Frequently Asked Questions

1. What is the RooConnect platform?
   a. RooConnect is the name of the upgraded student organization management system the Department of Student Life provides to all of our student organizations. All enrolled students at The University of Akron have access to this platform with their UANet ID and Password. This is where students go to learn more about our student organizations and find out about events happening on campus.

2. Why are we changing platforms?
   a. The Department of Student Life has been using OrgSync for the past 7 years and we will upgrade OrgSync to RooConnect in order to increase our capabilities and provide the best tool available to our student organization and campus community.

3. How is RooConnect different from OrgSync?
   a. In many ways, RooConnect will be very similar to OrgSync. The look of the website will be different and will be more user friendly. Organizations will still have access to budgets, forms, files, and events.

4. Will there be an app where I can access this platform on my phone?
   a. While there is no specific app to download for RooConnect, the website is responsive to your mobile device. You are able to download the app “Corq”, which will show you events happening on campus that have been added to the RooConnect calendar.

5. Will there be directions/training on how to navigate through this new platform?
   a. Yes! The SOuRCe will hold a variety of Question and Answer sessions during February, and will sponsor multiple training sessions during the months of March, April and May. We are asking all student organizations to send at least one representative (incoming president or treasurer) to these trainings so the transition is as smooth as possible.

6. Is RooConnect easy to use?
   a. We think so! Your ability to navigate OrgSync and most other tech programs should have prepared you well in order to navigate RooConnect.

7. Will I lose access to OrgSync at any point?
   a. Yes. The SOuRCe is providing a checklist of everything you should do prior to May 17th. It is very important that you follow this checklist so your organization does not miss out on opportunities, or backup important information. OrgSync will be unavailable to everyone on campus beginning May 27th. You will not be able to access your portal after this date. As the upgrade actually occurs, we anticipate losing access to both OrgSync and RooConnect between May 27 and June 3. The exact dates will be shared as we get closer to launching the product.

8. Who do I contact if I am having problems?
   a. The SOuRCe will remain your main point of contact for any issues you are having. If we can’t solve it we will connect with our Campus Labs representative on your behalf.

9. Will I still be able to upload event dates for others to see on RooConnect?
   a. Yes!

10. Will there be any substantial changes to the way I request money, fill out forms, manage my members, etc.?
    a. The budget management system and other components of RooConnect will look different than it does now, but you will still have access to the features you have in OrgSync.

11. Will my user information such as my memberships and/or form history be affected?
    a. Your memberships and form submission history will transition over and will be available to view in your account settings.
Is your question not answered here?
Email us at source@uakron.edu so we can get an answer for you!