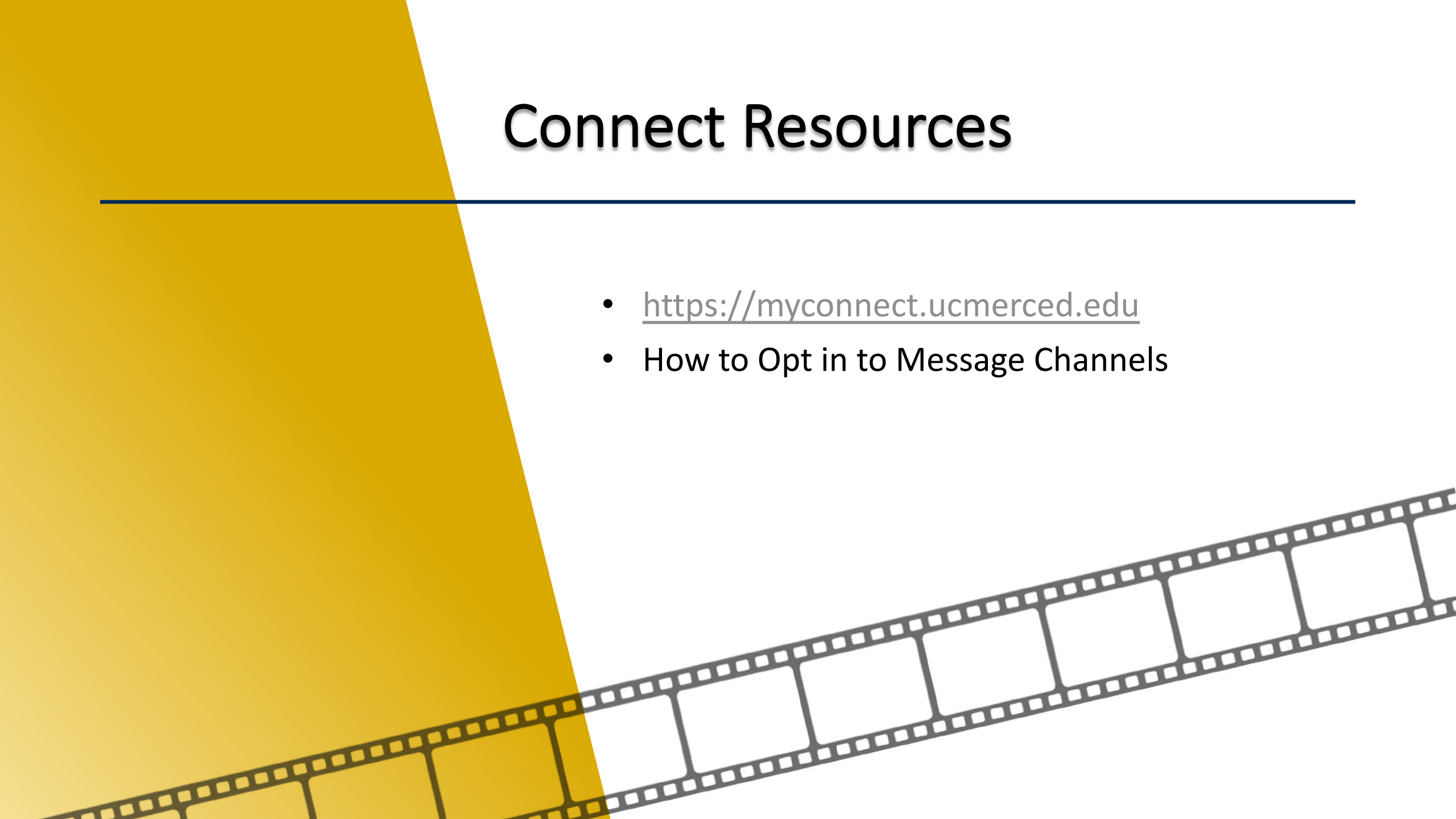
- Goal: Connect as a 'living' platform
- Feedback welcome!
- Upcoming interface changes (likely late fall)



# Connect Resources

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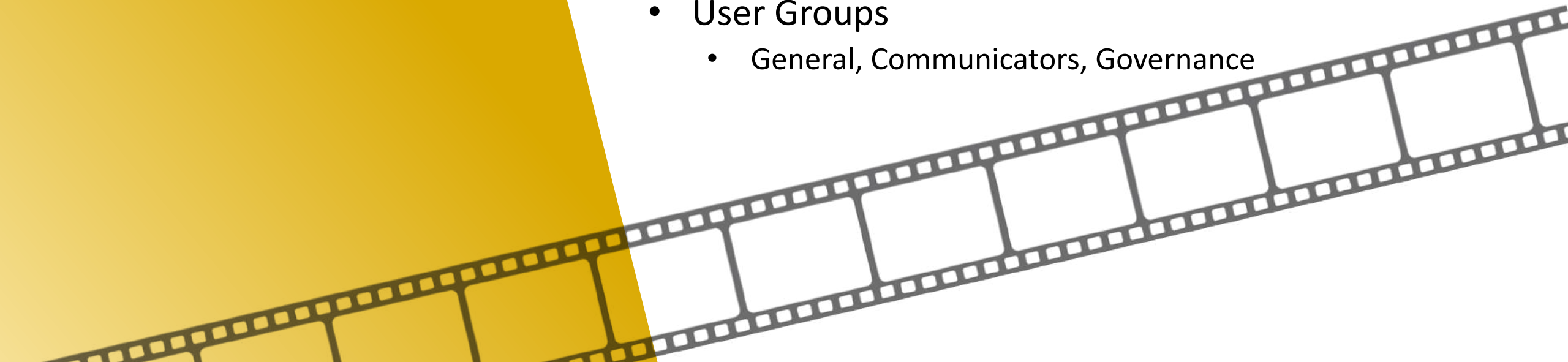
- <https://myconnect.ucmerced.edu>
- How to Opt in to Message Channels



# Staff & Faculty Resources

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- 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!*