

Getting Started with UCISA Communities on Viva Engage

Connect. Collaborate. Learn from Your Peers.

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Welcome

Welcome to your UCISA Community on Viva Engage.

Your community is a space where members can connect with peers, share experiences, ask questions, discover new ideas and learn from colleagues across the sector.

Whether you're new to UCISA or a long-standing member, your community provides access to a network of professionals facing similar opportunities and challenges.

Designed for Busy Professionals

We know our members have demanding roles and limited time.

That's why there is no expectation to visit Viva Engage every day or contribute to every discussion.

Many members get significant value simply by:

- Following conversations that interest them
- Receiving updates by email
- Learning from the experiences of others
- Saving useful resources for later
- Joining discussions when a topic is relevant to them

Your community is here when you need it. Participate as little or as much as works for you.

> **Good to know**
>
> Even spending just a few minutes occasionally can help you discover new ideas, connect with peers and find solutions to challenges you're facing.

Getting Started

If you're new to the community, these are the best places to begin.

Join Your Community

Joining ensures community discussions and announcements appear in your Viva Engage feed.

Quick Start Checklist

✅ Join the community

✅ Browse recent discussions

✅ Explore resources that have been shared

A Simple Start

If you're just getting started, consider choosing one or two of the following:

☐ Subscribe by email

☐ Introduce yourself

☐ React to a post

☐ Join a discussion

☐ Ask a question

☐ Save a useful post / resource

Even completing one of these can help you get more from your community.

Subscribe by Email

Enabling email notifications is one of the easiest ways to stay connected.

They bring important discussions and announcements directly into your inbox, allowing you to stay informed and respond without needing

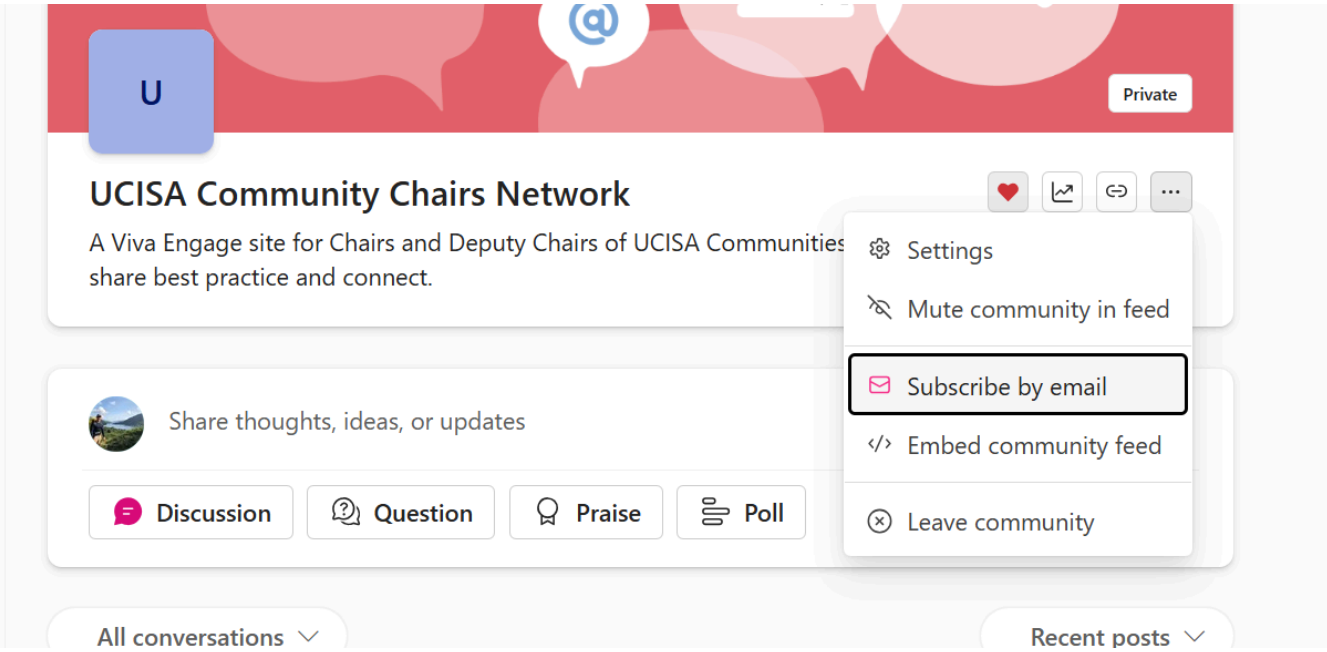
to regularly visit Viva Engage.

Benefits

- Stay informed about community activity
- Receive important updates automatically
- Follow discussions that matter to you
- Reply directly from email in many cases
- Participate even during busy periods

> **Top Tip**
>
> Many members primarily engage through email notifications and only visit Viva Engage when they want to explore a discussion in more detail.

Below: screenshot of notification settings:



Introduce Yourself (Optional)

Introducing yourself can be a great way to start building connections across the community.

You may wish to share:

- Your name
- Institution
- Role
- Professional interests
- Topics you'd like to learn more about

Example

> Hello everyone. My name is Kicheeva and I work in IT Services at ABC University. I'm particularly interested in digital transformation and service improvement and look forward to learning from colleagues across the sector.

There's no pressure to post immediately. Many members prefer to spend some time exploring discussions before introducing themselves.

What You Can Expect

UCISA communities are designed to help members:

✅ Ask questions and receive advice from peers

✅ Share experiences and good practice

✅ Learn how other institutions are approaching challenges

✅ Access useful resources and guidance

✅ Discover events, webinars and opportunities

✅ Build professional networks across the sector

The collective experience of community members is one of the most valuable resources UCISA offers.

Ways to Engage

There is no right way to participate.

Some members post regularly. Others contribute occasionally or simply follow conversations until a topic becomes relevant to them.

All forms of engagement are valuable.

React to Posts

A simple reaction is often the easiest way to engage.

Reactions help:

- Recognise useful contributions
- Encourage participation
- Show appreciation
- Highlight valuable content

Even a quick 👍 lets colleagues know their post has been seen.

Join the Conversation

Responding to an existing discussion is often easier than creating a new post.

You might:

- Offer advice
- Share an example
- Recommend a resource
- Ask a follow-up question
- Add a different perspective

Ask Questions

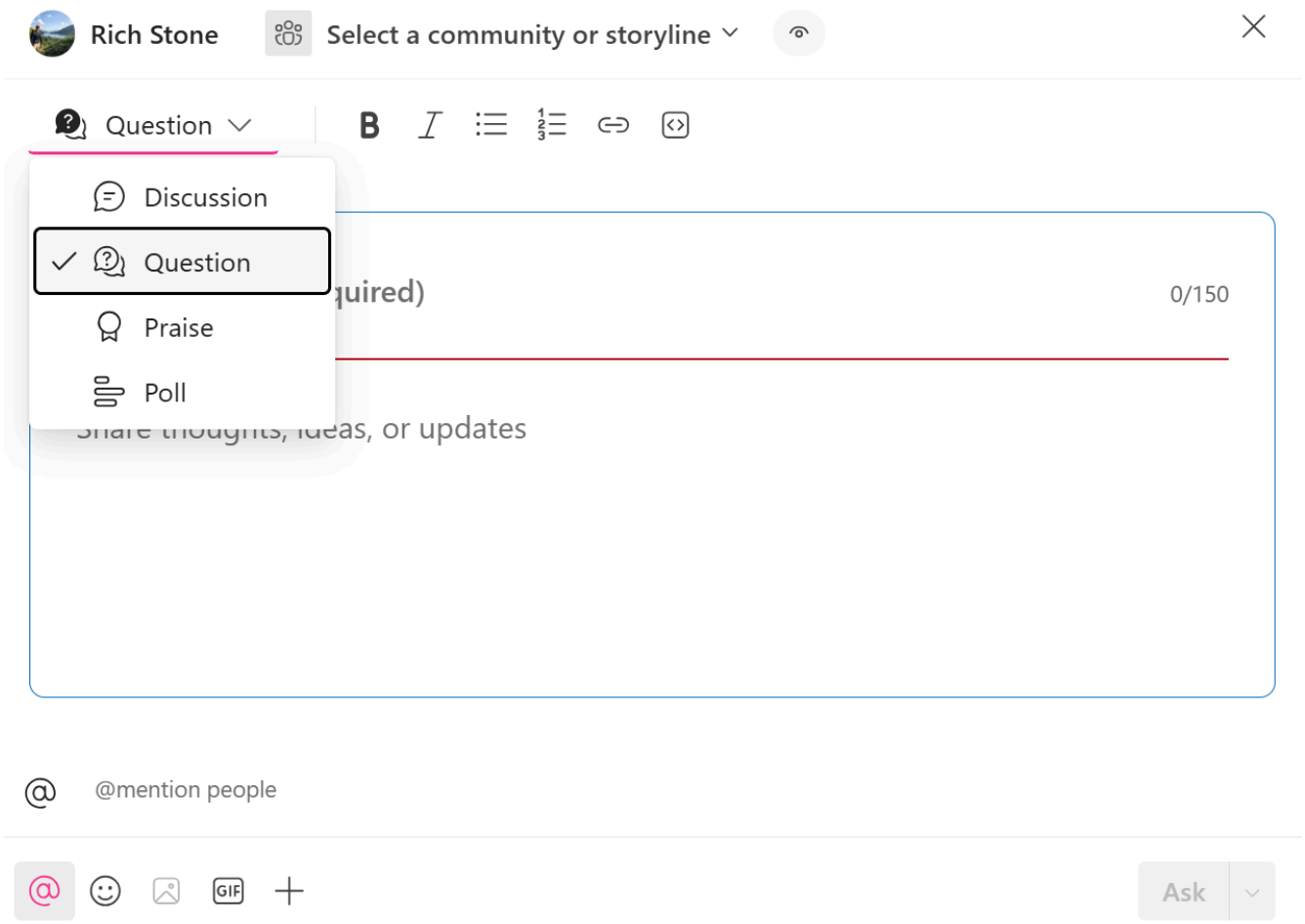
One of the biggest benefits of a UCISA community is access to peer expertise.

For example:

- Has anyone recently implemented this system?
- How are institutions approaching AI governance?
- What approaches have worked well for student engagement?
- Can anyone recommend useful resources or training?

A single question can often save hours of research.

You can select the 'Question' function from the drop-down list of post types here:



Share Your Experience

Your experiences could help someone else facing a similar challenge.

You might share:

- Lessons learned
- Case studies
- Successful initiatives
- Event takeaways
- Useful resources
- Project experiences

Additional Features

Once you're comfortable with the basics, these features can help you get even more from the community.

Create Polls

Polls are an easy way to gather opinions and feedback.

Popular uses include:

- Webinar topics
- Preferred event timings
- Training priorities
- Community interests

Use @Mentions

Need someone's expertise?

Use an @mention to invite them into the conversation.

Example:

> @Reeva Steap I'd be interested to hear how your institution approached this.

Bookmark Posts for Later

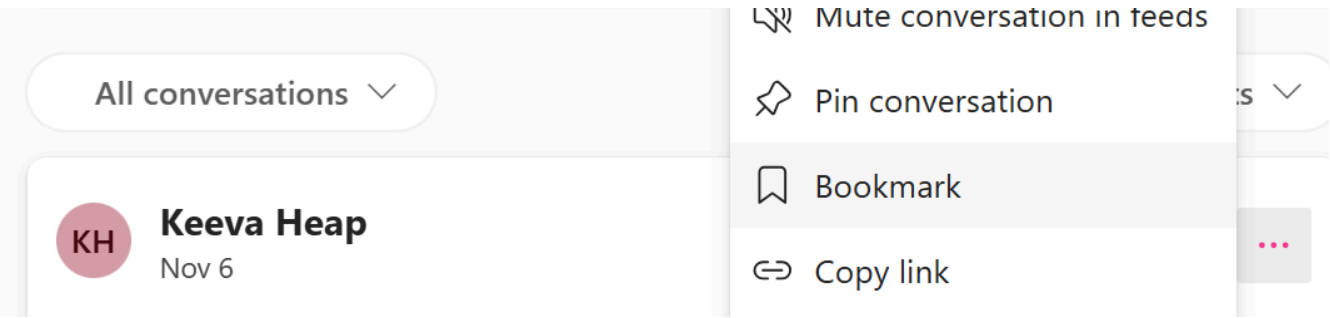
Found something useful?

Bookmark posts so you can return to them later.

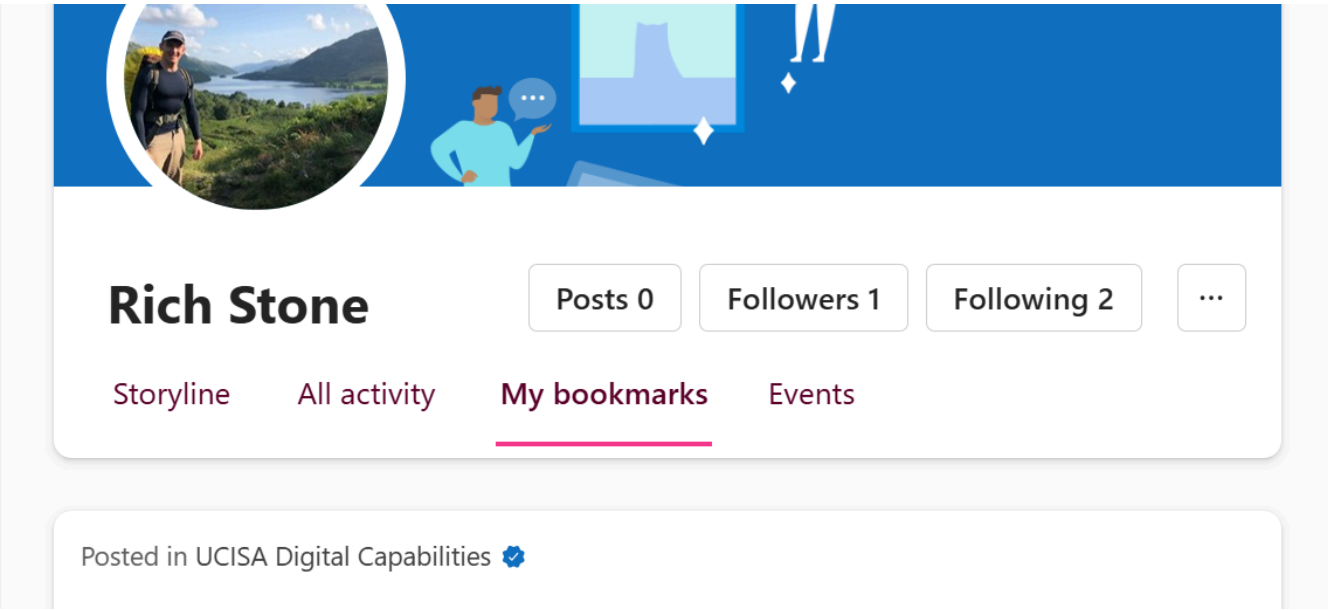
This is particularly helpful for:

- Resources
- Guides
- Recommendations
- Event information
- Best-practice discussions

To 'Bookmark' a post, click the three dots next to it and select the 'Bookmark' button:



To access your bookmarks, go to your own Viva profile and select 'My bookmarks'.



Search Before Posting

Your community gradually becomes a valuable knowledge library.

Before posting a question, try searching existing discussions to see whether the topic has already been explored.

Use Topics and Hashtags

Hashtags make discussions easier to discover and revisit.

Examples include:

- #ArtificialIntelligence
- #CyberSecurity
- #DigitalTransformation
- #StudentExperience
- #ServiceManagement
- #GoodPractice

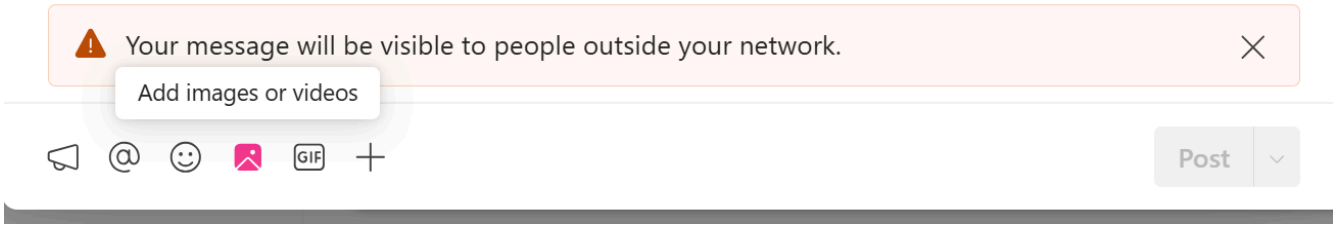
Add Images to Posts

Visual content often attracts more engagement and can make information easier to understand.

You might share:

- Screenshots
- Event photographs
- Infographics
- Presentation slides
- Visual summaries

Select the Image icon (between the Smiley Face and 'GIF' buttons) to add image or video content to your posts.



Community Etiquette

We want all members to feel welcome, respected and supported.

We Encourage

✅ Respectful discussion

✅ Knowledge sharing

✅ Constructive feedback

✅ Collaboration

✅ Professional behaviour

✅ Supporting fellow members

Please Remember To

- Keep discussions relevant to the community
- Respect differing viewpoints
- Protect confidential information
- Credit original sources where appropriate
- Follow institutional and organisational policies

Community Expectations

Participation should align with:

- Viva Engage Acceptable Use Policy
- UCISA Privacy Policy

Need Help?

If you need support using Viva Engage or have questions about your UCISA community, please contact the UCISA team.

Remember

Your community is here to help you stay connected, informed and supported by peers across the sector.

Whether you visit weekly, monthly or only when you need advice, your UCISA community is a place to learn from others, share experiences and benefit from the collective expertise of the sector.

Connect. Collaborate. Learn. Share. Grow.