Drop-in Academic Mentoring/Residential Peer Mentoring

CONEXED GUIDE

The Learning Center at
Washington University in St. Louis

Spring 2022

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GENERAL TROUBLESHOOTING TIPS

- ConexED seems to work best in **Google Chrome or Firefox**. Make sure your browser is updated to the latest version.
- If you are experiencing issues, try clearing your cache and cookies. Here's a guide to do that in Google Chrome, and here's one for Firefox.

Check out ConexED's support page for additional support.

IF YOU ARE HOLDING REMOTE MENTORING HOURS…

1. **Log into wustl.zoom.us to create Zoom sessions.** If you need a refresher as to how to do that, check out "Setting up Zoom sessions" in this Box folder (P.S. Check out the other resources, as well!).

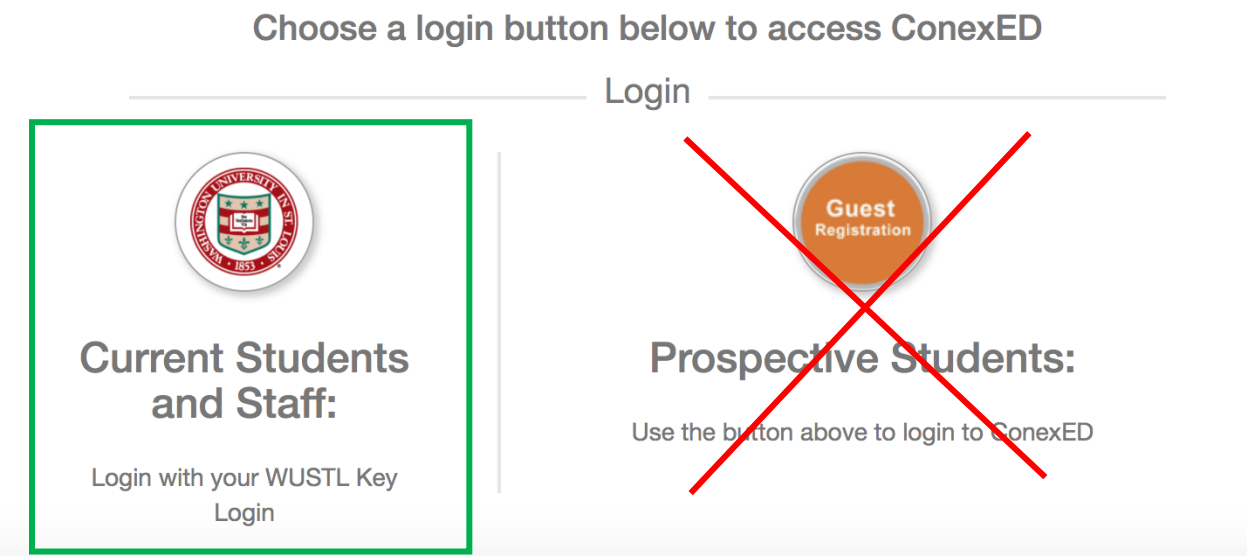
   A couple of notes…
   - **Set your sessions to recur weekly until the last week of classes**.
   - You do not need to require registration.
   - For the topic, be sure to include a tag in parentheses at the beginning
     i. (Peer Mentoring) for drop-in academic mentors
     ii. (RPM) for Residential Peer Mentors
   - There's no need to require a meeting password, but if you do, be sure to embed it in the meeting URL.
2. **Email your Zoom link to Andrew.** Once you've created your sessions, you can find the link by clicking on "Meetings" in the left sidebar on the Zoom website and then clicking on the title of the meeting.
3. **Be on the lookout for any further instructions.** For instance, if your sessions are going to be listed under the Zoom tab on the course Canvas page, you will receive more information on how to do so.

LOGGING INTO CONEXED

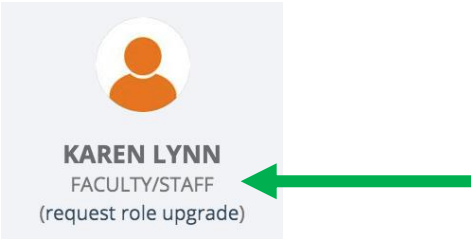
1. **Use Google Chrome or Firefox for the best experience.** ConexED does not seem to like Safari. As of the time of writing, we're not sure how well it works with other browsers.

2. **Go to wustl.craniumcafe.com/login.** Consider bookmarking this link for easy access in the future. You will see two options to log in.

3. **Log in using the "Current Students and Staff" button.** You may be prompted to enter your WUSTL key credentials and verify with Duo 2FA if you're not on campus. Please do not create a guest account; you already have an account linked to your WUSTL key that has the correct permissions.

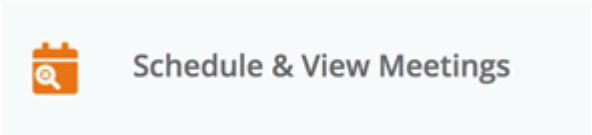


4. If this is your first time logging into ConexED, check to make sure you have the Faculty/Staff role. This will be visible under your name in the top left corner of the screen. If you do not have the correct permissions, email Andrew.

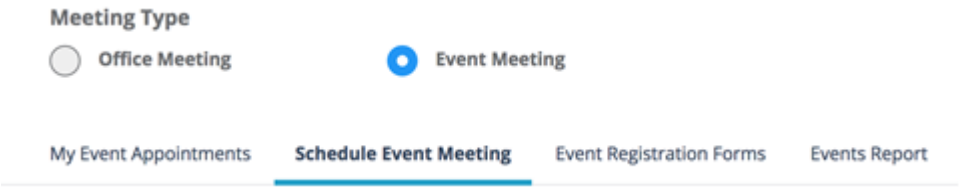


CREATING YOUR SESSIONS IN CONEXED

1. **Click on "Schedule and View Meetings" in the left sidebar.** Depending on the size of your screen, you may have to scroll down to see it.



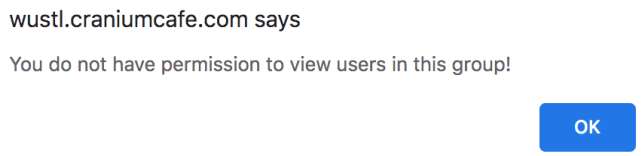
2. **Click the radio button next to "Event Meeting" at the top of the page.** This should reload the page and take you to a tab labeled "Schedule Event Meeting." This step is very important, as Office meetings will not allow you to record attendance correctly.



3. **Enter the date, start time, and end time of your first meeting of the semester in the left column.** Make note of the timezone; it should default to Central time (America, Chicago).

4. **Move over to the right and set a recurrence pattern.** If you have two sessions at the same time on different days, they can be part of the same recurrence. If they take place at different times, you will need to create two different meeting recurrences. **Note: you are only able to schedule sessions out 3 months in advance.*

5. **Move back to the left column and the "Associated Group" menu. Select "The Learning Center – Drop-in Academic Mentoring (AM)" or "The Learning Center – Residential Peer Mentoring (RPM)," depending on your program.**
    a. This is an extremely important step; failing to select a group will create a 'floating' meeting that only you can access, meaning that Learning Center staff will not be able to view your attendance or any other session data.
    b. After selecting the group, you will receive the following pop-up message:



This is not a cause for alarm. The system is just telling you that you don't have the ability to create sessions on behalf of other users. Click "OK" and move on.

6. **Select your "reason code," which is just the course you're mentoring for.** All RPM and drop-in courses have been entered already; if you don't see your course listed, email Andrew.

7. **Change the "Meeting Type" selection from "online" to "on campus" and choose the correct location.** This tells ConexED that you're not hosting your meeting using their built-in video platform.
    a. Let Andrew know if you cannot find your location so it can be added to the platform.
    b. If you are holding mentoring sessions remotely, select "Zoom" for the location. Do not use the "Online" meeting type.

8. **Fill in your meeting topic.** The topic should include your name and course you're mentoring for (for example, "Andrew's Calc II RPM Session" or "Orgo Mentoring with Andrew").

9. **Fill in your meeting description.** This can include encouragement to attend, a mention of the location, what you can help students with, etc. If you are holding remote mentoring hours, you should also include the Zoom link here.

10. **Click "Create Meeting."** You will be redirected to your personal calendar, which you can access in the future by selecting "Student Support Admin" from the left sidebar > The Learning Center > Drop-in Academic Mentoring (AM) **or** Residential Peer Mentoring (RPM).

EDITING OR CANCELLING CONEXED SESSIONS

If you discover that you will have to miss or reschedule a session, please update both Zoom and ConexED to reflect that change, preferably prior to the original meeting's intended start time. **You will not be able to edit or delete events in the past.** (Send Andrew an email if you need to cancel a session after the scheduled start time.)

If you are changing your session time, editing beforehand is extremely important. If you do not change the time, students will be unable to register for your session, as it will not show up in the session list.

There are two ways you can access individual sessions to cancel them or edit their details:

EDITING VIA THE STUDENT SUPPORT ADMIN MENU

1. **Expand the Student Support Admin menu and select "The Learning Center" and then "Drop-in Academic Mentoring (AM)" or "Residential Peer Mentoring (RPM)."**

2. **On the Calendar, navigate to the session you want to edit and click on it.**

3. **Select the appropriate button from the bottom of the pop-up screen showing your session information.** Here are your options:

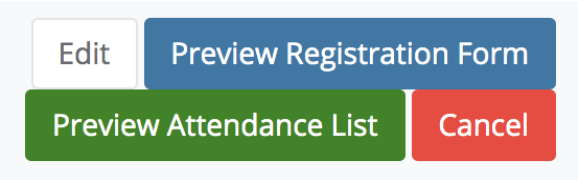
"Edit Classroom" will allow you to modify the time and details of your session; "Cancel Classroom" does exactly that. After you edit your session details, make sure you remember to scroll to the bottom of the page and click the green "Save" button.

EDITING VIA THE SCHEDULE & VIEW MEETINGS MENU

1. **Click on "Schedule and View Meetings"Classrooms," in the left sidebar, then click the radio button next to "Event Meeting" at the top of the page.**

2. **After the page reloads, select "My Event Appointments" from the list of tabs.** You will see each of your sessions as an individual card with the details listed.

3. **Scroll to find the session you want to modify and select the appropriate button (edit or cancel) below the bottom right corner of the session card.**



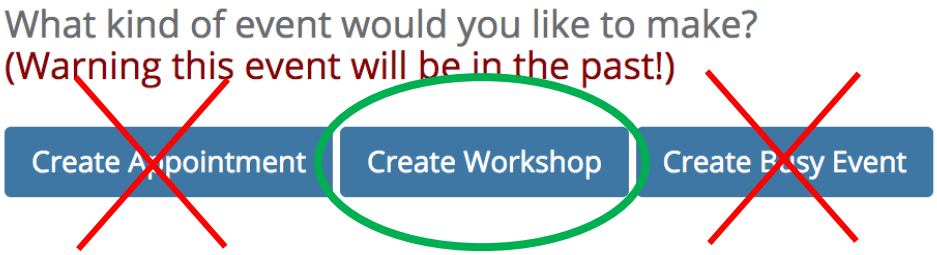
CREATING SESSIONS THAT TOOK PLACE IN THE PAST

Although RPMs and Drop-in Academic Mentors are encouraged to set up their ConexEd sessions in advance, situations do occasionally arise where an additional session needs to be created after the fact and the mentor needs to record attendance retroactively. The "Schedule & View Meetings" screen will not allow you to create sessions in the past, but don't worry, there's a workaround.

1. **Go to wustl.craniumcafe.com/login.** Log in via the "Current Students and Staff" option.

2. **Navigate to your calendar via Student Support Admin > The Learning Center > Residential Peer Mentoring (RPM) or Drop-in Academic Mentoring (AM).** Use the calendar view buttons to navigate to the date and time of your past session.

3. **Click in the gray area of your calendar next to the start time of your past session.** Clicking on the calendar will open a dialogue box displaying the following options:



4. **Select "Create Workshop,"** not "Create Appointment" (as the latter will incorrectly create an Office meeting instead of an Event meeting).

5. **Fill out all of the fields on the form:** Start time, end time, time zone (please use "America, Chicago," which is US Central Time), Meeting location, topic, and description. When you're done, click "Create Workshop" at the bottom of the form. This should redirect you back to your calendar.

6. **Find and click on the workshop you just created, and then complete the following tasks (in any order):**
    a. Click "Edit Classroom," select the appropriate reason code (course name), and click the green "Save" button at the bottom of the page.
    b. Log your attendance for the session (see Recording Attendance After Your Session for step-by-step instructions).

RECORDING START & END TIMES (IN-PERSON SESSIONS)

1. **At the beginning of your session, log into ConexED and navigate to the appropriate session on your calendar** (Student Support Admin > The Learning Center > Drop-in Academic Mentoring (AM) **or** Residential Peer Mentoring (RPM)).

2. **Click on the session to open the session information pop-up (Appointment Details)**.

3. **Start your session by:**
   a. **Entering the start time of your session in the field provided on the Appointment Details pop-up.**

      Actual Start Time:

      Appointment actual start time as hh:mm am/pm

      Actual End Time:

      Appointment actual end time as hh:mm am/pm

      i. (At the end of your session, you can enter your end time. If you are entering your time on the Appointment Details pop-up, unless your session started or ended at a wildly different time than scheduled, just enter the scheduled times. (It doesn't matter if, for example, your 2:00 session technically started at 1:58 or 2:02. Just put 2:00.)
      ii. After entering your end time, a green "Meeting Completed" banner will appear at the top of the window.

      Meeting Completed

   b. **Navigating to the 'Edit Attendance' page and click 'Start Meeting'.**
      i. Click 'End Meeting' once your session concludes.

Chem 112A RPM

Scheduled Start: Monday, August 30, 2021 4:00 PM
Actual Start:
Actual End:

Start Meeting | End Meeting

RECORDING ATTENDANCE FOR IN-PERSON MENTORING

There is no one way to record attendance. Ultimately, you should choose the option that you are most comfortable with and that you are most likely to remember, because the important thing is that attendees are recorded, not how it's done.

1. **QR Code:** We have set up separate public-facing listings for RPM and Drop-in Academic Mentoring sessions. Sheets containing a tinyurl and a QR code (also found below) will be provided, which you can bring with you to your mentoring hours. When students enter your session, ask them to use the QR code/link and select your session from the list of mentoring hours. They will then be prompted to login using their SSO, at which point they will be added to your attendance tracker.

   Tip: (1) Bring a paper sign-in sheet, just in case someone doesn't have a phone or other device by which to log in, or in case there are any issues with the kiosk (you would then need to enter their name manually via the Meeting Attendance page – see below #7-12 for further information). (2) Have the Meeting Attendance page up and refresh occasionally to make sure people are actually logging in.

   Drop-in Academic Mentoring
   https://bit.ly/3ASMhkl

   Residential Peer Mentoring
   https://bit.ly/3srKM9K

2. **DIY:** there are any number of other ways you could do this, as long as you enter or transfer that attendee information into ConexED using the Meeting Attendance page.
   - **During the session, manually add attendees to "Meeting Attendees" box as they arrive**
   - **Paper Sign-in Sheet** – names and WashU email address
   - **Digital Sign-in via a Google Sheet/Form** – have it open on your device or provide a link/QR code.
   - **Something else that works well for you and your attendees!**

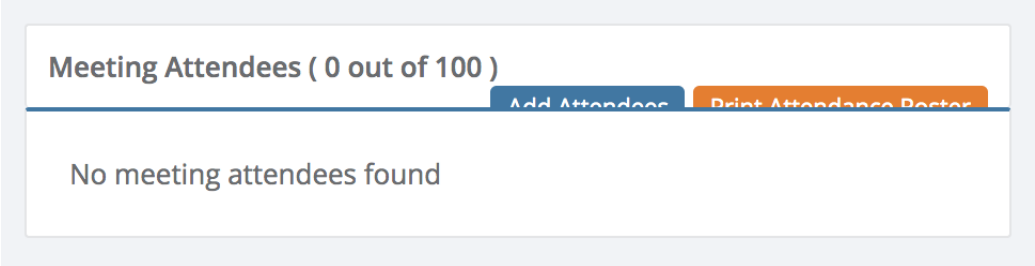
   For any of the options that necessitates entering attendance after the session, take the following steps (same as those followed for entering attendance for remote mentoring):

i. After navigating to the session via Student Support Admin > The Learning Center > Residential Peer Mentoring (RPM) or Drop-in Academic Mentoring (AM), **Click on the session to open the session information pop-up (Appointment Details)**.

ii. **Enter the start and end time of your session in the fields provided to indicate that it did, in fact, happen** (see above for further details on how to do this). You can confirm that your start and end times autosaved by checking for the green "Meeting Completed" banner at the top of the window.

iii. If mentees attended your session, **click the green "Edit Attendance" button at the bottom of the session details pop-up window.**

iv. **Navigate to the "Meeting Attendees" box,** which looks like this:

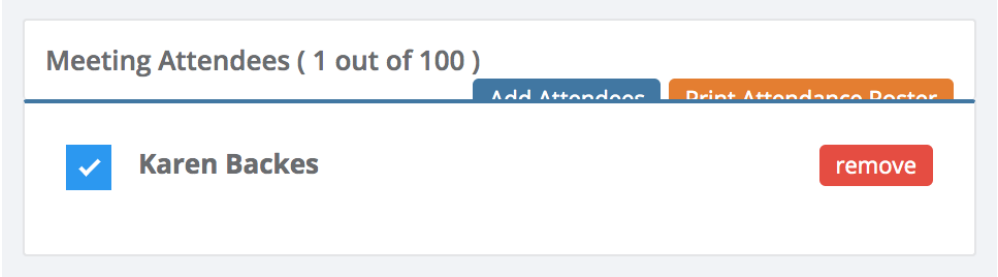


v. **Click on the blue "Add Attendees" button** (may be partially hidden, like in the above image; don't worry about that).

vi. **Enter the full or partial names or email addresses of all the students who attended your session, then select the student from the search options.** If someone has a common name, be careful to select the correct student, because this feature will show you the names of every undergraduate student at WashU whose name or email contains your search term. ***Tip: enter attendee's email first, if it's available. If not, start with the part of their name that seems less common. If the system is showing multiple names, you can instead submit the information using this form.**
Note: You will never need to add yourself as an attendee with this system! If you marked that the session started and ended, we know you were there. Only add the names of the mentees who attended.

vii. **If you cannot identify the attendee or find them in the system,** submit as much information as is available using this form.

viii. **When you have selected all the attendees, click "Add Guest(s)."** If you discover that you accidentally added a student who was not there, you can click the "remove" button next to their name, as seen in the example below.

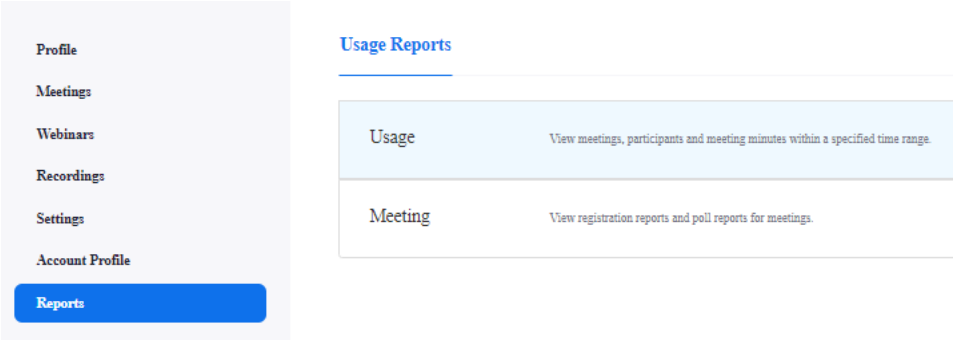


ix. **Click "Save Attendance and Reason Codes."**

RECORDING ATTENDANCE FOR REMOTE MENTORING

Note: You can also record attendance in ConexED during your session, but it is probably easier to wait until after your sessions, especially if the session is busy.

1. **After you finish leading your mentoring session in Zoom, go to wustl.zoom.us, click "Reports" in the left-hand menu and then click "Usage."**



2. **Select a report duration** (the default is to the last 24 hours) **and click "Search."** The page should then display all meetings you hosted during that time frame. **Note: If your session has just ended, there may be a slight delay in the generation of the report.** **Once the report has been generated, click on the number under the "Participants" column, which will display all attendees' names and (in most cases) email address.**

3. **Log into ConexED and navigate to the appropriate session on your calendar** (Student Support Admin > The Learning Center > Drop-in Academic Mentoring (AM) **or** Residential Peer Mentoring (RPM)).

4. **Click on the session to open the session information pop-up (Appointment Details)**.

5. **Enter the start and end time of your session in the fields provided to indicate that it did, in fact, happen** (see above for further details on how to do this). You can confirm that your start and end times autosaved by checking for the green "Meeting Completed" banner at the top of the window.

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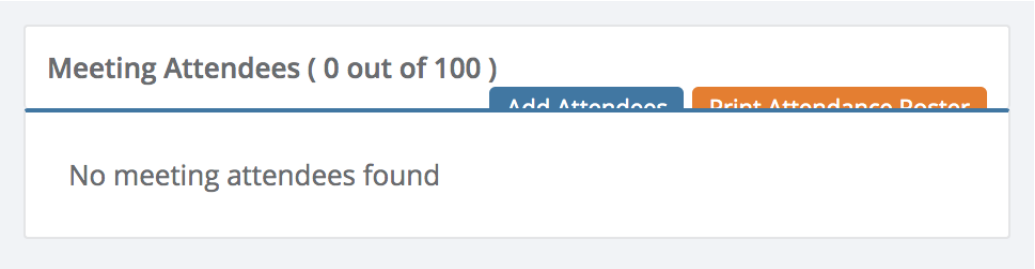
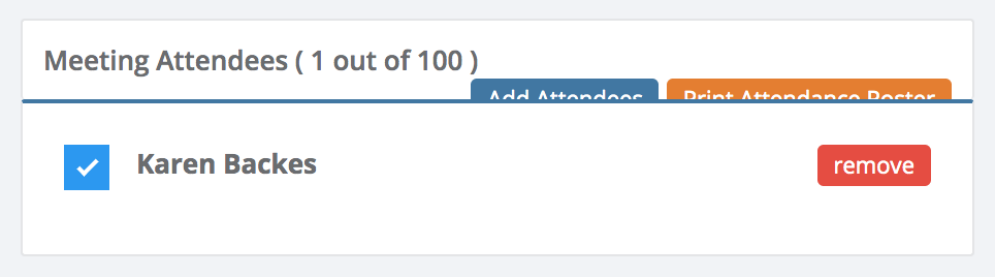


8. **Click on the blue "Add Attendees" button** (may be partially hidden, like in the above image; don't worry about that).

9. **Enter the full or partial names or email addresses of all the students who attended your session.** If someone has a common name, be careful to select the correct student, because this feature will show you the names of every undergraduate student at WashU whose name or email contains your search term. ***Tip: enter attendee's email first, if it's available. If not, start with the part of their name that seems less common. If the system is showing multiple names, you can instead submit the information using this form.** *Note:* You will never need to add yourself as an attendee with this system! If you marked that the session started and ended, we know you were there. Only add the names of the mentees who attended.

10. **If you cannot identify the attendee or find them in the system,** submit as much information as is available using this form.

11. **When you have selected all the attendees, click "Add Guest(s)."** If you discover that you accidentally added a student who was not there, you can click the "remove" button next to their name, as seen in the example below.



12. **Click "Save Attendance and Reason Codes."**