



Academic Skills Peer Coaching

CONEXED GUIDE

The Learning Center at
Washington University in St. Louis

Fall 2021 | Updated August 23, 2021

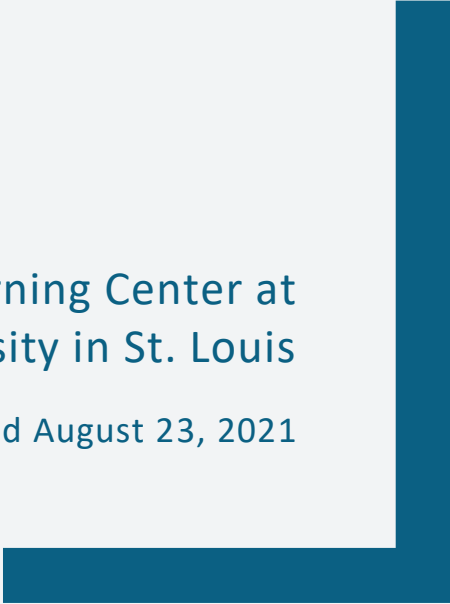


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GENERAL TROUBLESHOOTING TIPS

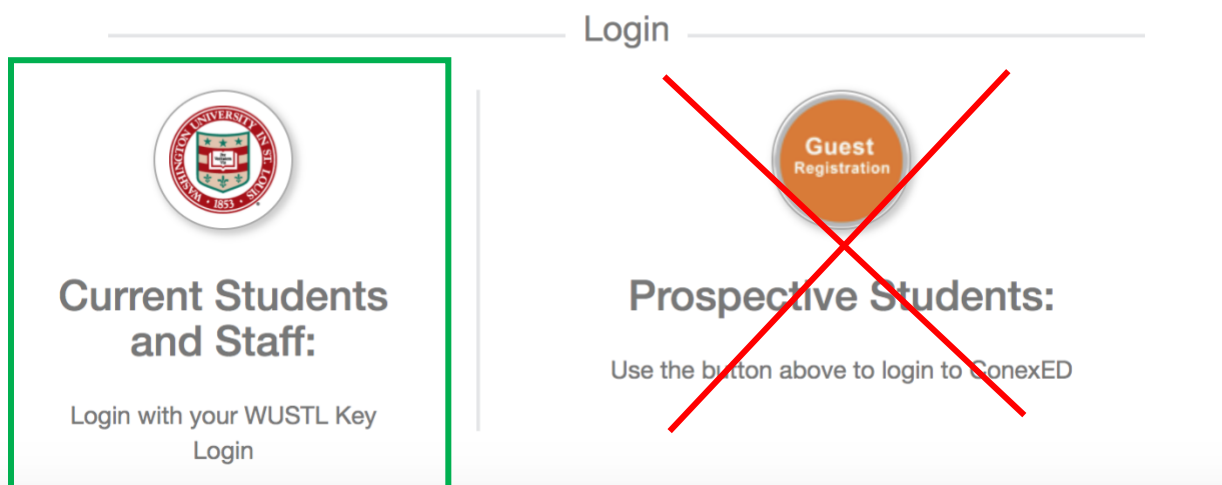
- ConexEd seems to work best in **Google Chrome or Firefox**. Make sure your browser is updated to the latest version.
- If you are experiencing issues, try clearing your cache and cookies. Here’s a guide to do that in [Google Chrome](#), and here’s one for [Firefox](#).

If you have any questions about ConexEd that aren’t answered in this guide, email Karen at backes@wustl.edu so she can help you troubleshoot.

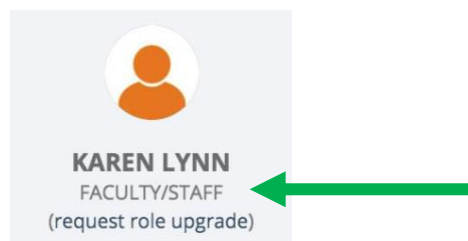
LOGGING INTO CONEXED

1. **Use Google Chrome or Firefox for the best experience.** ConexEd may not work or display correctly in 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.

Choose a login button below to access ConexED



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 your supervisor.



5. If this is your first time logging into ConexEd, **change your status from “online” to “offline.”** This ensures that students will only be able to request to meet with you via the [public scheduling link](#). You will only need to change your status once; after you’ve changed it to “offline,” it should still say you’re “offline” the next time you log in.



CUSTOMIZING YOUR CONEXED INFO CARD

All Academic Skills Peer Coaches are listed in the Student Support Directory that students see when they log into the ConexEd platform. You may find that some of your information is already displayed on your “ConexEd card” that displays on that page, but you have the option to add or change some information if you would like to do so:

1. **Click on “Customize Card” in the left sidebar.** You may have to scroll down to select this option.
2. **Feel free to change any or all of the following fields as you see fit:**
 - **Name:** If you go by a different name than the one listed in WashU’s system, you can change it here or ask your supervisor to change it on the back end.
 - **Photo:** Upload a professional headshot to be displayed next to your name (image size should be 100x100px; it may look a bit pixelated, but that’s okay).
 - **Extra field & field value:** You can use these two boxes to add a “specialization area” field and list your expertise, if applicable.

Please note that The Learning Center does not recommend editing any other fields or sharing your contact info (email, phone number) on your ConexEd card. Check with your supervisor before making any other major changes to your card, just to make sure your edits won’t cause any confusion for students or staff in the future.

3. **Make sure “Don’t allow users to schedule appointments with me” is unchecked!** (If you accidentally check this box, students will not be able to request meetings with you.)
4. **Click the blue “save” button to publish your changes.** You can see how they look by selecting “Student Support Directory” from the left sidebar and scrolling down to find your card.

CREATING OFFICE HOURS IN CONEXED

Peer Coaches are typically expected to work 2 hours a week at a recurring day and time, and their hours are staggered throughout the week to ensure that coaches are as accessible to students as possible. **Your supervisor may create recurring office hours on your behalf, in which case you will not need to follow these instructions;** they are provided for reference in case you need to make any changes independently after the semester starts. **Do not make any significant changes to your office hours without prior approval from your supervisor.**

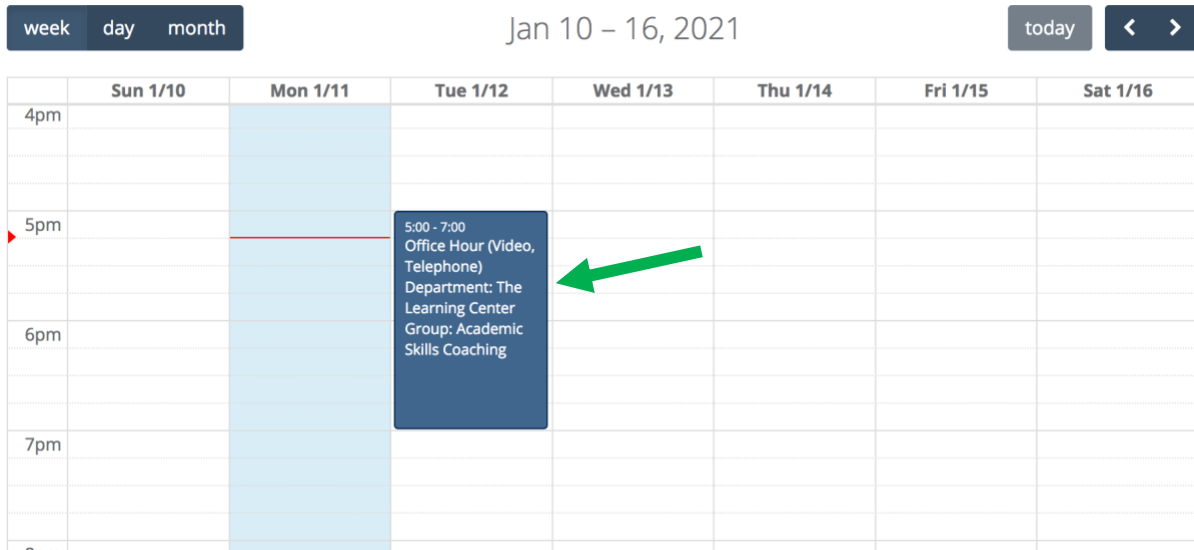
1. **Click on “Calendar & Scheduler Settings” in the left sidebar.** You may need to scroll down to select this option.
2. **Scroll and/or use the arrow buttons above the calendar to navigate to the date and time of your first office hours of the semester.** (Peer Coaching sessions typically start the second week of classes.)
3. **Click on the start time for your first office hour session.** A dialogue box will pop up and ask what kind of event you would like to create. **Choose “office hours.”**
4. **Fill in the information in the “Create Office Hour” dialogue box:**
 - **Enter your start time and end time in US Central Time,** regardless of your current local time zone. WashU operates in CST/CDT (Chicago time) and your account is set to that time zone as well.
 - **Select “recurring series”** to create your office hours for the whole semester.
 - Add an end date for the recurring series, which should be the appropriate day of the week during the last week of classes unless you are told otherwise. (For FL2021, the last day of classes is Friday, December 10.)
 - Make sure the checkbox next to the day of the week is also selected.
 - **Choose “The Learning Center > Academic Skills Coaching”** from the dropdown menu under “group.”
 - **Select both “video” and “telephone” as options under “location.”**
 - If you are comfortable offering in-person sessions, you can also select “in office” and choose one of the Mallinckrodt LL small conference rooms (141/C

or 143/D). *Please note:* These conference rooms must be reserved through a separate system. If your supervisor has not already confirmed that they've reserved a small conference room for you, email them ASAP to request a reservation.

- **Leave the walk-in office hours option unchecked.**
- **Click “create office hour”** when you are finished. You can check the [public scheduling](#) calendar to make sure your hours are displaying correctly for students. If your hours aren't showing up or they seem to be displaying in a different timezone, contact your supervisor for assistance.

EDITING OR CANCELLING OFFICE HOURS

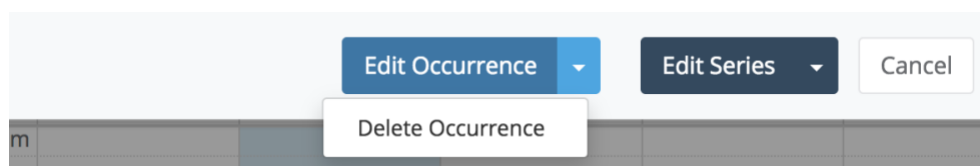
1. Click on “Calendar & Scheduler Settings” in the left sidebar.
2. Navigate to the block of office hours that you need to change (or the first in a series that you need to update) and click on it in the calendar display.



3. Choose the appropriate option in the “edit recurring office hour” dialogue box that pops up.

You will see the option to edit a single occurrence or a series (which will affect the occurrence you selected as well as all future office hours scheduled at that time). If you click either of the “edit” buttons, you’ll be able to change the start and end times, group, and location details for the relevant session(s).

If you need to completely cancel a session or series of office hours, **email your supervisor for approval** and then click the arrow next to the appropriate “edit” button to delete an occurrence or series.



RESCHEDULING OR CANCELLING A SCHEDULED APPOINTMENT

If a student schedules a meeting with you via the public scheduling tool and then you have to reschedule or cancel it for any reason, **you should first let your supervisor know why you are unable to keep the scheduled appointment.** Next, you should formally reschedule or cancel the session in ConexEd to notify the student of the change.

There are two ways you can access individual sessions to reschedule and/or cancel them:

CANCEL OR RESCHEDULE VIA THE CAMPUS CALIBRATE MENU

1. **Expand the Campus Calibrate menu and select “The Learning Center” and then “Academic Skills Coaching.”**
2. **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:

Reschedule

Extend Appointment ▾

Student Check In ▾

Cancel Appointment

“Reschedule” will allow you to modify the time and details of your session and the student will receive an email notifying them of the change. You will be prompted to choose from other existing office hours when choosing a new time.

“Cancel Appointment” does exactly that; again, the student will be notified via email.

CANCEL VIA THE CRANIUM CAFÉ MENU

1. **Expand the Cranium Café menu in the left sidebar and select “My Café Appointments.”** You will see each of your scheduled meetings as an individual card with the details listed.
2. **Scroll to find the session you want to cancel and click the red “cancel” button underneath the meeting card.** Your mentee will receive an email notification that you cancelled the session.

HOW TO RECORD WALK-IN MEETINGS

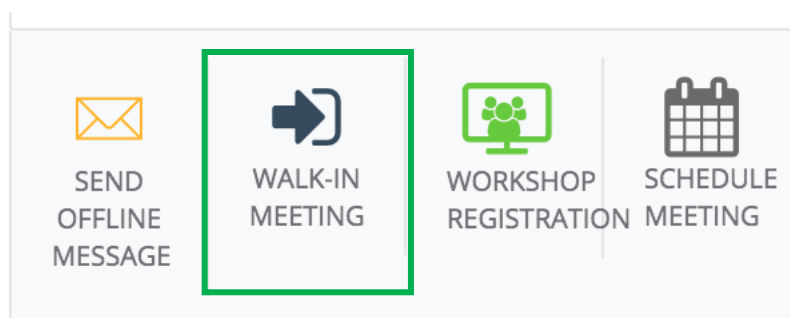
Even when the program does not officially offer walk-in appointments, the existence of an in-person option opens up the possibility that a student will stop by and request to meet with a Peer Coach without having scheduled a meeting in advance. **In this scenario, scheduled appointments take priority and should not be shortened to accommodate walk-ins;** however, if the Coach has an empty appointment slot during their scheduled hours, they can offer that time to any students who happen to drop by.

For data-tracking purposes, coaches must ensure that these meetings are documented in ConexEd by following these steps:

1. **Check the time.** If a student has dropped in prior to the start time for your next empty appointment slot, you should share the link to the [scheduler](#) and ask them to sign up for the open slot. You can explain that this is a data-tracking formality and that you want to show them how to use the scheduler for future reference.

If it is too late to sign up via the scheduler (e.g., your next open slot started at 6:30, but the student arrived at 6:32), proceed to step 2.

2. **Log in to ConexEd, expand the Campus Calibrate menu and select “The Learning Center” and then “Academic Skills Coaching.”** Select “Student Lookup” from the row of tabs above your calendar.
3. **Enter the student’s name, email address, or ID number into the search bar and click on their name when it appears.** You will be redirected to their “Student Details” page.
4. **Select “Walk-in Meeting”** from the series of options at the bottom of the student’s info card. You will be redirected to a page that looks similar to the public scheduler.



5. **Select your name, meeting location, and the student’s reason(s) for meeting with you, and then click “Create Walk-in Meeting.”** You will be redirected back to your Campus Calibrate calendar, where you will see that a meeting has been created for the student, and the “start time” field has already been filled in.

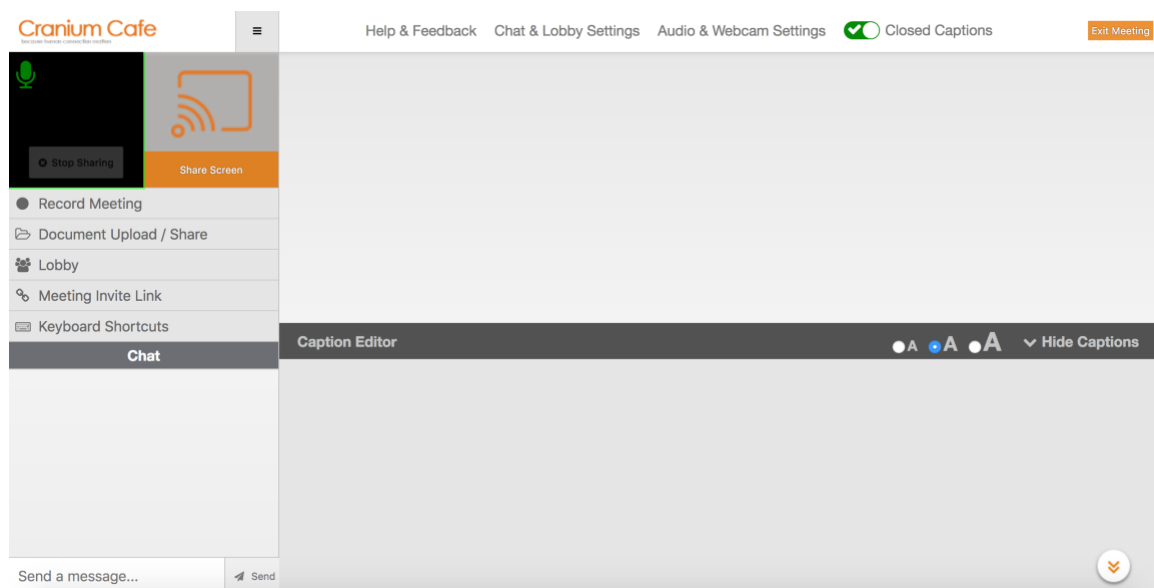
6. **Proceed with your meeting for the rest of your available time slot.** Don’t forget to [enter your end time](#) and any [notes](#) after the meeting concludes.

HOW TO HOST A VIDEO MEETING IN CONEXED

1. When it is time for your video session to begin, you can access your “Cranium Café” meeting room in one of two ways:

- Follow the link in one of the automated confirmation or reminder emails you received from ConexEd/Cranium Café
- Log into ConexEd, expand the Cranium Café menu, select “Enter Your Café,” and then click the blue “Enter Your Café” button under “Group Meeting.”

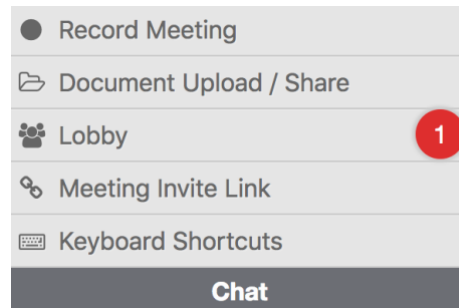
You should see a screen that looks like this:



2. Familiarize yourself with the Cranium Café interface. If your camera is on and working, your face should appear in the upper left corner, next to the “share screen” button. If you’re having issues with your audio or camera display, click the “Audio & Webcam Settings” button at the top of the screen to troubleshoot. You can also use the text chat.

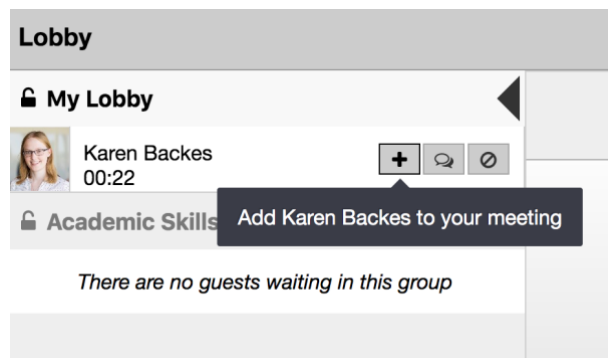
By default, the main viewing area of your café will be divided in half, with space to display participants’ video feeds or shared screens at the top and an auto-captioning feed on the bottom. **If you and/or your mentee wish to turn off the auto-captioning, you can do so by clicking “Hide Captions” or by un-checking “Closed Captions” at the top of the screen.**

3. **Wait for the student to arrive for the meeting.** When they follow the link in their email, they will show up in your Lobby, as indicated by the appearance of a red number next to the Lobby button in the left sidebar. (By default, a sound will also play when a user joins the Lobby; to disable this, visit the “Chat and Lobby Settings” menu at the top of your screen.”



4. **Click on the Lobby button and then click the + sign next to the student’s name to add them to your meeting.** The Lobby window that pops up will show how long the student has been waiting to join the meeting and any public chat messages they sent while they were waiting.

If a student enters the Lobby before your previous meeting concludes or you are running behind schedule, you can also use the Lobby button to send them a quick private message by clicking the middle icon with overlapping speech bubbles on it.



5. **Introduce yourself to the student and begin the meeting.** If this is the student’s first peer coaching meeting, you may need to help orient them to the platform. Students often ask how to disable the automatic captions; refer to the instructions in step 2.
6. **Click the orange “Exit Meeting” button in the upper right corner to end a meeting.**

RECORDING TELEPHONE OR IN PERSON MEETINGS

When you host a video meeting in Cranium Café, ConexEd automatically records when the meeting started and ended. However, if you meet outside of ConexEd (via phone or in person), you will need to manually update this information.

1. **After your session concludes, expand the Campus Calibrate menu and select “The Learning Center” and then “Academic Skills Coaching.”**
2. **Navigate to the session you want to edit and click on it.** Telephone meetings are **green** on your calendar; in person meetings are **teal** or **dark blue**, depending on which conference room you selected.
3. **Enter the meeting start/end times (or check the “Mark Appointment as No Show” box) as appropriate.** It’s okay if you don’t remember the *exact* time your meeting started or ended; just round to the nearest hour or half hour.

Actual Start Time:

Appointment actual start time as hh:mm am/pm

Actual End Time:

Appointment actual end time as hh:mm am/pm

Mark Appointment as No Show

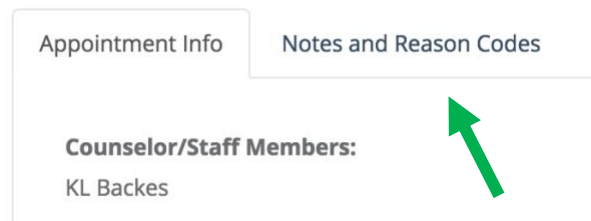
4. **Confirm that your start and end times autosaved** by checking for the green “Meeting Completed” banner at the top of the window.

Meeting Completed

5. **Record your [session notes](#)**, if you haven’t already. (Click the hyperlink or scroll down for instructions.)

RECORDING NOTES AFTER A SESSION

1. After your session concludes, expand the Campus Calibrate menu and select “The Learning Center” and then “Academic Skills Coaching.”
2. Navigate to the session you want to add a note for and click on it.
3. Select the “Notes and Reason Codes” tab at the top of the dialogue box that opens.



4. Briefly summarize the meeting in the text box. The primary purpose of this note is to help you (and any other Learning Center staff members or peer coaches who might meet with this student in the future) remember/learn what was discussed during your meeting. Although these notes are semi-confidential, you should always write your note as if the student you met with might read it; **keep it brief and objective and don't include excessive or potentially sensitive personal information.**

For example, you might write, “Discussed study strategies for Chem 112. [Student’s name] plans to try retrieval practice before next test and will schedule a follow-up peer coaching appointment.” Next time you meet with the student, you can access this note by clicking “View All Notes” under their name on future calendar appointments.



5. **Change the Notes Permission to “local” before you click the blue Save button. This step is very important to protect students’ privacy,** as changing the permission from the default “public” will ensure that only Learning Center staff members and other peer coaches can see the note.