

Meeting w/ Scotty, Labs team w/ Hassan + Erika, program coordinator

Erika:

- perspective for engineer for the week

Scotty:

- Desire / need for SOMETHING [chatbot]
- Chatbot is one way to think about solving but many ways
- Looking for teachers / facilitators to provide instant connection / feedback from the team
- Scenario: imagine you're a teacher running through one of the sprints, in the classroom, big questions - not sure how to move forward w/ -- no tool that is on demand
 - Some way to get instant feedback/help online (help people stay in the program)
 - Help across different programs
- Empower teachers w/ resources that they need - when they need them
- Long Term:
 - incentives + resources to increase engagement [**Prevent DROP OFF**]
 - Not only about the learners -- how do we [provide value] to teachers / facilitators
 - Professional development for ppl who sign up for programs
- Edmod Labs: engineering research team w/in edMod
- Labs: other programs that we take on but these are the three main ones:
 - Programs + product team
 - **Programs: Engineer for the Week**
 - 10 weeks sprints
 - **Project Spark (tech start)**
 - Teaching experience / platform -> learning mgmt, diff experiences -> history, eng, algebra -> intro concepts of science as well
 - 5 days
 - **product - Career Connections, 18+**
 - Internship program
 - Connect local businesses in areas we don't associate w/ tech
 - Arkansas, NM
 - Recruit local businesses + talent
 - Talent: train in social media
 - Businesses get social media intern
 - No engineering sprint

Erika

- Project based program, 10 week sprint. Ea project ~10-12 hours
- Community centers: low income housing. Least structured. Drop in. 1 facilitator. Ad hoc.
- Middle School: teachers
- Age: < 13+ Scratch, 11 - 17 years old
- Chatbot + messenger (not able to bc have to be 13+)
- Users: after school programs

- Teachers / facilitators: part time, sometimes full time, 3 - 7 PM range, depends on funding. Run diff cycles and programming
- Free programming
- Send resources and content over email
- Open source
- Office Hours: program facilitators (18+) can schedule 1:1
- FB engineers and PMs Black, Latinx, Native. -> sites that need them / 30 minute zoom calls -> share pathway to tech
- Facebook group: daily updates during sprint, facilitators can post questions, on call responses.
- Impact Award -> grant to top -> nonprofit in their community

Post-Mortems / Evaluation Partners

- Interview facilitators who completed, didn't complete
- Challenges: Accessibility
 - E.g. office hours, onboarding webinar -> **REQUIRES TIME**
 - They are busy, hard to make specific times
 - Balance of what is scalable (from FB team resources)
 - Access resources when they need them
 - Nice if I could get in contact with someone and for them to be **more responsive - REAL time ANSWER**
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Types of Questions from Facilitators:

- Varies on funding, needs of facilitators and team
- How much time do I have left for this project?
- Having issues with _____
- When do I need to turn this in?
- Erika: SHARE log of questions + EVALUATIONS Fall 2019
- Need list of possible interviewees
- Erika coming THURSDAY

Questions:

- discussing the focus you would like us to take, additional information on each problem that teachers are facing
- needfinding / prototyping results that we can have access to

Capture Processes

Capture Pain Points

1. Identify programs with retention problems
2. Hypothesize why those programs; logistical difficulties, lack of incentives, etc.