

ConnectCarolina/InfoPorte Newsletter | December 8, 2017



Coming Soon to a Voucher Near You: Reusable Templates

Do you enter vouchers in ConnectCarolina? Do you get frustrated by having to enter the same information repeatedly when creating vouchers for student stipends or recurring payments? Maybe you've thought how nice it would be to have the information already filled in each time. If so, we've got some good news for you! A new option that lets you create reusable templates for campus vouchers is coming on Friday, **December 15**.

Enter Student Stipends Faster

Beginning on December 15, you'll be able to create templates for the vouchers you create on a regular basis, such as student stipends or recurring payments. Starting with a template means you'll have fewer fields to fill in when creating these vouchers. While step-by-step instructions for how to create and use the templates will be coming soon, one of the best features is that you create templates the same way you create vouchers now.

Want to See a Voucher Template Be Created?

Join us for a webinar on Friday, December 15 at 10:00 am to watch us walk through creating a template and applying the template to campus vouchers for student stipends.

To join the webinar on December 15, go to <https://www.anymeeting.com/302-780-291> or you can go to the home page of ccinfo.unc.edu and click the webinar link.

Take a Minute to Self-Identify: Race/Ethnicity, Veteran Status and Disability Status

You can now self-identify your race/ethnicity through ConnectCarolina, as well as your status as a veteran or as someone with a disability. As a federal contractor, the University is required to report aggregate information to the federal government each year. Having this information also helps the University better serve all the members of our community, as we strive to provide a working, learning and living environment that is welcoming and inclusive.

Update by December 11

Accordingly, the Equal Opportunity and Compliance Office asks that you voluntarily self-identify in these three areas. It's quick and easy, and all information you provide will be kept confidential and only used by the Equal Opportunity and Compliance Office for reporting purposes, consistent with federal regulations. Please make updates by December 11 so we can gather the data before the end of the calendar year.

Steps to Take

Sign into ConnectCarolina (<http://connectcarolina.unc.edu>) with your UNC Onyen and password. Under the Self Service heading, you will see options to self-identify race/ethnicity, veteran status and disability status.

If you have questions or feedback, or need assistance, contact the Equal Opportunity and Compliance Office at eoc@unc.edu or 919-966-3576. Further, if you believe that you require an accommodation based on your status as an individual with a disability or a disabled veteran, you may also contact EOC for assistance.



Tabletop Exercise Stretches Participants

We strive to provide reliable ConnectCarolina service 24/7, but there are times when we experience an unexpected break in service. Did you ever wonder what happens behind the scenes during an unplanned ConnectCarolina outage? For the ITS team, getting information out to you quickly is almost as important as fixing the issue. We want to be sure that the messages we send out are both timely and accurate. The ConnectCarolina team uses a variety of ways to reach out during outages: ConnectCarolina home page notices, emails to affected audiences and social media are a few of the options. Determining the most effective strategies to get the message out and when were the purposes of an exercise held on November 7th.

Collaborating is Key

Representatives from multiple teams across ITS, the Office of Human Resources, and the Finance Division met for the first Enterprise Applications Crisis Communication Tabletop Exercise. During the session the participants tested the current communications processes that take place during unplanned ConnectCarolina outages and identified communication gaps, both internally to ITS and externally to the ConnectCarolina audiences.

What Happened at the Session?

In a fast-paced exercise, based on a hypothetical scenario where students, staff and faculty were locked out of one or more parts of ConnectCarolina during a critical class registration and payroll period, groups worked together to simulate what they would do if such an outage happened in real life.

Going Forward

In a span of three hours, we learned where we had gaps in communication and how we could close those gaps so that we can communicate with you more effectively. Some of the other lessons learned during the exercise have already had an immediate impact. If you have any suggestions for how to best communicate with you or your team during an unplanned outage, please send them to us at cc_communications@unc.edu.

We hope you enjoy your winter break.
We'll see you again in 2018.



Know someone who needs to know more about ConnectCarolina?
Forward this newsletter and encourage them to subscribe. Thanks!

