

Project Training Plan

AlumniConnect



Who Needs Training?

There are two groups of users for the AlumniConnect system that need training on how to use the system.

- Alumni of Cairn University
- System Administrators

The third group of users, the general public, may access the home page but nothing more and therefore do not need training.

Alumni Training

How will alumni be trained?

Alumni will use AlumniConnect after they graduate from the University, so training should be offered **asynchronously** by means of a **short video** (less than 10 min) and some **FAQs**. These videos will be put out by the university technology department and made available under a public alumni information page. Each revision of the system, especially look-and-feel updates, will require a new training video. Additionally the user manual will be kept updated and made available for anyone who would rather use that.

Alumni Training (cont.)

Content:

- Using the home page
- Logging in to AlumniConnect (Cairn login credentials)
- Viewing and updating the user's profile
- Searching for other alumni with various criteria
- Viewing other alumni profiles
- Using contact information on profile pages
- Logging out of AlumniConnect.
- Logging into Slack (Cairn login credentials)
- Contacting specific alumni on Slack
- Major-specific and School-specific channels
- Using general message boards
- Logging out of Slack
- Rules and Regulations for alumni PII
- Slack rules and regulations

System Administrator Training

How will system administrators be trained?

Administrators will have access to **system documentation** and an **admin user manual**. These however are, preferably, additional to **in person training** by current administrators of the system. Training should take less than two hours and will run through both user material as well as admin-specific material. The aforementioned additional resources should be made available and current for administrators along with any job aids and other material deemed useful and relevant.

System Administrator Training (cont.)

Content:

- Using the home page
- Logging in to AlumniConnect (admin credentials)
- Viewing and updating the admin profile
- Searching for alumni with various criteria
- Viewing other alumni profiles
- Using contact information on profile pages
- Using the reporting page
- Logging out of AlumniConnect
- Policy violation and member management
- Logging into Slack (Cairn login credentials)
- Contacting specific alumni on Slack
- Major-specific and School-specific channels
- Using general message boards
- Logging out of Slack
- Rules and Regulations for alumni PII
- Slack rules and regulations
- SQL guidelines and regulations
- phpMyAdmin login
- phpMyAdmin databases, uses and restoration