NYU Connect
Supporting the Student Experience

Helping students through NYU Connect:

*Find their people.*

*Find their resources.*

*Find their way.*
Get To Know NYU Connect

This presentation shares high-level information on how staff can use NYU Connect to help support students. If you are new to NYU Connect, or need a refresher, we recommend the following resources.

Training Videos
- SSC002- NYU Connect Student Folder - 4:02
- SSC004- NYU Connect Notes - 3:56
- SSC003- NYU Connect Flag Management - 6:21
- SSC001: NYU Connect Basics - 7:05

Training Guides
- Learn more about the features by role on our website
Supporting Students

Watch the video
Students can log into NYU Connect via...

- NYU Home card
- Albert’s “Other Resources” tab
- Albert Mobile
- NYU Classes
- nyu.edu/nyuconnect
Find their people...

- Your Profile
- Success Network
Your Profile

- Add your title
- Add information about yourself/how you can help our students
- Set your appointment preferences - location, notifications, google calendar integration
- Replace your imported photo
  - Your photo appears on the student’s “Success Network”
Success Network

In their personalized Success Network, a student will see the profile information and photos of:
- Faculty members by term
- Advisors
- Residence Hall Directors
- and more!
Find their resources...

- Connect Me
- Services
Connect Me

- Students can submit a Connect Me request to find the support they need when they don’t know where to go.
- The submission sends an email to the appropriate office, who will respond to the students request.
- Students will receive an immediate email giving them self-service options/advice and next steps.
Connect Me: Fall 2019

Connect Me with:

- I am looking for community at NYU...
- I am looking for help with immigration/visa issues for countries outside of the US...
- I am looking for help with immigration/visa issues...
- I am thinking of taking a leave/leaving NYU...
- I could use help talking with a roommate...
- I need short term assistance to afford food...
- I need support navigating the University around my LGBTQ+ identity...
- NYU Connect Question/Feedback...
Within the Services page, a student is presented with a:

- Unique display of services based on their school/global location
- Ability to search for additional services
- Option to send an inquiry to a service from the card
Find their way...

Help students find their way using:

- Scheduling
- Student Folder
  - Courses
  - Kudos and Flags, Referrals and To Dos
  - Notes
Scheduling

- Student can schedule appointments with their advisors and other people/services around campus.

- Haven’t been to a training (yet!) and want to use this feature? Email Holly!
Student Folder

All your contributions come together here ...

- Access a comprehensive view of the student, including demographic and course information, as well as exchanges made on behalf of the student.
- Helps support the student, and ultimately each other, by providing information that relays the full picture of interactions taking place.
- For more details on the Student folder, view [SSC002- NYU Connect Student Folder](https://iLearn) in iLearn.
Advisors can see their students’ NYU Classes assignments as well as Albert midterm and final grades under the “Courses” tab of the Student Folder.
Kudos and Flags

Kudos
Students can receive encouragement from members of the NYU community, known as Kudos, acknowledging achievement and effort on important milestones.

Flags
Faculty/staff connected with a student can also alert professional and academic advisors and others to possible issues, known as Flags. Flags can keep the student’s network “in the know,” and more importantly, provide students the support they need when they need it.
Referrals

- Based on your role in NYU Connect, you may serve as a referring office or send a Referral on behalf of a student.
- The office the student is referred to receives an email and will respond as appropriate to the student.
- Students will receive an email crafted by the referred service and personalized by the person doing the referral.
To-Dos

- Help students track important milestones, such as applying for graduation and planning for a career.

- Have an idea for a To Do? Send ideas to nyuconnect@nyu.edu.
Notes

- Adding a Shared Note for a student helps keep colleagues informed of the interactions they are having across the NYU community.

- If you want to send an email to the student, you can use the “Send copy to student” checkbox so they get the email and so that others can see your conversation with them.
Need help or to learn more...

Dedicated support team
nyuconnect@nyu.edu

Training Guides
nyu.edu/nyuconnect