



Facebook EdMod Labs Team

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# Our Team



**Susan  
Benavidez**

AI/NLP, Python,  
Backend, ReactJS



**Stephanie  
Brito**

Systems/Backend,  
Python, AI/ML



**Isaiah  
Bush**

AI/ML, Python,  
Backend



**Austin  
Chow**

Python, Java,  
Javascript, React,  
Flask



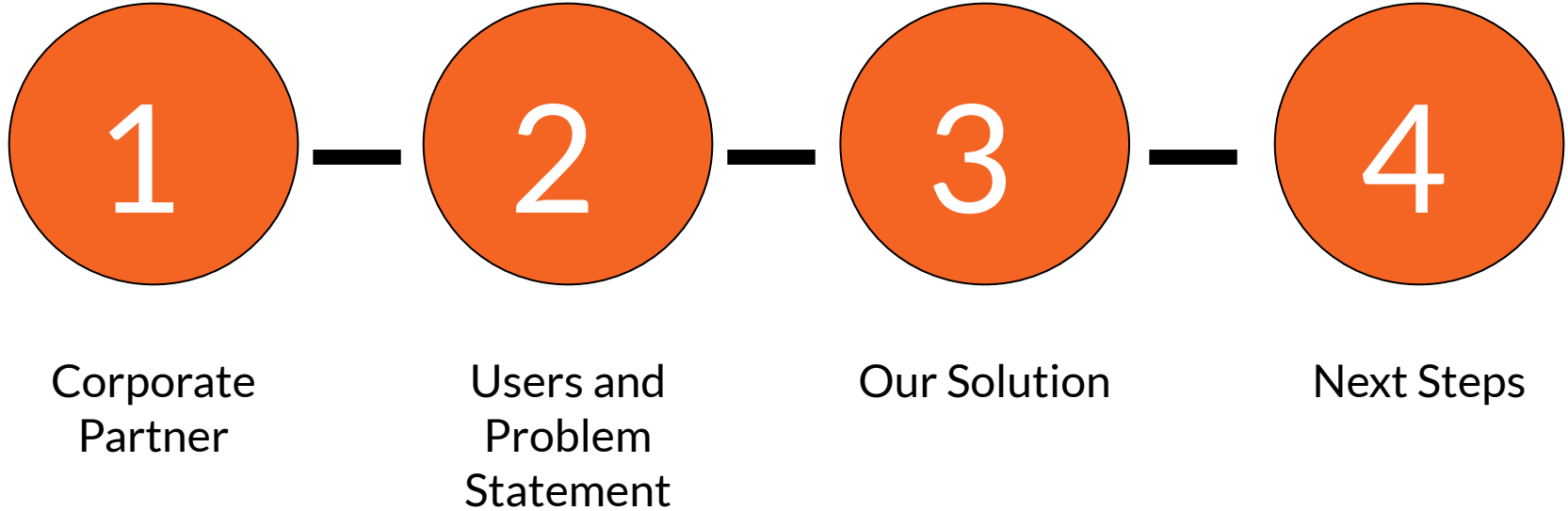
**John  
Chuter**

AI/ML, Android, iOS,  
xPlatform

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# Agenda



# 1

## Facebook EdMod

### CHATBOTS FOR CHANGE

100% COMPLETE

- EFTW OVERVIEW
- EFTW PREP PHASE
- 1) INTRODUCTION TO A SPRINT
- 2) CHATBOTS FOR CHANGE
- 3) DESIGN FOR USERS
- EFTW SPRINT PHASE
  - 1.1) BUILD A CHATBOT- DEVELOPMENT ENVIRONMENT
  - 1.2) BUILD A CHATBOT- BLOCKS & RULES
  - 1.3) BUILD A CHATBOT- BUILDING CHATBOT FEATURES
  - 2) TEST & GET FEEDBACK

### 1.3) BUILD A CHATBOT- BUILDING CHATBOT FEATURES


Lesson 2 of 12

**BUILD A CHATBOT- BUILDING CHATBOT FEATURES**

This section shows you how to leverage chatbot features to make your chatbot more knowledgeable and responsive.

**BUILD A CHATBOT: BUILDING CHATBOT FEATURES**

For a detailed walkthrough of this Building Chatbot Features Section, follow along below. If you'd rather use a printable version, feel free to download our worksheet below.



### ABOUT

### RESOURCES

# ENGINEER FOR THE WEEK

Facebook's Engineer for the Week (EFTW) aims to demystify the world of tech, empowering youth to explore engineering and develop computer science skills.

**GET STARTED**

### PROJECTS

### SHOWCASE

### 100% COMPLETE

- EFTW OVERVIEW
- EFTW PREP PHASE
- PREP PHASE OVERVIEW
- 1) INTRODUCTION TO A SPRINT
- 2) CHATBOTS FOR CHANGE
- 3) DESIGN FOR USERS
- EFTW SPRINT PHASE
  - SPRINT PHASE OVERVIEW
  - 1) BUILD A CHATBOT
  - 2) TEST & GET FEEDBACK
  - 3) ITERATE ON CHATBOT
- EFTW FINISH PHASE
  - FINISH PHASE OVERVIEW
  - 1) SPRINT REVIEW &

### Lesson 2 of 12

## 1) INTRODUCTION TO A SPRINT

**PRODUCT LEADER SECTION**

# INTRODUCTION TO A SPRINT

The "Product Leader Section" is for the EFTW Product Leader's eyes only. EFTW participants will not see this information. Here you will find the details that will help you better facilitate this lesson.

### SECTION DETAILS

**OVERVIEW:** Participants learn about the Scrum methodology, the engineering process at Facebook that they will use throughout this program. They will gain an

# 2

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## Our Users: Facilitators

*"My students are really service oriented. They like helping other people. They like helping their community. That has transferred into the chatbot and the game that they've been working on because both are really focused on helping, in this case, their peers."*

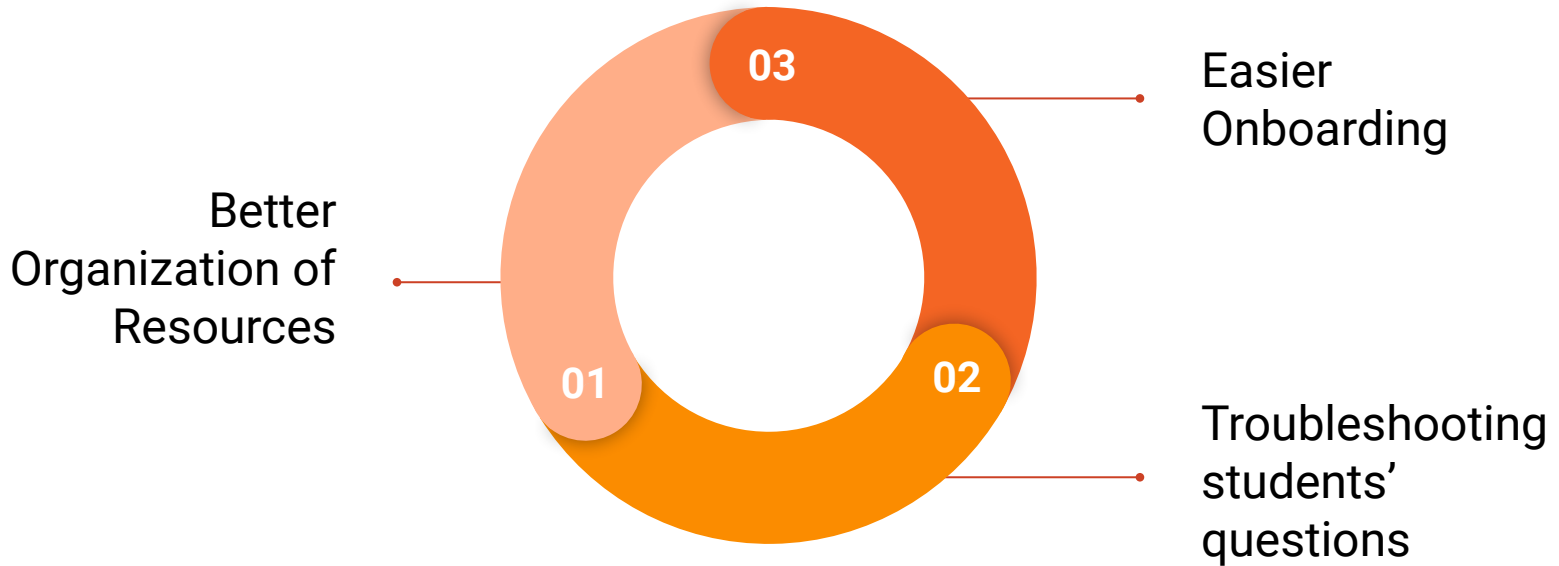


Johanna  
EFTW Facilitator

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# 2

## Facilitator Needs



# 2

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## Our Users: Learners

*"I was closed minded when it came to Computer Science because I always thought, well I never see anyone that looks like me in that field, so why would it interest me? Then I started working on my chat bot. Wow, maybe this is a field that I can work in. Or see myself in. And that maybe I can make a place for other women to be here also."*



Natalie  
EFTW Engineer

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# 2

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## Student Needs

- *"It would be cool to be able to **communicate** with other EFTW teams across the US."*
  - *"[To get **help** on the project] have servers where you can ask **chatbots** certain questions."*
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# 2

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## Problem Statement

- Resources for facilitators
    - Facilitators may have not have access to FB/laptops
    - Lack of centralized troubleshooting
    - Manual tracking of student logs and progress
  - Restricted time availability
    - Lengthy onboarding leads to drop-off
    - Online Office Hours times are not accessible
  - Absence of wider community to motivate, inspire and support both students and facilitators.
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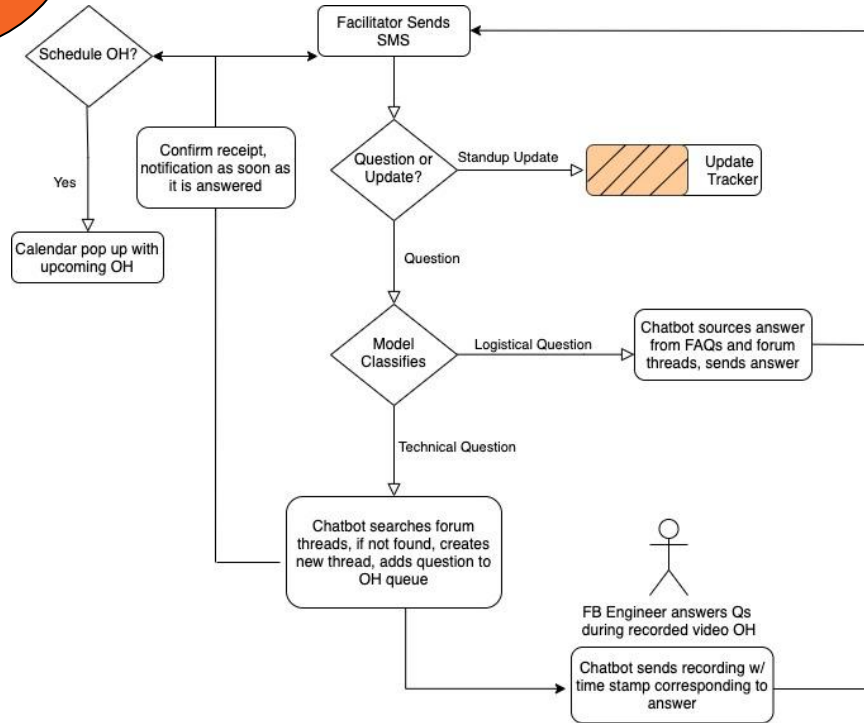
# Our Approach

SMS Integration Point into Web Platform

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# 3

## Our Approach: SMS Prototype



- School firewall
- Limited resources
- Central Q&A repository
- Reliance on human customer service
- Low engagement
- High drop off

Sprint Summary

Progress Graph  
Progress by Team

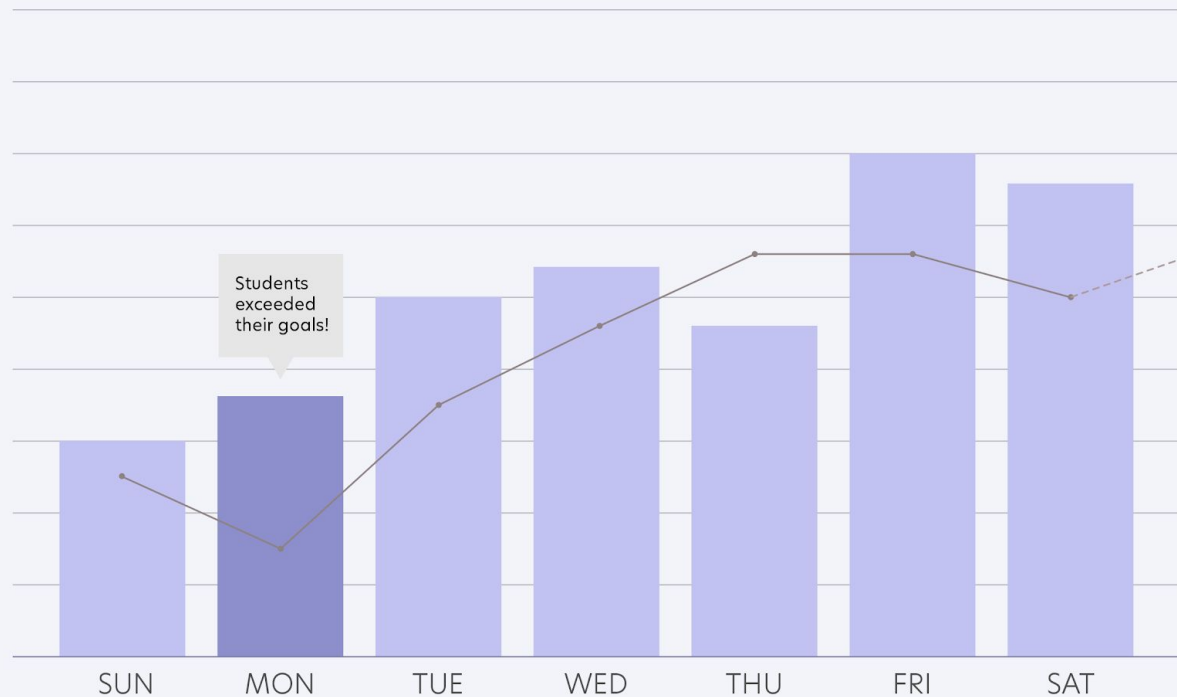
Student Resources

Engineer Profiles  
Facility Highlights



# Spring Sprint 2020

DAY | **WEEK** | MONTH



☒ Average Progress

Week 3/04 - 3/11

Questions

Tags

Badges

## How do I set up Scratch?

I'm working on the social impact game project and I'm having trouble setting up Scratch on my computer. I went through the tutorial, but it keeps freezing past the login screen. I tried restarting my computer, but that didn't help. How do I get past this error?

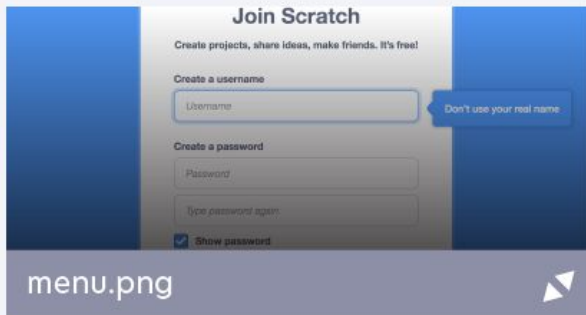
☐ Include sketch

☐ Include video

☐ I'm new!

☒ Include screenshots

I also had that bug when I started using Scratch! You need to go into your cookies and clear them so that Scratch can log you in. I've included screenshots below of how I resolved that same issue. Happy coding :)



menu.png



# Welcome back, Stephanie! Let's get to work.

## Lesson 1



## Lesson 2

Reflect on the interactions you had with the previous chatbots. What are potential improvements to any of these chatbots that you think would make for a better user experience?

### Your Response

I would improve chatbots by making them understand the way I text. For example, it should recognize "u" as "you" or understand things like LOL or wdy?



## Lesson 3

Now that you know how to create user attributes, you have the ability to direct each user to different content based on their answers to various questions. You can do this by using Go to Block cards again, but with an extra feature: filters. Filters on Go to Blocks make sure that you only lead to a particular block if the user meets certain criteria.

### What did you do?



I coded today.



I felt confused by this part.



I asked my teammates a question.



I sketched out my design before coding.



I solved a big challenge in the project.

## Lesson 4



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# Thank you!

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