

Tutoring Center External Software Evaluation Notes

Meeting Notes: December 4, 2020 Friday 1pm.

Attendance: Jin T, Michelle G, Cheri M, Stuart M, Amy M, Steve G, Scott V, Rachel U

- **Current Issues:** Pisces, our current Canvas-integrated tracking software, used by the Tutoring Center and RAW Center has several user-interface issues. The most prominent problems include
 - **Access:** students can't access tutoring since tutor virtual rooms disappear due to a glitch and
 - **Audio:** audio features are so inconsistent many ESL students, who have a hard enough time listening to English, refuse to use tutoring at all.
 - **Cumbersome Interface:** It is extremely difficult to complete simple tasks that zoom does with ease. For example, screen sharing involves opening multiple windows and customizing settings instead of just clicking a button.
 - **Waiting Line:** Resets every time a tutors ends their shift and the student has to get back in line.
 - **Zoom?:** Many, if not most, tutors would just like to use zoom. However, zoom does not have a way to easily track attendance across multiple tutor accounts.

- **Penji App**
 - Features: <https://www.penjiapp.com/for-universities>
 - Single-sign on mobile and web-based app
 - Tracks/coordinates online tutoring sessions for drop-in and embedded tutoring on zoom and goboard
 - Real-time location-limiting features that can help us more seamlessly transition back to in-person tutoring while allowing us to continue to offer both in-person and online tutoring at the same time in order to serve DE students in ways we couldn't before the pandemic
 - Tutors can upload their total availability.
 - In-app chat - easy to use
 - RAW Center integration with paper drop off.
 - Free Demo Account Login: <https://web.penjiapp.com/>
 - Tutors
 - tutor1@colorado.edu / password: tutor1
 - tutor2@colorado.edu / password: tutor2
 - tutor3@colorado.edu / password: tutor3
 - Students
 - student1@colorado.edu / password: student1
 - student2@colorado.edu / password: student2
 - student3@colorado.edu / password: student3
 - student4@colorado.edu / password: student4
 - student5@colorado.edu / password: student5
 - student6@colorado.edu / password: student6

- student7@colorado.edu / password: student7
 - Cost:
 - ~\$4950 - Spring Semester - The Tutoring Center can pay for this.
 - As of 12/16/2020 - The Tutoring Center has \$74,328 remaining budget.
 - [Pricing Worksheet: Las Positas Tutoring Center](#)
 - Security and IT info:
 - <https://docs.google.com/spreadsheets/d/1Z585ZXdxVh8PT034pp3xV0Kx348B2kDf3G6U1hY4P8s/e/dit?usp=sharing>
 - Contact: Ben Holmquist ben.h@penjiapp.com
- **Next Steps?**
 - **Do first:** IT- District and LPC need to find answers to certain questions. Vetted accordingly. - Steve and Rachel.
 - 508 compliance - Is it accessible for students with disabilities? Jin will follow up with this.
 - Does this connect to banner? SSO - Push, pull?
 - Do classes auto populate in Penji?
 - Where is the data stored? Ferpa compliance? Can we get our data back? Will they delete it afterwards?
 - Develop an MOU with a vendor?
 - Report out at TCC or tech committee for transparency.
 - Funding - not general funds if possible.
 - **Do second:** Should we take the LPC Tutoring/RAW link off of Canvas? If so, when?
 - Yes, if we start with Penji, we will need to remove Pisces link. The link can not be hidden globally. Note: There is no way we can remove Pisces unless Penji is vetted and good to go.
 - Note: We don't have info for CVC funding for Pisces fall 2021
 - **Possibility:** Start with Pisces then move to Penji?

Meeting Notes: February 1, 2021 Monday 1:30pm.

Technology Committee:

Attendance: ?

Notes:

- What do students think? If it's better, they'll make the switch
- Context: Jin decided initially to go with Pisces since it was LMS integrated and free. It also was a good supplement to NetTutor since NetTutor was so expensive.
- Pisces and NetTutor can only be accessed through Canvas.
- Penji is not LMS integrated.
- Canvas has a redirect app that can direct students to Penji. Individual instructors have to set this up.
- Will penji give us the data we need for reporting purposes? yes

- Can we link Canvas app to the Penji app? Maybe, Jin will research
 - Tech Committee can not decide to purchase new software, but they can support it. Overall, the Technology committee is supportive of the idea of moving forward with PenjiApp.
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Meeting Notes: February 22, 2021 Monday 11:30am.

Attendance: Ben H, Ricardo Matsui, Rachel U, Jin T, Cheri M, Michelle G, Cathy Gould,

Agenda:

- Jin gave Ben update on our process
- Our existing service has more glitches
- Next semester
- Rachel -
 - What data needs to go into Penji?
 - SSO
 - SAML 2.0 as protocol. Switch metadata between LPC and PenjiApp. Penji needs student ID # as SSO attribute. LPC can provide student ID # as an SSO attribute.
 - SAML 2.0 will be used.
 - Email, unique identifier (student ID). They are capable of using SAML. This can be the first test to do so.
 - Are we passing an account?
 - LPC has zonemail. If this is limited to just LPC, it is difficult to stop Chabot students from accessing the system. PenjiApp would upload LPC emails and limit access on the backend.
 - Yes, student ID, can be SSO attribute.
 - Yes, Rachel can supply email list to be an eligibility list to Penji so Chabot students don't use our services.
 - Secure FTP to get data to Penji? LPCChabot usually push data.
 - Penji can accept data. Penji will set up SFTP needs to be set up
 - Send Cathy information.
 - What data goes in?
 - Penji can operate totally independently if they want to.
 - If we want optimization, they can take in current courses and registered courses automatically.
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 - However, by default, Jin can upload classes manually as default.
 - What data do we need to come out?
 - Paper drop off - tracking for RAW
 - Name, ID, time in, time out, total time, class they got tutoring for.
 - SSO ID only gives us SSO ID and email. But we don't have student ID.
 - LPC Chabot already does flat file importing for different products.

- What if we can't get SSO set up on our end?
 - Then students set up their own account and login.
 - Rachel can definitely send students and IDs in file.
 - Option one: receive Student ID in SSO (can Penji receive student ID as a single sign on attribute?) - IT needs to get this information to Penji.
 - Option two: get flatfile from banner. (This can definitely be feasible)
 - We can do a flatfile transfer into banner. The bigger concern is to get information into Penji.
- Security
 - **Key takeaways -**
 - LPC-Chabot District IT can provide
 - student IDs as an SSO attribute to Penji. This will allow data to be exported with student IDs for institutional research or apportionment purposes.
 - LPC email addresses to Penji to create an "eligibility" list. This will allow Penji to exclude those not on the list to prevent Chabot students not registered at LPC from using the service.
 - SAML 2.0 will be used
 - Penji will set up SSTP so LPC-Chabot District IT can push information
 - Penji is able to export data in the format we need: Student name, student ID, tutoring time start, tutoring time end, total tutoring time, class tutored.
 - LPC needs to figure out if this is funded through Cares Act or tutoring funds
 - Penji will schedule a meeting with Jin Tsubota and Michelle Gonzalez for roll out this semester (Spring 2021)
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- Penji will send us SSTP info. Contract signed. Schedule meeting for roll out.

Meeting Notes: February 25, 2021 Thursday 1:00pm.

Attendance: Ben H, Jin T, Cheri M, Michelle G,

Intake form:

<https://docs.google.com/forms/d/e/1FAIpQLSdlydtQb9I9Ms3TdiPzhirdorAw87Yzcyo-nhA7jQ8raBgryw/viewform>

Updated needs. What do we need out of the gate?

- 1e appt booking window (24 hours) This intake form does not have a section for asynchronous writing tutoring.
 - RAW Center
 - Face to face tutoring 20 hours per week. All drop in. 20 minute sessions.
 - When there are no face to face students, tutors work on paper drop off.

- 42-72 hour turnaround time for paper drop off. RAW asks students to upload the instructions for the paper with the paper. Students are asked to ID two areas. Tutors take 15-20 minutes per paper for drop off. Michelle works on all the backlogged papers.
 - Single Penji account for drop off (Pick a time requested paper back by). They would upload file to the session. They could chat with the tutor account. Penji can have a list of things they can request support with. We need to review this one on one with Michelle G. We never fully tried it out.
 - For drop in RAW, we give them the next possible 20 minute slot. Penji has a queue. Does it have to be 20 minutes, or can it be faster. It can be faster, but usually not. Tutors just work through the queue, there is no need to set rigid times.
 - What are the biggest pain points?
 1. Video is super glitchy.
 2. Connectivity.
 3. There is a way to kick out of queue. Tutors can edit the queue if needed.
 - There can be in person and digital queue
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Meeting Notes: February 26, 2021 Friday 9:30am.

Attendance: Ben H, Jin T, Cheri M, Michelle G

- Tutoring Center.
 - Modes of tutoring.
 1. Drop in online with zoom or goboard
 - Zoom works with the queue.
 - Goboard can be turned on with queue.
 - All tutors should install mobile app so they can get pinged.
 - Then when they are done. They hit the next student.
 2. Embedded tutoring -
 - Sections model. It is an event Jin uploads as an admin. (ie lecture) tutors will lead that section. Days of the week. Location for that. WE need to log who is in the back end. The link could be the faculty's **zoom** link. Upload **roster** into Penji. Tutor can check in students from that list.
 - Student's home screen will have a button about available SI sections for course.
 3. Appointments for small group tutors manage this. Tutors can put in their own hours.
 - Group setting is global. But this can be a global setting.
 - 4 modes of tutoring to turn on
 - Appointments
 - One on one
 - Jin uploads course titles (Math 40 or Math 40 Young)
 - Most people just do Math 40. Most people don't actually don't do group appointments.

- Group - sections or SI model.
 - Drop in
 - SI - Change name?
4. Ben sends one contract. Two intake forms. 3-4 days from intake it can be built.
Call to review questions.
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Meeting Notes: March 3, 2021 Wed 9:30am.

Attendance: Steve G., Cathy G, Rachel U, Jin T.

1. We will try to implement this now. The disruption will not make the students any worse off since our current system is so glitchy.
 2. We (Rachel U) will push data to Penji for authentication. W number and birthdate etc.
 - Rachel needs to know exactly what data to push.
 - We do not need to upload classes. It's better for Jin to do that later to customize the experience for students.
 - **The big question is what**
 - **Is the login ID**
 - **Should the password be to make it very easy for the student, but not too easy for security reasons.**
 3. PenjiApp does not integrate with Canvas.
 - We will have a link to Penji's website.
 4. SSO will be a future enhancement. We will not do this now
 5. **Tutoring Center will pay for this upfront.** We will ask for Cares funding later.
 6. Deployment Team - Steve, Scott, Cathay, Rachel, Steve, Bruce.
 7. Timeline-
 - As soon as PO gets cut.
 - Rachel can get data out.
 - Training ITS - someone needs to be familiar with how to login to. As long as stuff comes out of banner, ITS needs to be involved with how to login to the interface.
 8. Other notes
 9. Get signed off by the business office. This is ITS and Scott V. not locally at the college.
 - Can we put together a deployment team?
 - **Jin will follow up with Scott V.** cathay, rachel, steve, bruce cc'd
 - Rachel Has this been reported at TTC? No. Does Bruce want this reported?
 - TCC meets next week Friday.
 - Bruce get's approval.
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Friday 3/5/21 Email from Ben H

Hi Jin, Cheri, and Michelle,

We're excited to say we've completed your Penji communities. Here's how to get started. There are often tweaks to make after testing, so we will be happy to work with you on those as they come up.

Introduction

This community is in the closed Las Positas College environment on Penji. The Tutorial Center features 1-on-1 appointments, drop-in, and embedded tutoring, while the RAW Center features drop-in and paper drop-off.

Important note: you, with your admin account created below, can also access Penji as a student/tutor would through web.penjiapp.com or our mobile app. Get in the habit of opening up Penji and viewing things from the student/tutor side as you configure your environment. You can add yourself or colleagues as tutors and ensure everything is behaving as expected before launch.

Directions for Admins

1. You should have just received an Admin Invite email to Penji (check spam if not). Create your Penji account using that link.
2. With your account created, visit <https://admin.penjiapp.com/login>. You will login and then should see a button for your center's admin panel. If you don't, let me know.
3. Explore the admin panel where you can add courses, certified tutors, locations, and more; view all our training documents under the heading below.
4. You and other users can now explore the Penji mobile or web app (links below).

Training Materials for Admins and Users

- Basics
 - Users can access Penji through our mobile apps ([iOS](#) and [Android](#)) and our webapp (web.penjiapp.com). You can also access Penji through these portals and test it as students/tutors.
- Admins
 - [Document: Configuring Your Environment](#)
 - [Video: Configuring Your Environment](#) (17 mins)
 - [Video: Exploring Program Data](#) (8 mins)
- Users
 - Students
 - [Video: Student Quickstart](#) (2 mins)
 - [Screenshots: Student Experience](#) (Often used on partner websites, feel free to use/modify as you see fit)
 - Tutors
 - [Video: Tutor Quickstart](#) (3 mins)
 - [Google Doc: Zoom Setup in Penji](#)
 - [Video: Dropin Quickstart](#) (students and tutors)

Thank you! If you'd like, we can get on Zoom at any point to walk through the app together.

Regards,
Ben

1. I can't upload GoBoard as a drop-in location. Penji does not support goboard in drop-in as of now. Ricardo can get this up quickly if possible. **Maybe ready by end of 19th. Start with zoom. Wait for further direction from Ben to upload GoBoard info.**
2. Sections - Embedded Tutoring
 - a. For "sections" , where do I upload the teacher's zoom url? Or is this always the student's zoom or GoBoard? **Just for attendance (zoom-online)**
 - b. Section eligible students based on W# or email? Do I collect W numbers or email addresses? **Name and email, No SSO ID needed.**
 - c. "Course" for section upload: Why the specificity? Explain the concurrent support model that have multiple classes at the same time. **Make sure the CSV upload has the same funny name that you made.**
3. Can tutors login now? Can I start training and have them upload their schedules? **Yes**
4. If I change student eligibility to "everyone" can we launch right now if IT lags on uploading student W#, Names, and emails?
 - a. Can you clarify what this uploading SSO, SFTP process is?
 - b. SSO - Single Sign On - We aren't doing this yet.**
5. Can I download list of students and reupload it? SA - How do we ban a student from using Penji? **Can we suspend just one student.**
6. External Links? How does it look? Do I send you hyperlink and hyperlink text? **Yes**
7. **bwholmquist@laspositascollege.edu**

Tutorial Center

The LPC Tutorial Center provides free online academic support for a wide variety of subjects. Look for the LPC Tutoring/RAW link in your Canvas class.

- [View the Tutorial Center site](#)
- [\(Links to an external site.\)](#)
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Reading and Writing (RAW) Center

The Reading and Writing (RAW) Center can help you with essays, research papers, etc. Look for the LPC Tutoring/RAW link in your Canvas class.

- [View the RAW site](#)
- [\(Links to an external site.\)](#)
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Math Jam

Take Math Jam Bootcamp before classes to help you with your Math courses and/or take concurrent Math Support Courses during the semester.

- [View more information about Math Jam](#)
- [\(Links to an external site.\)](#)
-

NetTutor

NetTutor provides online tutoring in many subjects, except Math, English, and Writing during the fall and spring semesters. Look for the NetTutor link in your Canvas class.

- [View more information about NetTutor](#)
- [\(Links to an external site.\)](#)
-

The Smart Shop Series

Participate in workshops that will help you become a better student and prepare you for the future.

- [View the calendar of Smart Shop workshops](#)
- [\(Links to an external site.\)](#)
-

Non-Credit Courses

Prepare for college-level courses, such as English, ESL, Math. From the Schedule of Classes, choose a semester, and look for "Noncredit" classes in which to enroll.

- [View the Schedule of Classes in CLASS-Web](#)

Monday 3/15/21 @1:00pm - Michelle, Cheri, Jin, Karina H.

- Purpose: Get Penji up and running
- Process:
 - **We all need to use the platform more.**
 - The tutors need to practice using platform.
 - Input tutors, courses, etc. CSV
 - Tutors need "training" of sorts, they need to upload information
 - We can launch if
- Shoot for Monday 3/22/21 launch.

- Keep paper drop-in on Pisces for another week or two or three after launch, just to make sure. Jin will coordinate with Scott V on this. Maybe Tutoring center continues with front desk on Pisces for 1-2 weeks.

Monday 3/22/21 @ 1pm - Ben, Jin

- How do we submit ticket items in a manner that doesn't disrupt flow and maximizes value for LPC and Penji?
 - [Feature Requests - Penji Feedback \(penjiapp.com\)](https://penjiapp.com)
- Flat rate - contract doesn't fluctuate. If we bring on more than 50%. Flat rate.

Wednesday 4/7/21

support@penjiapp.com for glitches, requests, or something is not working right. Triage it, let us know how urgent it is. Send Kevin's glitch information.

1. Ben Morrison - Gabriel is pretty interested at Chabot. Send Gabe email.
2. Get feedback on onboarding process.
 - a. Upload data,
 - b. Using dashboard
 - c. CSV issues
 - d. Session status.
 - e. Le uc boulder needs to know start time of sessions.
 - f. UI
 - i. onboarding
 - ii. Admin side
 - iii. Tutor side
3. Get ben survey by next Friday

Friday 6/11/21 - 11am Summer Vacation - Discussion on what it's like to have a kiosk in the Fall

- <https://projects.invisionapp.com/share/BJ115SO1VGSU#/screens/453419340>

Wednesday 7/14/21 - 9am Penji Waddle Weekly Meeting

- Calendar Changes -
 - Location - Drop in and Scheduled should be more intuitive.
 - Location preferences are now granular. Location preferences are available for individual blocks of time.

