Slack Welcome Messages

To prepare for a new semester, instructors or school workspace admins can use this document to prepare community or course welcome messages.

1 Welcome the community

Within the USC Community workspace, help set the stage for how Slack should be used as the campus-wide collaboration platform. Within the renamed #general channel (e.g. to #campus-announcements), provide usage resources, etiquette guidance, and contact information for staff, instructor, and student use of Slack. Get creative while welcoming the community back to school!

👋 Welcome to Slack at USC!

Slack is part of USC's digital campus — a collaboration hub that enables real-time communications and connections in a searchable platform for real-time messaging, content sharing, learning, and more.

👣 **If you're new to Slack and want a quick overview, start here!**
- **What is Slack?** https://www.youtube.com/watch?v=EYqxQGmQkVw
- Quick Start Guide: https://slack.com/resources/using-slack/your-quick-start-guide-to-slack
- Want to see it in action as you scroll? Check out https://slackdemo.com/

⚙️ **For setting up Slack:**
Download the Slack desktop app for your computer. https://slack.com/downloads
Download the mobile app for iOS or Android from their respective app store. https://slack.com/help/categories/360000049043-Getting-Started#download-the-slack-app
Ensure your profile information is up to date, and upload a profile picture of yourself.
📛 https://slack.com/help/articles/204092246
📷 https://slack.com/help/articles/115005506003-Upload-a-profile-photo

❓ *Need help?*
Please checkout online resources here https://keepworking.usc.edu/tools/slack-resources/
You could also contact Slack team at https://slack.com/help/requests/new
More tips and tricks live here in Slack Resource Library https://slack.com/intl/en-ca/resources

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Copy and update from this draft:
:wave: Welcome to Slack at USC!
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:footprints: If you're new to Slack and want a quick overview, start here!
What is Slack? https://www.youtube.com/watch?v=EYqxQGmQkVw
Quick Start Guide: https://slack.com/resources/using-slack/your-quick-start-guide-to-slack
Want to see it in action as you scroll? Check out https://slackdemo.com/
:gear: For setting up Slack:
Download the Slack desktop app for your computer. https://slack.com/downloads
Download the mobile app for iOS or Android from their respective app store.
https://slack.com/help/categories/360000049043-Getting-Started#download-the-slack-app
Ensure your profile information is up to date, and upload a profile picture of yourself.
:name_badge: https://slack.com/help/articles/204092246
:camera_with_flash: https://slack.com/help/articles/115005506003-Upload-a-profile-photo
:question: Need help?
Please checkout online resources here
https://keepteaching.usc.edu/students/student-toolkit/classroom/slack/
You could also contact Slack team at https://slack.com/help/requests/new
More tips and tricks live here in Slack Resource Library https://slack.com/intl/en-ca/resources

2 Pin your message so it remains visible to the masses

Once the message is posted in the channel, hover over the message to select the option to Pin to channel. This way the message can be referred back to frequently from the channel


3 Welcome your students to a course

Within the your designated course channel, prepare and post a message outlining the course overview, expectations, important resources. This can be customized by the professor, or made more generic for school workspace admins to post before courses being for the semester.

We encourage you to prompt emoji reactions to ensure students are reviewing the message, and learning how to interact with such Slack features, as they settle into using Slack for course engagement.
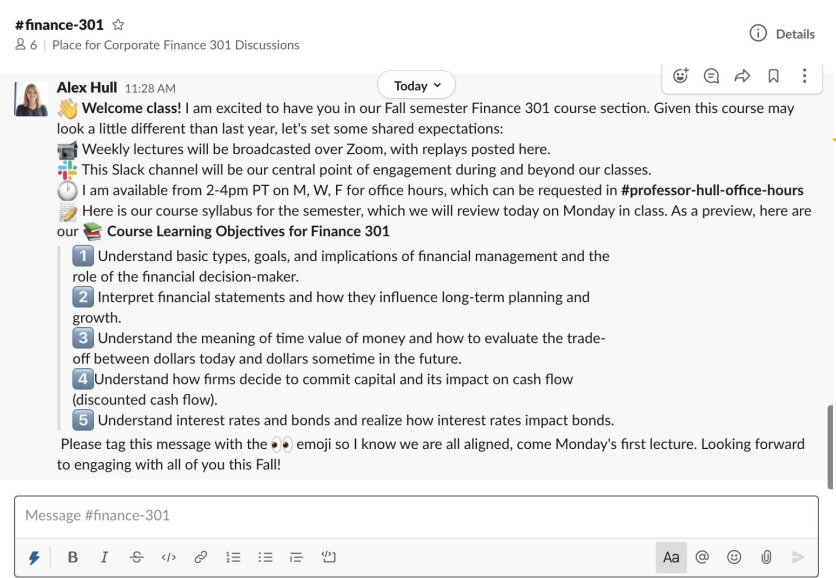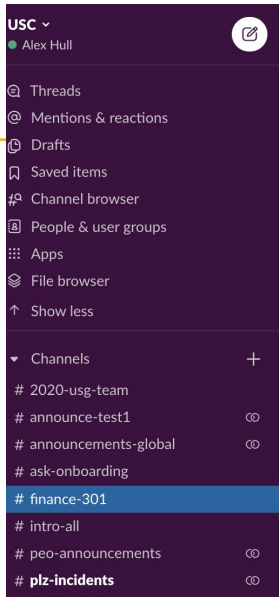
Copy and update to be relevant for your school or course from this draft:

:wave: Welcome class! I am excited to have you in our Fall semester Finance 301 course section. Given this course may look a little different than last year, let's set some shared expectations:

:video_camera: Weekly lectures will be broadcasted over Zoom, with replays posted here.

:slack: This Slack channel will be our central point of engagement during and beyond our classes.

:clock1: I am available from 2-4pm PT on M, W, F for office hours, which can be requested in #professor-hull-office-hours

:memo: Here is our course syllabus for the semester, which we will review today on Monday in class. As a preview, here are our :books: Course Learning Objectives for Finance 301

:one: Understand basic types, goals, and implications of financial management and the role of the financial decision-maker.

:two: Interpret financial statements and how they influence long-term planning and growth.

:three: Understand the meaning of time value of money and how to evaluate the trade-off between dollars today and dollars sometime in the future.

:four:Understand how firms decide to commit capital and its impact on cash flow (discounted cash flow).

:five: Understand interest rates and bonds and realize how interest rates impact bonds.

Please tag this message with the :eyes: emoji so I know we are all aligned, come Monday's first lecture. Looking forward to engaging with all of you this Fall!

4

Pin your message so it remains visible to your students over time

Once the message is posted in the channel, hover over the message to select the option to Pin to channel. This way the message can be referred back to frequently from the channel
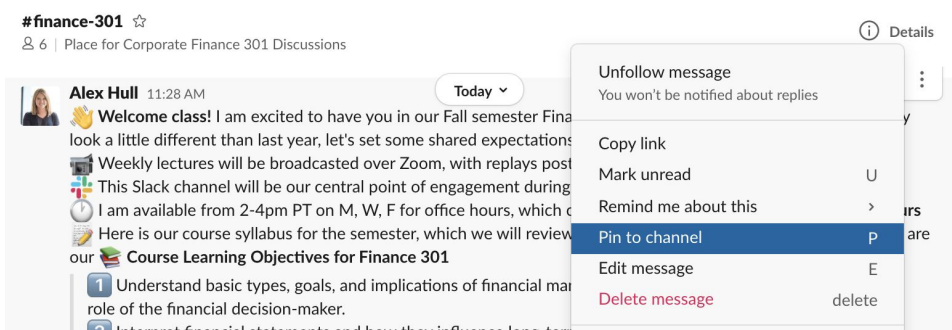
An alternative option for sharing these welcome messages is to leverage Slack Workflow Builder on a per-workspace and per-channel basis. This requires one-time setup each semester by an Admin or skilled Slack user, but allows the messages to be send directly to each user, instead of posted and pinned broadly in a channel.

1

Create a "workflow builder" to send a mass message to individual users as they join a specific channel

Once the message is posted in the channel, hover over the message to select the option to Pin to channel. This way the message can be referred back to frequently from the channel
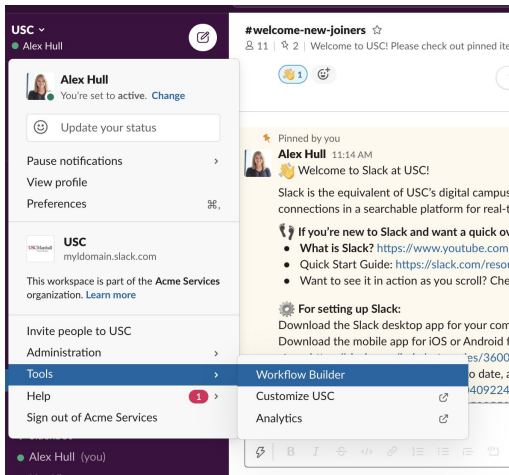
Open workflow builder from the workspace dropdown Tools menu and select the first template listed for "A warm welcome to a new team member" to get started.
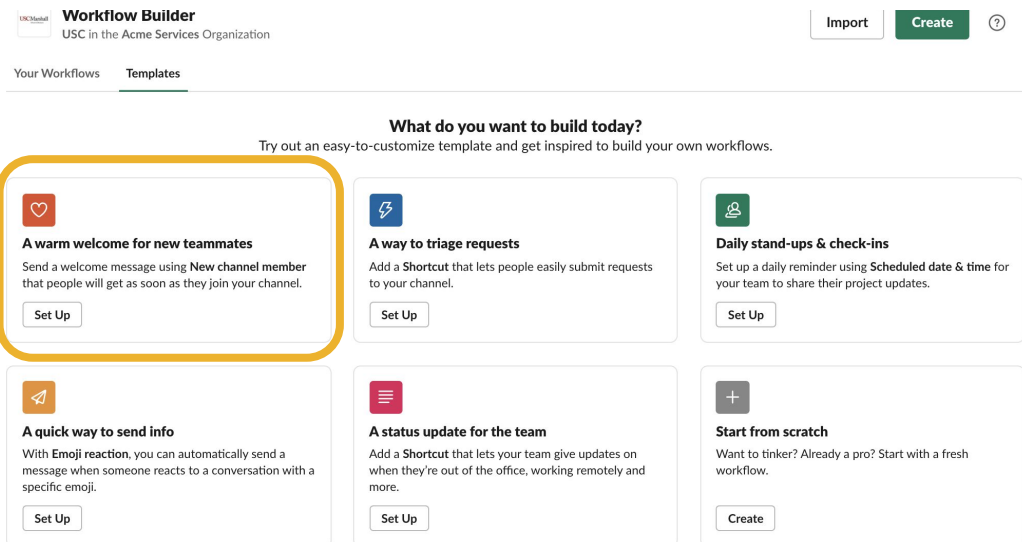
2. Define and update workflow steps using the step-by-step prompts

Here you will define which channel this process will initiate from. If we are automating the community welcome message, you will pick the channel from the USC community workspace. You can then paste in the desired message that will go to each channel member, as they join the channel. Click save to preview you workflow.

3. Brand and publish your workflow

Here you can update the name of the workflow, add collaborators for future changes, and update the icon that will be associated with the message, instead of an individual user profile posting the message.

4 Preview and refine the workflow

Upon joining the channel (by opting in or getting invited in mass) the workflow builder message gets sent as a Slack Bot to each individual user as they join the channel defined in step 2.

#usc-welcome

You created this channel today. This is the very beginning of the **#usc-welcome**
Welcome to USC's Digital Campus

🔗 Share channel

Today ⌄

Alex Hull 11:57 AM
joined #usc-welcome.

Alex Hull 11:57 AM
set the channel description: Welcome to USC's Digital Campus

You are viewing **#usc-welcome**

Join Channel   See More Details

USC ⌄
● Alex Hull
Show less

▾ Channels   +
2020-usg-team
announce-test1   ∞
announcements-global   ∞
ask-onboarding
finance-301
peo-announcements   ∞
plz-incidents   ∞
usc-welcome
welcome-new-joiners

▾ Direct messages   +
♥ **Slackbot**   1
● Alex Hull (you)
● Lisa King
+ Invite people

▾ Apps   +

It will come from the workflow builder "bot" name defined ins step 2, instead of coming from an Admin or other user profile.

USC ⌄
● Alex Hull

👋 File browser
↑ Show less

▾ Channels   +
2020-usg-team
announce-test1   ∞
announcements-global   ∞
ask-onboarding
finance-301
peo-announcements   ∞
plz-incidents   ∞
usc-welcome
welcome-new-joiners

▾ Direct messages   +
♥ Slackbot
● Alex Hull (you)
● Lisa King
+ Invite people

▾ Apps   +

♥ Slackbot ☆   ⓘ Details

                                                            NEW
Today ⌄

Welcome to USC on Slack WORKFLOW 11:58 AM
👋 Hey @Alex Hull! Welcome to Slack at USC!
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Ensure your profile information is up to date, and upload a profile picture of yourself.
🎉 https://slack.com/help/articles/204092246
🖼 https://slack.com/help/articles/115005506003-Upload-a-profile-photo

❓ *Need help?*
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Message Slackbot

These workflows can be copied and used with minor updates to other channels, and can be published in real time when changes are needed. For more on Slack Workflow Builder, check out https://slack.com/slack-tips/workflow-builder-examples.