

# AskBCS Guide - Student Guide

A walkthrough guide on how to use AskBCS to get support from the Learning Assistant Team.

## Hours of LA Support (local time)

10a - 12a - Monday - Thursday

10a - 10p - Friday - Sunday

## Learning Assistant Service Expectations

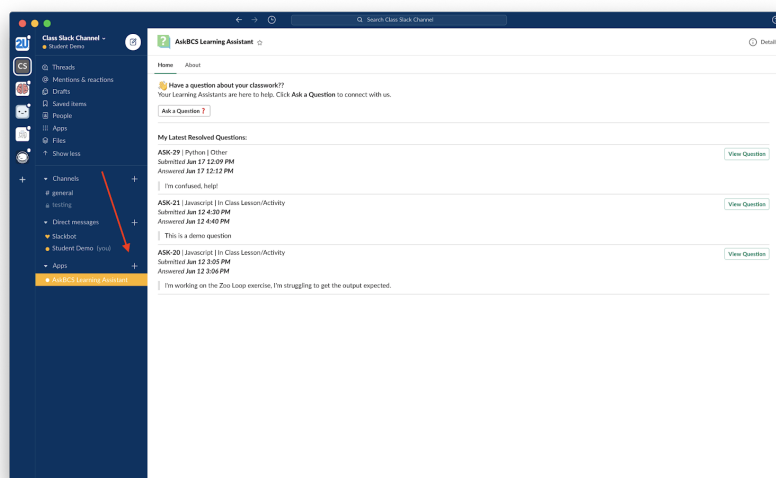
Learning Assistants strive to provide a path forward for students in under 30 minutes. Response and resolution times will vary, as service demands fluctuate throughout the day.

Students should only ask questions when they have the time to dedicate to working with an LA. If a student goes unresponsive for 30 minutes, their question will be automatically closed. The student will need to ask their question again, entering at the back of the queue.

## How to Use AskBCS

### Step 1 - Login to Slack

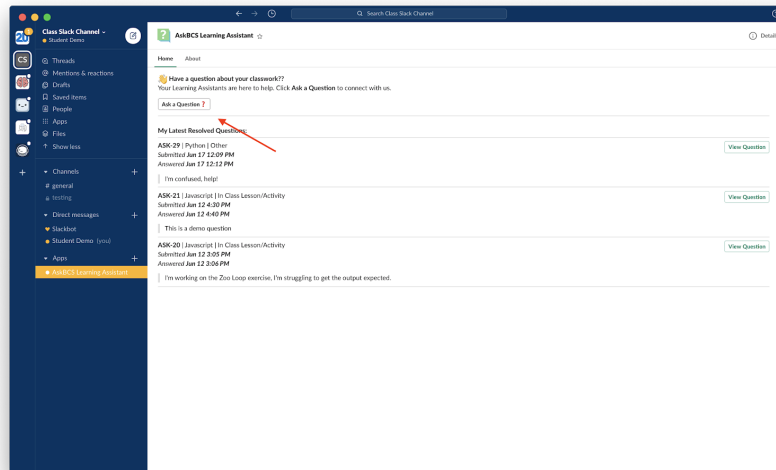
Log in to your cohort's Slack Workspace. In the left sidebar, you will see a dropdown labeled **`Apps.`** Click the sidebar and select **AskBCS Learning Assistant**



*Note: If the application is not shown under the **`Apps`** dropdown, select the **`+`** and click AskBCS Learning Assistants. This will add it to your Apps dropdown.*

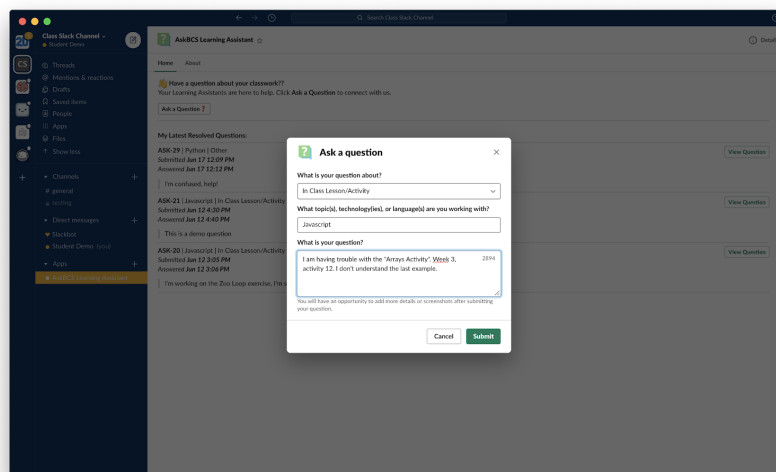
## Step 2 - Home Screen Navigation

You are now at the Homescreen. Here you can ask a new question, view your open, and previously asked questions. To submit a new question, click the **`Ask a Question ?`** button on the top of the screen.



## Step 3 - Question Form

Clicking the **`Ask a Question ?`** button will trigger a pop-up to open. Here you can write out your question. Please provide as much detail as possible. *(If you need to add additional information, you will be able to later)*

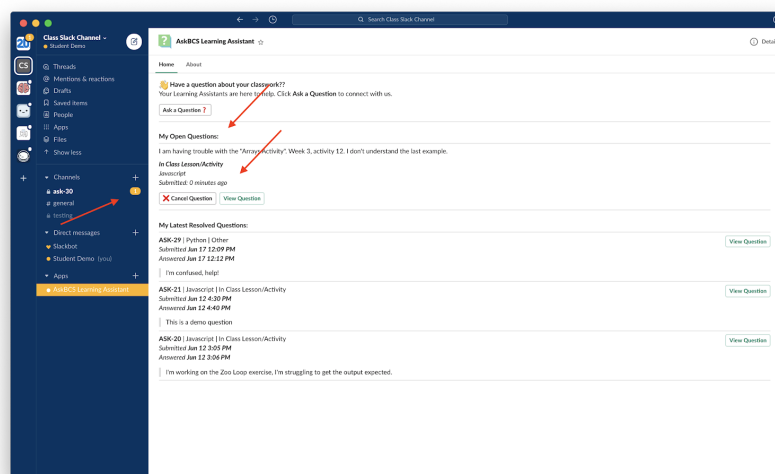


## Step 4 - Submit Your Question

Click **Submit**, your question will be submitted to the Learning Assistants' queue. A new private channel will be created in the left sidebar of your cohort's workspace. This newly created private channel is where you will communicate with the LA, once they claim your question. This will allow you to chat privately with the learning assistant. Your conversation will not be visible to other students.

## Step 5 - Navigate to the Conversation

Navigate to the newly created private channel. You can navigate there by clicking on the channel in the **left sidebar** or the **View Question** Button under the **My Open Questions** section.



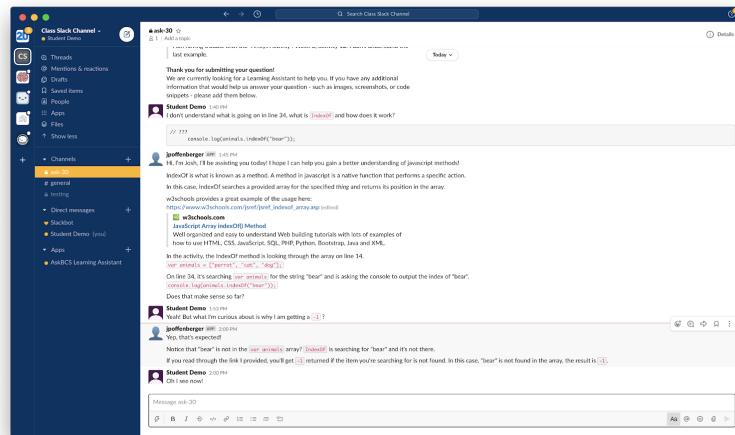
*If you make a mistake, you can remove the question by clicking the 'Cancel Question' Button. This option is only available if the question has not been claimed by an LA.*

## Step 6 - Add additional Information

Navigate to the newly created private channel. Here you can add supplemental information for your question. You can include attachments, screenshots, and use rich-text formatting as well.

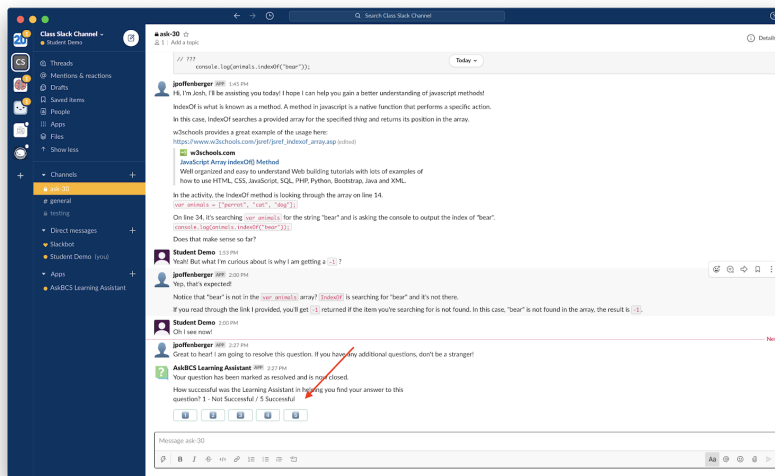
## Step 7 - LA Support

Once claimed, you will be greeted by an LA who will work with you to clarify misunderstandings and help you find the answer to your question. You can communicate back and forth with the LA.



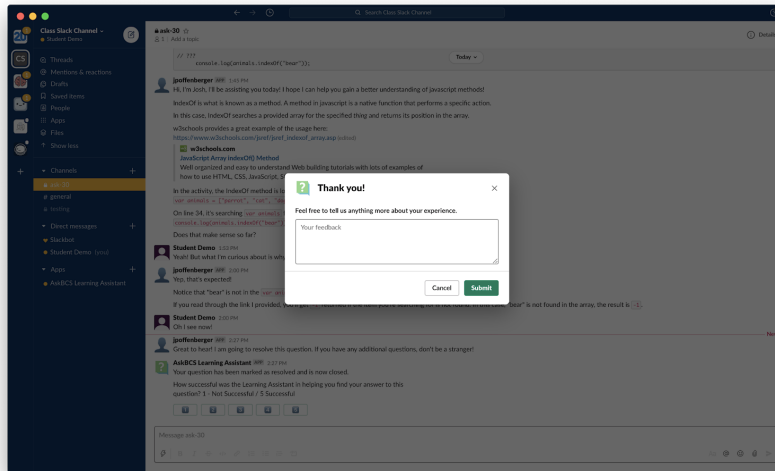
## Step 8 - Resolution

Once the question has been answered, the LA will close the question. You will be prompted to give feedback on the LA's service. After your question is closed, you will no longer be able to communicate with the LA.



## (Optional) Step 9 - Feedback

After providing feedback on the LA's service, you can provide additional feedback about the rating you chose.



## (Optional) Step 10 - Ask Another Question

If you have another question, navigate back to the home tab and submit a new question. Your most recent question will be added to your **My Latest Resolved Questions** section.

