Matched Academic Mentoring

CONEXED GUIDE

The Learning Center at
Washington University in St. Louis

Spring 2023 | Updated January 5, 2023

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WATCH THE VIDEO GUIDE!

You can **click here** to watch a short video demonstration of the ConexEd system for Matched Academic Mentors. It covers most of the information in this guide and is essentially a recap of your live training session. **Please note that the ConexEd interface and MAM policies have changed slightly since this video was recorded in Spring 2022**; if you are confused by any discrepancies in the video, consult this guide for clarification.

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

We're all learning this new system together, so remember – there are no silly questions!

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.

BEFORE YOU OPEN CONEXED

1. **Communicate with your mentee(s) to choose your weekly meeting time and format preference (in person or Zoom).**

2. **Email Karen (backes@wustl.edu) to let her know when and where you and your mentee will be meeting.** This will confirm that you and your mentee have been in touch and will allow her to update program records, reserve a meeting space for you (if needed), and add other students to your group in the future.

3. ***If you will be meeting via Zoom:***
    a. **Log into wustl.zoom.us to create Zoom sessions for your new MAM group.** If you need a refresher as to how to do that, check out this Box folder from the Spring 2020 semester. (Some of the guides and video content are geared towards RPMs and drop-in mentors; as MAMs, you will probably find this guide for creating sessions most useful).

       A couple of notes…
       - **Set your sessions to recur weekly until no later than April 28, 2023** (the last day of classes).
       - You do not need to require registration for MAM Zoom sessions.
       - There's no need to require a meeting password. In fact, we'd recommend that you not do this, just to make it easier for your mentees to join your sessions.

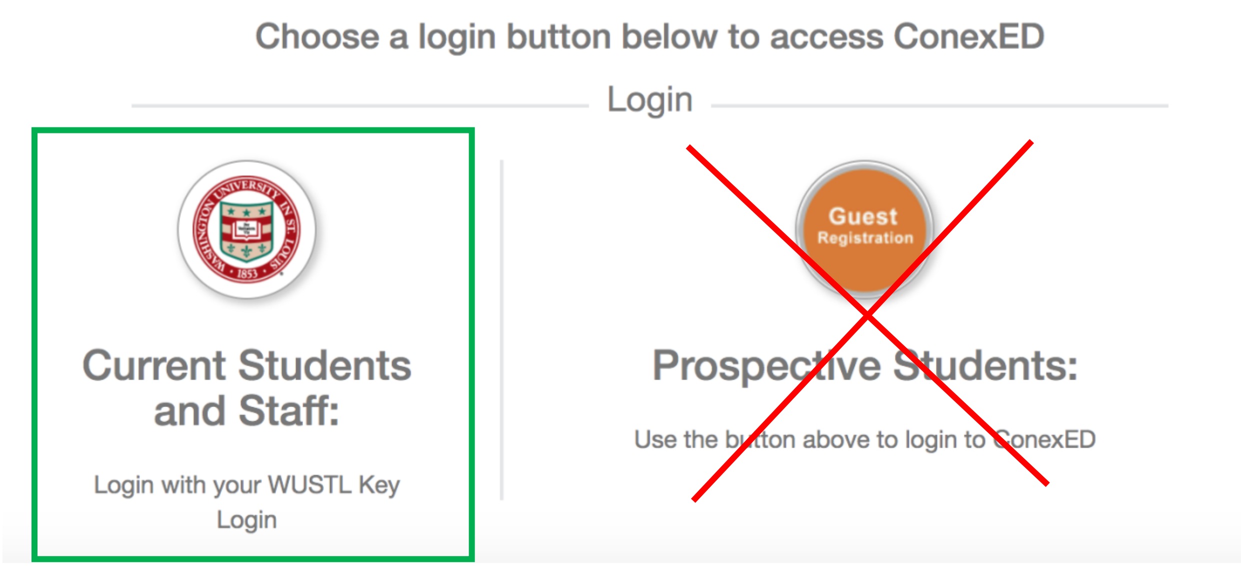
    b. **Email your Zoom link to your mentee(s).** Once you've created your sessions, you can find the link by clicking on "Meetings" in the left sidebar on the Zoom website and then clicking on the title of the meeting.

LOGGING INTO CONEXED

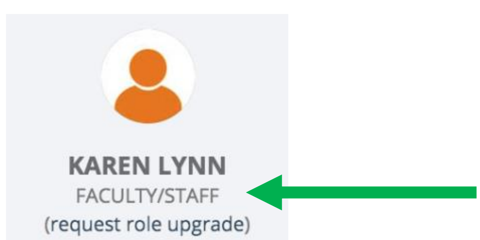
1. **Use Google Chrome or Firefox for the best experience.**

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.

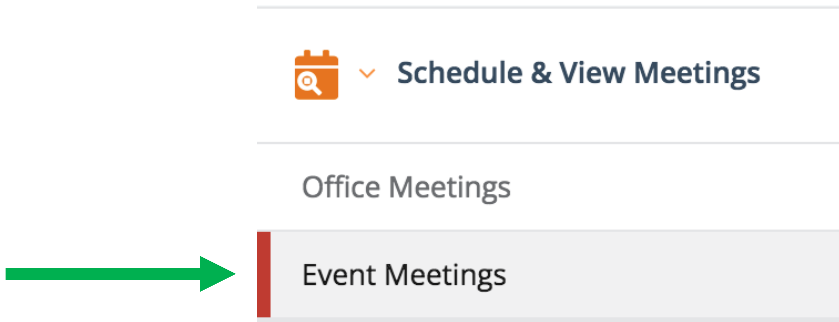


4. If this is your first time logging into ConexEd, check to make sure you have the Faculty/Staff role. This will be visible under your name in the top left corner of the screen. If you do not have the correct permissions, email Karen (backes@wustl.edu).

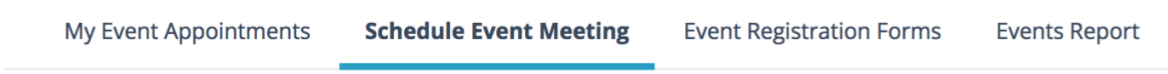


CREATING YOUR SESSIONS IN CONEXED

1. **Click on "Schedule and View Meetings" in the left sidebar, and then click on "Event Meetings."** Depending on the size of your screen, you may have to scroll down to find these options. It is very important that you <u>do not</u> select "Office Meetings," as this format will not allow you to record attendance correctly.



2. **Click on the "Schedule Event Meeting" tab.**



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), but if it displays a different timezone, please change it to Central.

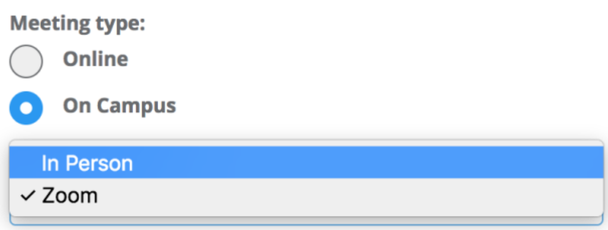
4. **Move over to the right column to set your weekly recurrence pattern.** Once again, you should set your sessions to recur until the last week of classes – **the week of April 23, 2023. This is the <u>only</u> thing you should edit in the right column; <u>DO NOT!!!</u> enter your mentees' names in the "invite meeting guests" box or add a registration form.**

5. **Select "The Learning Center – Matched Academic Mentoring" under the "Associated Group" menu in the left column.** This will load a list of reason codes.

6. **Select your "reason code," which is the course you're mentoring for.** Most of the common MAM courses have been entered already; if you don't see your course listed, email Karen. *Note:* If you are mentoring for a University College course, you should scroll to the bottom of the list to select a UCollege-specific reason code.

7. **Make sure you are listed as the Classroom Moderator.** Your name should be selected by default, but if it isn't, choose your own name from the drop-down list.

8. **Change the "Meeting Type" selection from "online" to "on campus" and choose either "In Person" or "Zoom" as appropriate.** This tells ConexEd that you're not hosting your meeting using their built-in video platform.



9. **Fill in your meeting topic and description.** The topic should include your name and the course you're mentoring for (for example, "Calc 2 MAM with Karen"). You can leave the description field blank, or you can paste in your Zoom link (if applicable) to make it easier for staff to add future students to your group.

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 > Matched Academic Mentoring (MAM).

11. **Navigate to one of the meetings you just created and check that it is pink (in person) or cyan (Zoom) on your calendar.** If so, you're good to go! If your meetings are showing up in any other color, edit your meeting to see if you can find and correct the error. Most likely, you missed either step 5 (as indicated by a dark blue meeting with a red outline) or step 8 (as indicated by an orange meeting). You can also email Karen for support. *Note:* You will need to edit every session individually to correct any errors.

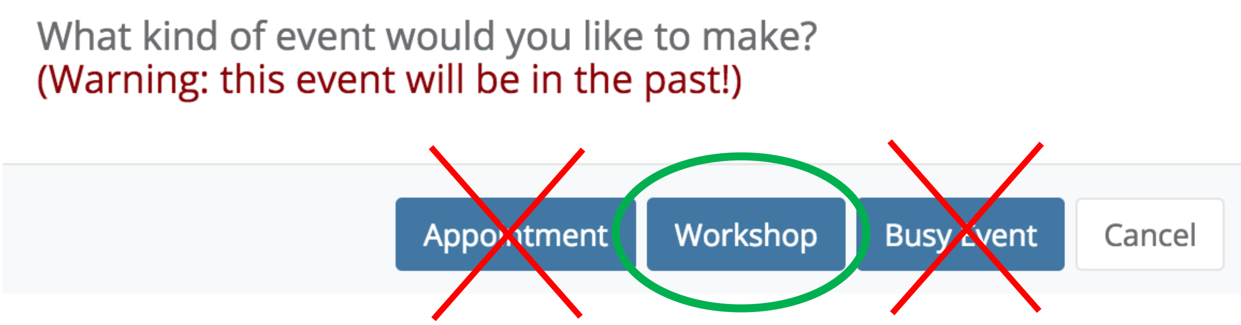
RECORDING SESSIONS THAT TOOK PLACE IN THE PAST

Although MAMs are encouraged to set up their ConexEd sessions prior to their first meeting with their mentees, situations do occasionally arise where mentors need to record attendance retroactively. The "Schedule Classroom Meeting" 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.

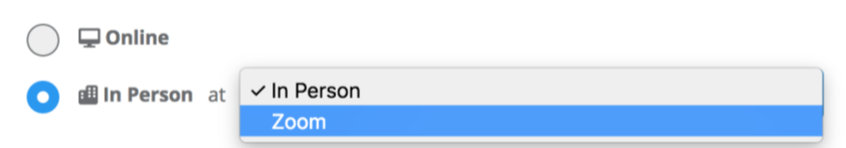
2. **Navigate to your calendar via Student Support Admin > The Learning Center > Matched Academic Mentoring (MAM).** Use the calendar view buttons to navigate to the date and time of your past session.

3. **Click in the white space on 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 "Workshop."** This is the <u>only</u> option that will allow you to create an event meeting.

5. **Fill out all of the fields on the form:**
   a. **What:** Enter your session title; you can leave the description blank.
   b. **When:** Start time, end time, time zone (please use "America, Chicago," which is US Central Time)
   c. **Where:** Click the radio button next to "In Person" and then choose either "In Person" or "Zoom" as appropriate.



6. When you're done, click "Create Workshop" at the bottom of the form. This should redirect you back to your calendar.

7. **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).

EDITING OR CANCELLING CONEXED SESSIONS

If you discover that you or your mentee(s) 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 because you can't delete ConexEd sessions from the past. (Send Karen an email if you need to cancel a session after its scheduled start time.) 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 "Matched Academic Mentoring (MAM)."** From there, navigate to the session you want to edit and click on it.

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

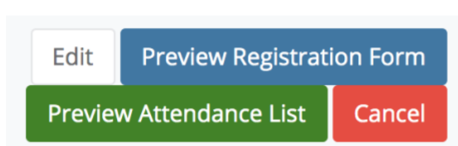
"Edit Classroom" will allow you to modify the time and details of your session; "Cancel Classroom" does exactly that. After you edit your session details, make sure you remember to scroll to the bottom of the page and click the green "Save" button.

EDITING VIA THE SCHEDULE & VIEW MEETINGS MENU

1. **Click on "Schedule and View Meetings" in the left sidebar, then click on "Event Meetings."**

2. **Navigate to the "My Event Appointments" tab if you are not directed there automatically.**

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.**

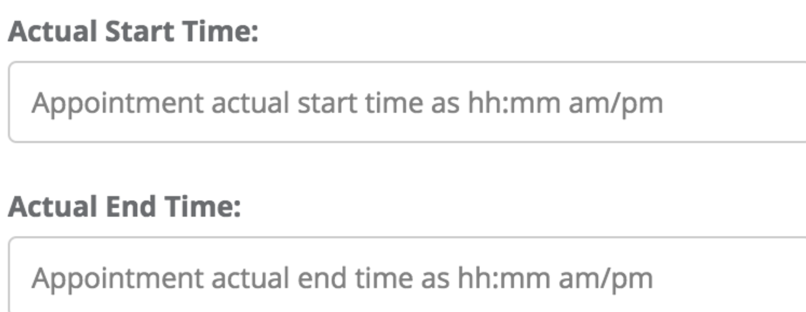


RECORDING ATTENDANCE AFTER YOUR SESSION

1. **After you finish leading your mentoring session, log into ConexEd and navigate to the appropriate session on your calendar** (Student Support Admin > The Learning Center > MAM).

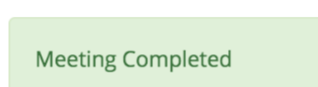
2. **Click on the session to open the session information pop-up**.

3. **Enter the start and end time of your session in the fields provided to indicate that it did, in fact, happen** (regardless of whether or not anyone attended). 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.)



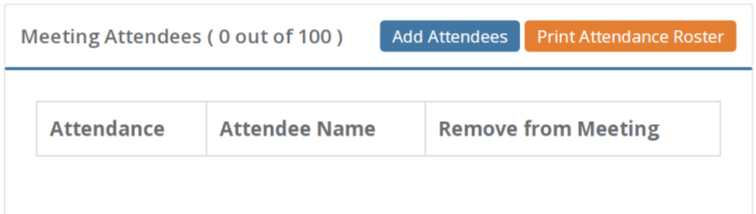
   A note about no-shows: Remember that your mentee(s) must notify you at least 4 hours ahead of time if they wish to cancel a session. In the event that they give you less notice than that or do not contact you at all, you should still check in and out in Workday as if you worked, and you will record a no-show in ConexEd by marking that the session took place but not adding any attendees' names.

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



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

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



7. **Click on the blue "Add Attendees" button.**

8. **Enter the full or partial names or email addresses of all the students who attended your session.** 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.

   Note: You will <u>never</u> 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. If you do not see your student's name in the system, email Karen.

9. **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. If all attendees have a blue checkmark next to their names, you're all set!