

Student Guide to ConnectNU



Connect with Northwestern Advising Offices

Northwestern offers a network of advising support to undergraduates, with each school, college, or office having its own set of advisors to help you at specific points in your undergraduate career. A list of undergraduate advising offices can be found on the [Undergraduate Advising website](#).

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Introduction

Welcome to ConnectNU, your undergraduate online advising platform through which you can schedule appointments with advisers and see contact information for schools and offices which provide students with support, resources, and opportunities. You will access ConnectNU exactly as you did for Inspire and you can also go to connectnu.northwestern.edu.

Below are important dates and actions related to the transition from Inspire, the previous advising platform, to ConnectNU.

Important Dates for Using ConnectNU

Up to November 9	Students can use Inspire to schedule a future advising appointment to occur up to November 13. No appointment times will display in Inspire beyond November 13.
November 9	Last day for students to use Inspire.
November 10	Students can log into ConnectNU although will not be able to view the appointments they set up in Inspire (advisers and school staff will be able to view student appointments). Students will continue to receive reminders for future appointment that were made in Inspire. Should a student encounter a login problem with ConnectNU write to consultant@northwestern.edu or call 847-491-HELP.
November 10	Students can login to ConnectNU and use the Schedule function where an adviser has appointments available. Not every office or adviser will have immediate availability. A student who didn't schedule a future appointment using Inspire and wants to meet with adviser who does not have immediately availability in ConnectNU can contact their school Advising Office .
November 16	Students can schedule an appointment in ConnectNU

Should you have any problems accessing or using ConnectNU, use the Student FAQs (hyperlink) or submit a help ticket to consultant@northwestern.edu or call 847-491-HELP

Homepage

The screenshot shows the ConnectNU homepage. At the top is a blue header with a hamburger menu icon and the text "My Success Network". Below the header is a search bar with the placeholder text "Search services and people" and a magnifying glass icon. The main content area starts with the heading "How can we help?". Underneath is a section titled "Your Connections" which displays three user profiles in a grid. The first profile is for Jeanette Ortiz, CSD Academic Advisor, SoC Director of Undergraduate... The second is for John Taffan, Senior Assistant Registrar. The third is for Sarah Syversen, School/College Advisor. Each profile includes a circular profile picture, the name, title, and a three-dot menu icon. Below the "Your Connections" section is a "Your Services" section with a button that says "SHOW OTHER SERVICES".

When you log on to ConnectNU the first page will see your Success Network and Services.

Your Connections/My Success Network

Your Connections (My Success Network) is the list of Northwestern faculty and staff who have a relationship with you. Some students will see only their school/college adviser while other students may see everyone in their schools' Advising Offices.

Making an appointment

1. If you have multiple people under your My Connections, you can click the three dots to the right of a person to see who has the action "Schedule." These are the people you can schedule an advising appointment. You can either click "Schedule" which takes you immediately into the screens for scheduling an appointment, or you can click the name of the person.
2. When you click on the name of the person you want to make an advising appointment, this will take you to the landing page for the advisor. A summary of the advisor's schedule, their contact information, and any biography or general overview text they entered on their profile will be displayed on this page.

Connection Profile



Sarah Syversen
School/College Advisor

SCHEDULE APPOINTMENT

Contact
[Send an email](#)
[Call 8675309](#)
[More Options](#)

This Week's Office Hours
Advising Appointments: Tuesday & Thursday 12:00 - 3:00 PM
Group Session: Wednesday 5:00 - 6:00 PM
Office Hours: Monday, Wednesday, & Friday 9:00 - 10:00 AM
Office Hours: Tuesday & Thursday 5:05 - 5:55 PM
Stuff and Stuff: Tuesday & Thursday 10:00 - 12:00 PM

About Sarah
I lecture at Northwestern and I am also an advisor. (My Biography text)
When you show up, just say "Hey!" (General Overview text)

What do you need help with?

Advising

3. Click "Schedule Appointment" to make begin making an appointment.
4. The question, "What do you need help with?" will be displayed, and under it you will click "Advising." This is the appointment type you will be setting up. Most advisors will only have "Advising" as an appointment type.
5. When you click on an appointment type you will see a list of reasons for the discussion you would like to have in the advising session. Different appointment types will show different reasons for the advising session.

Advising

<input type="radio"/> Academic Support	<input type="radio"/> DPR or MAS Degree Audit Update
<input type="radio"/> Financial Concerns	<input type="radio"/> Graduation
<input type="radio"/> Interschool Transfer	<input type="radio"/> Life Update/Personal Concerns
<input type="radio"/> Majors, Minors, or Certificates	<input type="radio"/> Mock Interview/Job Preparation
<input type="radio"/> Other	<input type="radio"/> Practicum/Independent Study
<input type="radio"/> Registration/Credit	<input type="radio"/> Research/Internship/Residency
<input type="radio"/> Study Abroad	<input type="radio"/> Study Plan Approval
<input type="radio"/> Summer Opportunities	<input type="radio"/> Time off from Northwestern

6. Select the most appropriate reason for what you would like to discuss in the advising session. You are only able to select one reason, but don't worry, you can discuss a range of topics with your adviser in this session.
7. Click "Continue" to continue making the appointment.
8. You will be prompted to select a date and time. You can change the day using the calendar on the left. When you find a time, select the button next to the time you want to have the appointment.



Sarah Syversen
School/College Advisor

What day and time works for you?

The appointment times you see do not overlap with your already scheduled appointments.

09-08-2020 → 09-18-2020 Show: All session types

← September 2020 →

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Thursday, September 10 11 available

<input type="radio"/> 10:00 am - 10:30 am Sarah's Office in The Bienen Building 30m	<input type="radio"/> 10:30 am - 11:00 am Sarah's Office in The Bienen Building 30m
<input type="radio"/> 11:00 am - 11:30 am Sarah's Office in The Bienen Building 30m	<input type="radio"/> 11:30 am - 12:00 pm Sarah's Office in The Bienen Building 30m
<input type="radio"/> 12:00 pm - 12:30 pm Zoom! 30m	<input type="radio"/> 12:30 pm - 1:00 pm Zoom! 30m

If the advisor has both one-on-one (single) and group sessions scheduled, you can use the dropdown box next to show to limit the appointment times available to one of those session types.

9. Click "Continue" to continue making the appointment.
10. The appointment information will be displayed. Users will have the option to go back and change the appointment time or day. You will see any instructions that the advisor set on the appointment block. There is a space for you to enter additional information about what you would like to discuss with your adviser.



Sarah Syversen
School/College Advisor

Does this look correct?

Date and Time
Thursday, September 10
12:00 pm – 12:30 pm
[Change duration](#)

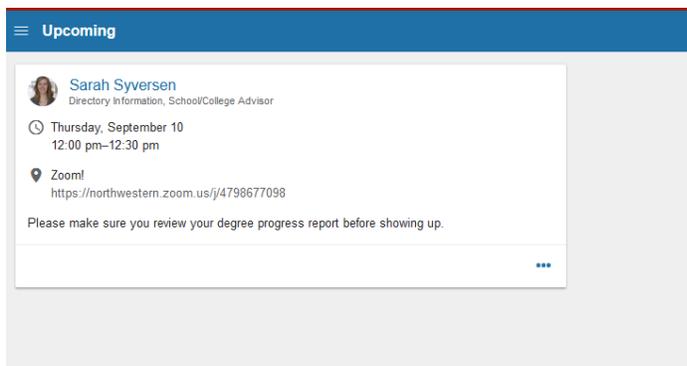
Location
Zoom!
<https://northwestern.zoom.us/j/4798677098>

Meeting Instructions
Please make sure you review your degree progress report before showing up.

Reason for Visit
Other [Change](#)

If you want, tell us a little bit about what's going on so we can help

11. Click “Confirm” to save the appointment.
12. You will receive a confirmation for the appointment. The appointment will appear on your calendar as well as on your adviser’s calendar.
13. If you realize at this point that you made a mistake and need to cancel the appointment, click the “View all upcoming appointments” link and on the next screen, click the three dots in the lower right of the box with your appointment info and click “Cancel Appointment.” You must cancel the appointment at this point to be able to set up a new appointment.
14. If you realize later that you need to cancel the appointment go back into ConnectNU and click the “hamburger” menu – the three lines left of the heading My Success Network, and select “Upcoming.” This will take you to the details of your appointment and using the three dots in the lower right of the box you can click to find “Cancel Appointment.”



Student Profile and Enabling Texting

In the Student Profile you can enable texting capability for your adviser. Here is how to configure text notifications

1. Click the icon in the upper left corner () to expand the left side navigation bar.
2. Click on your name in the side bar. This will expand the options to update your profile.
3. Click the “Edit Profile” link.
4. Go to the Alternate Email field in the Contact Information box.
5. Enter your cell phone number including the area code.
6. Add an @ symbol to the end of your cell phone number.

7. Add the appropriate email domain for your cellular service provider to the end of your phone number. Below is a list below of some providers. If you have a different service provider, you will need to find the appropriate email domain.

Company	Email Domain
AT&T	txt.att.net
Verizon	vtext.com
T-Mobile	tmomail.net
Sprint	messaging.sprintpcs.com
Virgin Mobile	vmobl.com
US Cellular	email.uscc.net
Nextel	messaging.nextel.com
Boost	myboostmobile.com
Alltel	message.alltel.com

An example of a completed address:

Alternate Email

8475551851@tmomail.net

- Send notifications to my alternate email address

[Edit Notification Preferences](#)

8. Click the Save Changes button to save this address.
9. If you would like for your ConnectNU notifications to go to your phone as text messages, Click the Notifications tab.
10. Go to the Email Notifications box.
11. Click the toggle next to your Alternate Email address to enable notifications to that address. You should leave notifications to your Institutional Email address enabled so that you can easily add any meeting notifications to your calendar.

Notifications

Customize notifications of ConnectNU Activity and verify the accuracy of contact information in your profile.

Email Notifications

Select **at least** one email address you want to receive notifications.

You will receive emails about ConnectNU activity, such as appointment reminders and tracking item updates, depending on your institution's settings and your preferences.

Send to my Institution Email: 
 [REDACTED]@northwestern.edu

Send to my Alternate Email: 
 8475551851@tmomail.net

12. Click the Save Changes button to save this update to your notification preferences.

Services

You will see the heading “Your Services” on your landing page and a link to Show Other Services. These are schools and offices at Northwestern which provide students with support, resources, and opportunities, displayed in alphabetical order. You can find contact information by clicking the three dots in the lower right corner.

The screenshot displays a grid of six service cards. Each card includes a logo, a title, a brief description, and a 'CALL' button with a three-dot menu icon.

- Bienen School of Music Office of Student Affairs:** The Bienen School's Office of Student Affairs is the central office for undergraduate music advising.
- Health Professions Advising:** Northwestern Health Professions Advising (HPA) seeks to empower our diverse group of pre-med and pre-health students and alumni to create self-directed and meaningful academic and personal plans for launching a career in medicine and the health professions. We have tailored our services to help students discover their unique academic goals, personal talents and health career aspirations. Drop-in advising available. Mondays: 3:00-4:30 pm Thursday: 1:30-3:00 pm
- Medill Student Life:** The Office of Student Life is your main advising resource and home base during your time in Medill and Northwestern. We work closely with your faculty in Medill in addition to various staff across the university to support you. Our office will work with you on everything related to your degree progress, study abroad options, academic goals and your extracurricular experience.
- Office of Fellowships:** Fellowships are competitive awards that pay students and alumni for a short period of time, from a few months to a couple of years.
- School of Communication Undergraduate Student Resource Center:** The SoC Undergraduate Student Resource Center is the office to
- School of Education and Social Policy (SESP) Student Affairs Office:** The SESP Student Affairs Office is home to experienced,

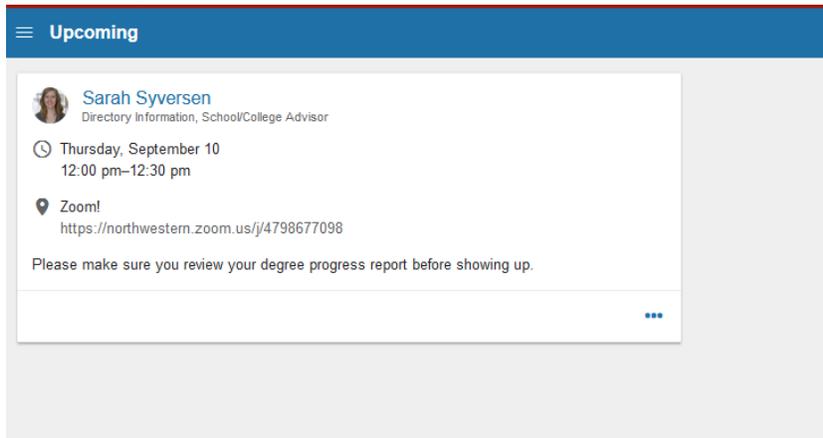
Dashboard

The screenshot shows the ConnectNU Dashboard interface. At the top, there is a blue header with the 'ConnectNU' logo and a hamburger menu icon. Below the header, the 'Dashboard' title is visible. On the right side, there is a 'Raise Your Hand' button with a hand icon. The main content area is divided into three sections:

- Calendar:** A calendar view for September 8, 2020. The date is selected, and the calendar shows a grid with days of the week (Su 6, Mo 7, Tu 8, We 9, Th 10, Fr 11, Sa 12) and time slots (ALL DAY, 7 am, 8 am, 9 am, 10 am). The Tuesday slot is highlighted.
- My Connections (3):** A list of three advising connections. The first is Jeanette Ortiz, CSD Academic Advisor, SoC Director of Undergraduate Programs and Advising, with email j-ortiz@northwestern.edu and phone 847/269-1002. The second is Sarah Syversen, School/College Advisor, with email john.taflan@northwestern.edu and phone 8675309. There are 'SCHEDULE' and 'CALL' buttons for each connection. A 'My Success Network' link is at the bottom right of this section.
- My Services (0):** A section showing zero services.

Your Dashboard provides you with an overview of upcoming appointments, your advising connections, and the Services which you are connected.

Upcoming



Upcoming

 **Sarah Syversen**
Directory Information, School/College Advisor

🕒 Thursday, September 10
12:00 pm–12:30 pm

📍 Zoom!
<https://northwestern.zoom.us/j/4798677098>

Please make sure you review your degree progress report before showing up.

⋮

Upcoming appointments will be listed on this page. If you want to cancel an appointment, click the three dots in the lower right corner of the appointment listing and select the option to cancel the appointment.

Messages

All messages that are sent to you within ConnectNU will be listed on this page. This can be a great resource for follow-up messages an adviser sent for actions you might take that were discussed in an advising session, or an opportunity an adviser shared with advisees.

Plans

This page is not yet in use.

Courses

This page lists all classes you have taken and are currently enrolled.

Raise Your Hand

This functionality is not yet in use.