This guide provides an overview of the Office of Online Engagement resources and learning communities. As part of your College for America (CfA) program, we have a private online community of over 14,000 active students who support and encourage one another. Your community of peers is a key component of your support network here at CfA. In the community, you can ask questions and get help from your fellow students on projects and technology; learn from each other’s experience; find inspiration and motivation; connect with friends for moral support and for celebrating success; locate team members and partners for group projects; and so much more.

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What is SNHUconnect and the Office of Online Engagement? Why should I use these resources?

- The Office of Online Engagement provides student engagement resources such as learning communities, online clubs, virtual and regional events and leadership development opportunities.
- The office manages SNHUconnect, the private online community for all online students (course-based and competency-based) in the SNHU College of Online and Continuing Education. Campus-based students do not have access to SNHUconnect. Some faculty and staff have access to SNHUconnect to provide a support role in specific groups (i.e. learning communities).
- Previously, CfA students used Google+ communities. All student engagement services have now been integrated with the Office of Online Engagement and students will access their learning communities through SNHUconnect.
- Historical content in Google+ will not carry forward, so we encourage students to actively participate in the SNHUconnect learning communities to create a rich environment of support and expertise.

What are the new learning communities and who has access?

There are three official learning communities (also known as groups in SNHUconnect) for CfA students. Based on student needs, these groups were created during the migration from Google+ to SNHUconnect.

**CfA AA & Certificate Learning Community**
[https://my.snhu.edu/Offices/COCE/SNHUconnect/Pages/CFA_AA_CERT_LC.aspx](https://my.snhu.edu/Offices/COCE/SNHUconnect/Pages/CFA_AA_CERT_LC.aspx)

**Who:** Associate of Arts and Certificate students automatically have access.

**What:** Connect with AA & certificate peers, ask questions about the program, share tips and advice, and learn about upcoming events.

**CfA Bachelor of Arts Learning Community**
[https://my.snhu.edu/Offices/COCE/SNHUconnect/Pages/CFA_BA_LC.aspx](https://my.snhu.edu/Offices/COCE/SNHUconnect/Pages/CFA_BA_LC.aspx)

**Who:** Bachelor of Arts students automatically have access. If you are an AA student moving into a BA program, you will gain access once your student record is updated to reflect your BA program.

**What:** Connect with BA peers, ask questions about the program, share tips and advice, and learn about upcoming events.
CfA Partner & Team Requests Group
https://my.snhu.edu/Offices/COCE/SNHUconnect/Pages/CFA_PARTNERTEAM_REQUESTS.aspx

Who: All CfA students automatically have access.
What: All requests for AA or BA project teammates and partners should be posted in this group. See below for a sample post.
How do I access SNHUconnect?
There are multiple ways to access SNHUconnect. Use the method(s) that work best for you.

CfA Learning Environment – Access your learning community directly from your student portal.
- Login to your CfA portal and click the “mySNHU” icon on the top navigation bar.
- You will be redirected to the CfA student landing page in mySNHU and will see the learning community icons.

Alternate SNHUconnect Environments and Access Points
There are three other ways that you may directly access SNHUconnect. Please visit the links below to learn more:
1. CfA student landing page on mySNHU
2. SNHUconnect desktop environment
3. SNHUconnect mobile app (iOS and Android)

How do I join the learning communities?
You automatically have access to your learning communities. Simply visit your learning community using one of the links above. To receive updates in your personal news feed, please click “Join this Group” in each learning community that you wish to follow. Updates from the group will now appear in your personal news feed the next time you visit SNHUconnect.
How do I quickly access or receive updates from my learning community?

1) Bookmark the URL to each learning community in your preferred browser (links above)
2) “Favorite” the people, groups and tags you want to receive updates from. Access your Favorites from your “Lists” in your home news feed or the Favorites menu option in the Desktop environment.

How do I update my profile information?

Other than name and SNHU email address, SNHU does not share any personal information in your profile, unless you enter it yourself. Please visit the Update My Profile page on mySNHU. Entering profile details is a great way to help other SNHU peers search for you and begin building your network. You may enter the following types of information: Profile Image; First or Preferred Name; Nickname; Home City; State; Highest Degree Earned; Degree Pursuing; Mentorship Status; Military Service Branch; Skills & Expertise; Work Experience; Certifications.
What is my news feed? How do I receive updates?

In SNHUconnect is comprised of people, groups and tags and you will see what you follow. Your personal news feed in SNHUconnect will display, in chronological order, all of the people, groups and tags that you follow within the community. This could include fellow students, groups (learning communities, clubs, etc.) and conversation tags. The more you follow, the more active your news feed will be when you log in. Here’s how to follow items in the community:

1) **Follow a Person**

Use the Advanced People Search feature to find peers based on major, experience, name, hometown or program. Click on a person’s profile or hover on their profile image and click “Follow.”

2) **Follow a Group**

Search for groups based on keywords or using filters. Visit the group or hover over the group profile image and click “Join this Group.” Some groups are open and other closed for privacy reasons. Only administrators may create new groups.

3) **Follow a Tag**

Search for conversation tags based on interest, hobbies, academic programs and more. Visit the tag and click “Follow” in the top right corner of the screen. Note: any student may create a new conversation tag.
Can I instant message or small group chat with peers?
Yes. SNHUconnect allows for one-to-one instant (direct) messaging as well as small group chat. Trying to coordinate a team project? Add group member names to a New Message and keep the conversation going throughout the project. Visit View My Messages on mySNHU to view your own list of messages from peers.

How do I find other SNHU students and build my network?
Start building your SNHU network of friends and peers today. Visit mySNHU to use the advanced people search and Connect with Peers. For example, you could search for someone with PowerPoint skills, who has worked at SNHU, lives in New Hampshire and is in the BA Communications program. Searches may be specific or broad to return a variety of results, but it is not required to enter information in all fields.
Where do I see all of my notifications?
You’ll receive SNHUconnect Notifications when people follow your feed, comment on your post, post to a group and more. To see all activity associated with your account, visit View My Notifications on mySNHU.

How do I change notification frequency?
Receiving too few or too many SNHUconnect Notifications? Adjust the frequency by visiting Update My Settings on mySNHU. The recommended minimum setting is Daily Digest.

What are the other groups, learning communities and clubs in SNHUconnect? Can I join?
SNHUconnect is comprised of many groups including major- and course-based groups, online clubs, honor societies, course-based and CfA learning communities, and training and resource groups. Most groups are open to all students to follow/join, while some are closed for privacy reasons. CfA students may join online clubs for free and attend any upcoming events advertised by the office. Currently, honor societies are not available for CfA students. Unlike Google+, only community administrators can create new groups.

How do I search the community for specific information?
There are a variety of search options available in SNHUconnect to locate a specific person, group, tag or individual post.
- Search the entire community
- Advanced People Search
- Search content within a group (in the group, type your search term in the “Search this Feed” text box)

Where can I learn more about using SNHUconnect?
Please visit the Office of Online Engagement’s Tutorials and Manuals page on mySNHU to find the following resources:
- Community Guidelines
- User manual for the Student Environment, iOS mobile app and Android mobile app
- Video tutorials
  - Logging in
  - Navigating your news feed
  - Edit your profile
  - Advanced peer search
  - Navigating groups
  - Navigating tags
  - Searching the community
  - mySNHU and mobile app

For Additional Support
We hope that you will use the online community to connect with your peers throughout your program. If you have any questions about the learning community, please contact the Help Desk or connect@snhu.edu. We wish you great success here at Southern New Hampshire University.