Minutes of Meeting

Date and Time	10 July 2025 09:00 PST	**Meeting type**	Zoom
Organiser	Mr. Rupesh	**Client**	Citywide

Attendees (Internal)
• Rupesh • Kuldeep • Jaspreet • Sangita • Vishesh • Ajay • Akash • Puneet • Kapil
Attendees (Client Side)
• Tom, Teresa, Randy, Matt, Aryan

Agenda
• **Discussions on the following:** ○ ERM Course Assignment & History Logging ○ Mobile App Interface ○ Training Module Demo ○ Feature Deployment & Document Approval

The following things are discussed:

1. **ERM Discussion:**
    a. **ERM Course Assignment & History Logging:**
        i. **Issue:** Course assignments in the ERM section are not currently being logged in the history.
        ii. **Decision:**
            1. All course assignments, including those done via the training module, must be logged in the ERM history as a remark.
            2. This history will serve as a replacement for the work history section in the employee profile.

b. **Employee Visibility of Profile & Work History:**
    i. **Discussion:** Should employees be able to view updates to their profile, such as SSN or general remarks?
    ii. **Decision:**
        1. Employees should be able to view their complete work history through the “comments” section in their profile.
        2. No restrictions were requested unless explicitly required.
        3. Sensitive updates (like DOB, address changes) should be logged as general entries.

c. **Remark Graphs and Analytics:**
    i. **Current Functionality:** Displays top four remark categories by count (e.g., positive, negative, complaints).
    ii. **Requested Enhancements:**
        1. Display all remark categories, not just the top four.
        2. Add sorting/ranking by volume to understand strengths and weaknesses.
        3. Include **percentage** representation per remark type.
        4. Identify top offenders per remark type (show officer name).
    iii. **Decision:**
        1. Show full breakdown of remark types with counts and percentages.
        2. Include ranking and names of officers with highest entries per category.

2. **Mobile App Interface:**
    a. **Design Options Presented:**
        i. Boxed widgets
        ii. No box
        iii. Modular widgets
    b. **Decision:**
        i. The third option (modular widget layout) is preferred by Teresa.
        ii. Tom prefers a middle or left layout if more text is to be included.
        iii. Final decision: Middle layout (no box) with clarity-focused labeling
    c. **Shift Status Labels and Interaction:**
        i. **Previous Labels:** Open, Assigned, Completed
        ii. **New Labels & Definitions:**
            1. **Open Shifts:** Renamed to **“Shifts You Can Grab”** or **“Available Shifts”**
            2. **Assigned:** Renamed to **“Shifts Needing Acknowledgement”**
            3. **Completed:** To be removed from this view (not necessary)
        iii. **Interaction Design:**
            1. Clicking on "Acknowledge Shifts" opens a modal to confirm/reject shifts.
            2. Shift confirmation page removed from main widget to allow more space for calendar/schedule view.
            3. Modal interaction will allow acknowledging multiple shifts at once.
    d. **Shift Count Scope:**
        i. **Decision:**
            1. Counts should reflect the **current published schedule** –

whether weekly, biweekly, or monthly.
2. Users cannot acknowledge future schedules until published.
3. Example: If the company publishes a 1-month schedule, available shifts and pending acknowledgements should reflect that.

e. Dark Mode / Red Mode Feedback:

i. **Jaspreet** inquired about how activity codes should be highlighted in dark/red mode—whether to retain the current color coding or make adjustments for better visibility.
ii. **Teresa** questioned the necessity of a red mode, suggesting sticking to light and dark modes.
iii. **Tom** highlighted that red mode is appreciated by Randy and the guards. He suggested replicating the V1 color scheme if possible.
iv. **Jaspreet** clarified that in V1, red mode only had a black background and red text—nothing else was highlighted.
v. **Randy** pointed out current dark mode issues like inconsistent translation of text and brightness. However, he acknowledged that improvements have been noticed recently.

f. Highlighting in Red Mode:

i. **Tom** suggested that highlighting might not be necessary in red mode as it's mainly used for review/reporting by clients or supervisors in light mode.
ii. **Randy** added that sometimes data is reviewed in modified dark mode setups inside vehicles.
iii. Tom suggested copying the existing color setup for red mode using three core colors and basic backgrounds.

g. Dark Mode Visibility Issues:

i. **Jaspreet** and **Randy** discussed ongoing visibility concerns in dark mode, especially when accessing deeper levels of call-related data.
ii. Randy noted improvement and fewer instances of text visibility issues recently.
iii. The issue typically occurs in nested views rather than the main page.

h. Change Communication and Transparency:

i. **Randy** raised concerns about lack of visibility into interim changes, especially when working on internal fixes that become redundant if the dev team has already resolved the issue.
ii. Jaspreet clarified that **red mode** is being developed for the **mobile app**, and work on the **web version** will follow once conversion is complete.
iii. Randy suggested having a shared intermediary list of changes to avoid duplication of effort.

i. Feature Updates & Release Notes:

i. **Teresa** mentioned that weekly email updates are already being shared but acknowledged the need to improve communication about minor updates.
ii. **Tom** suggested issuing detailed update emails (like app store changelogs) once updates hit production, so clients are aware of fixes and improvements.
iii. He emphasized the need for proactive communication to avoid

confusion or duplicated testing efforts from clients.

iv. **Teresa** noted the challenge of manually decoding Trello tickets for updates.

v. **Jaspreet** and **Tom** confirmed that the **development team will start providing release notes** summarizing both **new features and updates to existing functionalities**, thus reducing the need to sift through Trello.

3. **Training Module Demo:**
   a. **Assessment Filters:**
      i. Renamed *"Assessment Result"* to *"Assessment Status"*.
      ii. Updated filters to: Attempted, Assigned, Failed, and Completed.
      iii. Default filter changed from *Pending* to *Attempted*.
   b. **Deployment Status:**
      i. Changes currently pushed to staging.
      ii. Awaiting QA sign-off before production deployment (target: Saturday).
   c. **Course Duplication Logic:**
      i. **Question raised:** How to handle naming when duplicating a course within the same branch.
      ii. Decision:
         1. Default naming to follow pattern: <Course Name> Copy 1, Copy 2, etc.
         2. Field should remain editable so users can rename duplicated course manually.
   d. **Additional Course Features Implemented:**
      i. **Updated At Field:** Tracks course update timestamp.
      ii. **Transfer to Branch:** Allows course transfer across branches.
      iii. **Course Completion Expiry Date:** Allows course creators to set an expiration date.
   e. **Naming & Concept Clarification Discussion:**
      i. **Issue Identified:** Confusion over current field names such as Course Duration, Course Completion Time, Course Expiration Date, etc.
      ii. **Tom's Feedback:**
         1. Names are overly technical and not intuitive to end users.
         2. Strong request to rename with clearer terminology.
         3. Suggested change: "Time to Complete" instead of `Course Completion Time`.
      iii. Randy's Clarifications:
         1. Course Duration: Time required to complete the course content (i.e., credit hours).
         2. Course Completion Time: Deadline window (e.g., 7 days) to finish the course from the date of assignment.
         3. Course Expiration Date: Absolute calendar date after which the course is inaccessible.
         4. Only one of the two (Completion Time or Expiration Date) should be used to avoid redundancy.
      iv. Tom's Final Decision:
         1. Remove Course Completion Time field.
         2. Keep:

a. Expected Course Duration → represents credit hours (to be renamed).
b. Deadline → clearer label for deadline to finish course.
3. Randy to share new field names with Teresa for further review and implementation.

f. **Course Duration Automation:**
   i. Sangita confirmed that course duration values are now automated based on the number of modules.
   ii. No manual entry is needed; module count will dictate total course hours.

g. **Analytics Module Issues:**
   i. Tom and Teresa expressed strong concerns over broken analytics functionality during a live demo.
   ii. Key complaints:
      1. Data not appearing on filters like "Monthly."
      2. Discrepancy between available data and displayed analytics.
      3. Inconsistent values, e.g., "No Data" despite applications being visible.
   iii. Jaspreet clarified:
      1. No activities occurred in the selected time range, hence some graphs didn't populate.
      2. Conversion rate was zero due to no offers—not technically "no data."
   iv. Action Items:
      1. Ensure graphs reflect zero data instead of blank outputs.
      2. Improve date filtering logic to avoid user confusion.
      3. Fix backend analytics queries and ensure production parity.

h. **UI/UX Feedback on Goals Module:**
   i. Sangita demonstrated:
      1. Removal of toggle buttons.
      2. Added functionality to select/copy/transfer goals across branches.
   ii. Teresa requested:
      1. Avoid showing redundant branch info when a client has only one branch.
      2. UI to adapt based on user's branch count.
   iii. Jaspreet and Sangita confirmed feasibility and will explore conditional visibility.

i. **Training Completion Logic:**
   i. Randy requested clarification on what happens after course deadline expiration.
   ii. Jaspreet explained that post-deadline, the course will no longer be accessible.
   iii. New label suggestion: Change **"Course Completion Time"** to **"Completion Deadline"** for better clarity.

j. **Training Experience on Mobile App:**
   i. Concern: Unlike the web, mobile users can switch apps without being logged out, leading to cheating possibilities.
   ii. Teresa noted:

1. Overengineering anti-cheat might not be worth it—cheating is inevitable to some extent.

iii. Randy clarified:
  1. For general employee training (e.g., handbook), mobile access is fine.
  2. For critical assessments (e.g., Sergeant's test, Harassment training), stricter control is required.

iv. **Proposed Solution** (Teresa's idea):
  1. Add a toggle (radio button) per course/test to define if it is mobile-accessible or web-only.
  2. High-priority or compliance-related tests should be web-only.

v. Tom supported this, recommending all test-taking be locked to desktops for strict monitoring.

k. Payroll Considerations:

i. Randy highlighted frequent employee inquiries about compensation for time spent on training.

ii. Teresa suggested that if a test is marked as "paid," then the time logged should reflect in the hours worked.

l. Course/Test Completion Time & Compensation:

i. **Discussion**:
  1. Concern raised by Randy on whether employees like Slayton are being paid for taking tests during or outside work hours.
  2. Tom clarified that if a course is marked **paid** (e.g., 8-hour course), employees must be compensated **only for 8 hours**—regardless of how long they take to complete it.
  3. Internal policies mark certain tests as **unpaid**, and that must be clearly configured in the platform.

ii. Conclusion:
  1. Courses/tests must be explicitly marked as **paid** or **unpaid** within the system to eliminate ambiguity.

m. Test Accessibility (Web vs Mobile):

i. Randy and Teresa emphasized the need for course **reading access** on mobile but **restricted testing to web only**.

ii. Jaspreet raised concerns around screen size limitations on mobile for heavier content.

iii. **Final Decision**:
  1. **Testing will not be allowed on mobile.**
  2. Employees can **study/consume content on mobile**, but tests must be taken via desktop.
  3. For those without access to a computer, an option to complete tests at the office will be provided.
  4. **Teresa** will raise a **Trello ticket** to enable course-level control (mobile vs web).

n. Reference to Deployed Medicine:

i. Randy shared his experience with the **Deployed Medicine** platform used in combat settings.

ii. He will consult with that team to gather best practices on mobile-based training and testing.

4. Feature Deployment & Document Approval:

a. **Build Update:**
    i. Sangita informed that a new build will be deployed over the weekend.
    ii. Tickets have been submitted for approval.
    iii. Teresa agreed to review and provide feedback by EOD.
b. **Document Access Issue:**
    i. Teresa faced access issues with the priority sheet.
    ii. Access was successfully re-granted to her **commandhubsolutions@gmail.com** account after clarification.
    iii. Jaspreet reminded Teresa to approve documents related to new priorities and help & support changes so timelines can be shared.
c. **UI/UX & Name Changes:**
    i. Tom asked Randy to share **name change recommendations** and remove any unnecessary fields or boxes before the weekend deployment.
    ii. Randy confirmed he has already shared the updates with **Teresa and Aryan**.
d. **Mobile Use Clarification for Ratings:**
    i. Sangita asked if officers should be informed that only **reading/rating** is allowed on mobile.
    ii. Jaspreet confirmed that mobile should be limited to **reading only**, and tests are **not allowed**.