DIGITAL RESOURCES FOR FAMILIES

SOAR 2024

University of New Haven

Matt McCullough

Executive Director of Digital Services
Office of Marketing & Communications
“I DON’T KNOW WHAT IS GOING ON.”

- Every first-year student in the last 500* years

* - slight exaggeration
I don’t know what’s going on with my child.

They say there’s nothing to do.

They missed an important deadline.

- Every first-year student parent in the last 500* years

* - slight exaggeration
A quick introduction to some of the digital resources available to help stay connected to Charger Nation.

In the next 15 minutes, we’ll cover:

- Digital Communications and Resources Available to Students
- Digital Communications and Resources Available to Families
Communicating with **STUDENTS**

The University communicates to students in multiple ways:

- Public Website – newhaven.edu
- Internal Portal – myCharger
- Direct emails
- Email – The Weekly Roundup
- Email – Charlie’s Events Roundup
- Email – Charlie’s Daily Events
- Email – Charger Nation News
- Charger Connection website and Corq app
- Class of 2028 group on Facebook
- Flat-screen TV displays around campus
- Public social media accounts
- Emergency Notification System
Communicating with **FAMILIES**

Some (but not all) of the same resources are available to family members.

- Public Website – newhaven.edu
- Internal Portal—myCharger Login required
- SOME Direct emails to parents (ensure student lists you as family contact in Banner)
- Email—The Weekly Roundup
- Email—Charlie’s Events Roundup
- Email—Charlie’s Daily Events
- Email—Charger Nation News (optional to subscribe)
- Charger Connection website and Corq app
- Parents and Families group on Facebook (optional to join)
- Flat-screen TV displays around campus
- Public social media accounts (optional to follow)
- Emergency Notification System (optional to sign up)
Communicating with EVERYONE

Newhaven.edu, the University’s website, is available to everyone, and is the go-to site for families.

• Info that parents and families need should be available on the public website, with no login required to view the info.

• Check out our special section for Parents and Families:

  www.newhaven.edu/families
5 Key Webpages (on newhaven.edu)

- **Directory**
  - Finding faculty and staff emails and phone numbers

- **Offices and Departments**
  - A list of some major offices around campus

- **Bursar**
  - Billing and payments, student health insurance

- **Interactive Campus Map**
  - Get familiar with our campus locations and buildings

- **Career Development Center**
  - Jobs, internships, career prep, and much more
Dude, we know how to use a website.

- Everyone watching this presentation
Communicating with **STUDENTS**

Almost everything is on **myCharger**, the University’s internal portal.

- Happening on Campus news feed
- Daily calendar of events
- Links to all pertinent campus systems
- Office and department pages, resources, forms, documents, policies, procedures, etc.

[mycharger.newhaven.edu](http://mycharger.newhaven.edu) *(login required)*
Communicating with **STUDENTS**

The student will receive almost everything via email. (More than they want.)

- Important deadlines
- Billing statements
- Schedule changes
- Club invitations
- Event notifications
- Housing reminders
- Messages from professors
- Advising information
- Dining Information
What is email?
- Every first-year student since about 2009
Pretty please ...

Encourage your student to read their University email, even if they don’t like to use email.

That’s it. That’s the whole slide.
Communicating with **STUDENTS**

The Weekly Roundup is sent to students Sundays at 8 p.m.

This email features:

- Top news items
- Upcoming deadlines
- Important reminders
- Stories from Athletics
Communicating with **STUDENTS**

**Charlie’s Events Roundup** is sent to students Thursdays at 8 p.m.

This email is **just for events**. It features a curated selection of some of the hundreds of events happening at the University each week.

### Upcoming Events, Dates & Deadlines

**Thursday, April 6**
- Late Night Movie - Shadow and Lauren! 11 p.m., Alumni Lounge, Sports Hall

**Friday, April 6**
- Cover Letter Workshop 10 a.m. - 12 p.m., Zoom
- LinkedIn Workshop 10 a.m. - 12 p.m., Zoom
- International Day Festival 11 a.m., Library Hall, Sports Hall
- 4th Annual International Student Meetup 6 p.m. - 8 p.m., International Center
- First year students and alumnae/hosse: Required - Check out above
- Meet the Young, Native American Lead at the University of New Haven 6 p.m., Science Hall, Sports Hall

**Saturday, April 6**
- Men’s and Women’s Track & Field vs. Wesleyan 10 a.m., New Haven Field, Sports Hall
- Women’s Basketball vs. Saint Rose 7 p.m., Frank Vizza Field, Sports Hall
- Baseball vs. Saint Rose 1 p.m., Frank Vizza Field, Sports Hall

---

**Come One, Come All to the Spring Weekend Carnival and Bonfire Finale, featuring Finals Destress Plate Smash**

The Cosmic theme continues on Saturday, when the Spring Weekend Cosmic Carnival hits North Campus from 4-9 p.m. Open to all undergraduate students.
Communicating with **Students**

Charlie’s Daily Events is sent to students every weekday morning.

This email is **just for events and club meetings**.

Students **used** to receive 30-50 RSO emails per day.

CSELO now lists all the events and meetings happening **that day**.
Communicating with **STUDENTS**

**Charger Nation News** is sent to students every Wednesday.

This email showcases University news stories and “in the media” links and videos.

Families can choose to subscribe. Visit [newhaven.edu/news](http://newhaven.edu/news)
Communicating with **FAMILIES**

**Families** DO NOT receive the same emails that students do.

- Select emails with broad, high importance are sent to family members who are listed in a student’s Banner account.

- Family members can **sign up** for certain other emails, like **Charger Nation News**, **Emergency Notifications**, and **Authorized Payor billing notifications**.
Communicating with **STUDENTS**

**Charger Connection** is the main site for RSOs and RSO events.

- Recognized Student Organizations (RSOs) post their events here.
- Administrative offices and academic programs can also post events here.
- The myCharger Calendar, Charlie’s Events Roundup, and Charlie’s Daily Events link to event pages on Charger Connection.
- Students access Charger Connection through myCharger (*login required*).
Communicating with **STUDENTS**

**Private Groups on Facebook** are a good way for students to interact with us, and one another.

- Although many students consider Facebook to be “for old people,” we regularly post into the “Class of” groups that we maintain.

- Charlie the Charger is a profile used by University staff to interact with the students.
Communicating with **FAMILIES**

Our **Parent and Families Group on Facebook** is hugely popular.

- Ask questions and get advice from 4,400+ Charger parents / family members in the group.
- Charlie the Charger (University staff) moderates and helps as needed.

[facebook.com/groups/UNewHavenParentsFamilies](http://facebook.com/groups/UNewHavenParentsFamilies)
Communicating with EVERYONE

Are you following us on social media? Is your student?

- The University and its various offices, departments, and clubs maintain public social media pages on all major platforms.
- Many students love to interact on social media, and many RSOs promote meetings and events on social.

facebook: @unewhaven
Twitter: @unewhaven
Instagram: @unewhaven
TikTok: @unewhaven

universityofnewhaven
There are over **50 Digital Displays** around campus, used to display short news or alerts and promote upcoming events.

They can also display emergency alerts and info.

Encourage your student to put down their phone and look around!
Communicating with **EVERYONE**

Students are automatically enrolled in the **emergency notification system**.

Family members can **choose to sign up** to receive emergency alerts, which can be delivered by phone, text, and/or email.
QUESTIONS?
We (probably) have answers.

University of New Haven
CONTACT US

Matt McCullough
Executive Director of Digital Services

Kaitlyn Pinheiro
Internal Communications Coordinator

Charlie the Charger
Send Charlie a private message on Facebook

University of New Haven