

TECHNICA

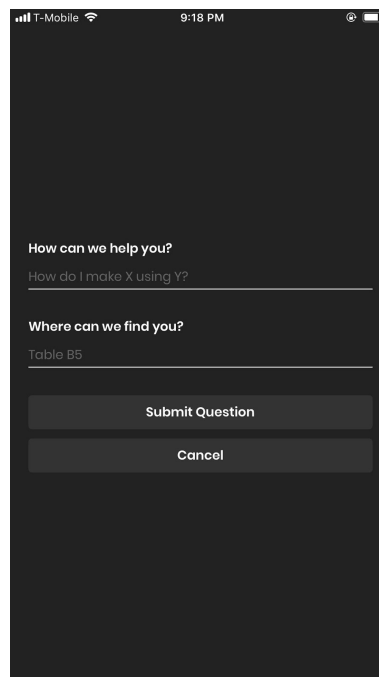
How to use the Technica Mentorship App

Introduction

Thank you very much for signing up to mentor for Technica 2018! We appreciate your commitment to promoting diversity in the technology field. This document is a guide to prepare you for your responsibilities as a mentor.

In previous years, all of the mentorship for Technica was conducted over Slack, which is a messaging platform that has multiple inner chats, called “channels” for different purposes. For example, there is a channel for announcements and a channel for attendees to find team members. In last year’s system, we had a dedicated channel for mentorship, where attendees could ask questions in. Mentors would also respond to questions in the same channel. However, after talking with Technica attendees last year, we found that multiple attendees were not comfortable with asking questions on Slack due to a lack of familiarity with the platform.

In response to this feedback, the Technica team has built a mobile application that allows attendees to ask questions to mentors through an intuitive form within the app, shown below.



The screenshot shows a mobile application interface with a dark background. At the top, the status bar displays "T-Mobile", signal strength, Wi-Fi, and the time "9:18 PM". The main content area contains two text input fields. The first field is labeled "How can we help you?" and contains the text "How do I make X using Y?". The second field is labeled "Where can we find you?" and contains the text "Table B5". Below the input fields are two buttons: "Submit Question" and "Cancel".

The purpose of this form is that it requires no knowledge of Slack to use. Thus, attendees can easily ask questions to Technica mentors using a familiar user interface.

Once the attendee submits their question and location, the information is sent to a Slack for mentors to respond to. Overall, attendees do not have to interface with Slack to get their questions answered.

We will go over all the setup steps required for you to use our new mentorship system that integrates this mobile application.

In case you want to learn more about the Slack messaging platform, you may read the tutorials at <https://slack.com/>.

Warning/Caution

While we have tested the mobile application, there is a chance that there are still software bugs. If you notice a bug, please report it on the Mentors channel on Slack.

Technical Background

As for the details on how the app works, the following lists the implementation details:

1. Attendees ask questions using an easy-to-use form within the mobile app on their phones
2. The backend server posts the question to Slack
3. Mentors can claim questions within Slack
4. The backend server sends a notification to the attendee's mobile device
5. Mentors can meet attendees in-person to answer their question

As a member of the Technica organizing team, I helped build the mentorship application, and have three years of experience with mobile development. I also have two years of experience organizing hackathons.

Steps

1. Register for Slack

Go to gotechnica.org/slack and register for the event Slack. The registration requires an email and password.

2. Download the Slack mobile application (optional)

To access Slack quickly, you can use mobile application which is available [here](#) for Apple devices and [here](#) for Android

3. Join the Mentorship Channel on Slack

Slack is broken into separate channels for chatting, each with their own use case. Since you are a mentor, you will need to join the Mentorship Channel, by clicking on the channel button on the top left (highlighted in red below). After clicking channels, you will be able to search for a new channel to join, as shown in the second screenshot. You also should have been added to the “mentor-app” channel. If you have not been added, please see an organizer (wearing long sleeve black Technica shirts)

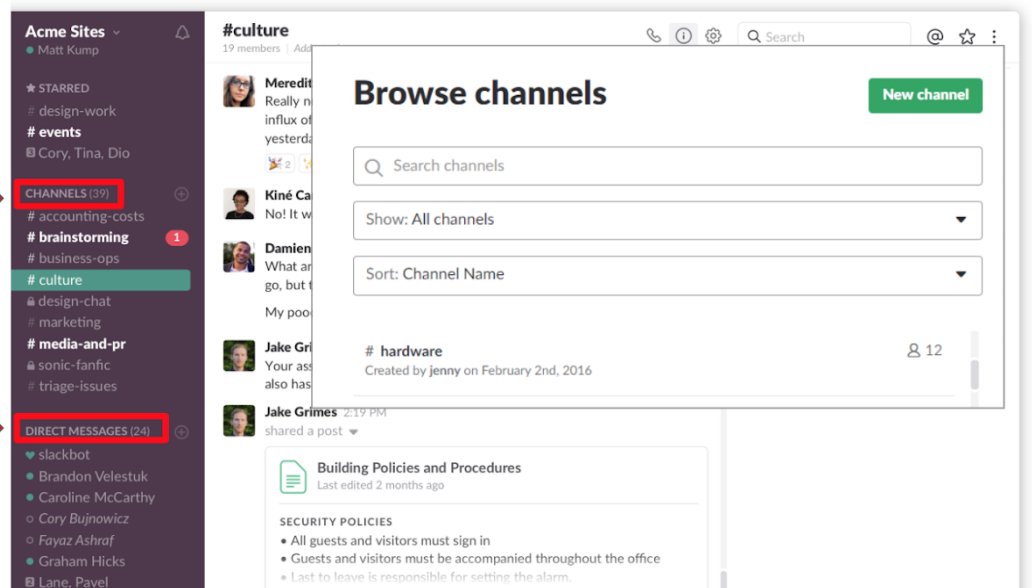
A diagram of the Slack user interface is shown below.

Channels and Direct Messaging

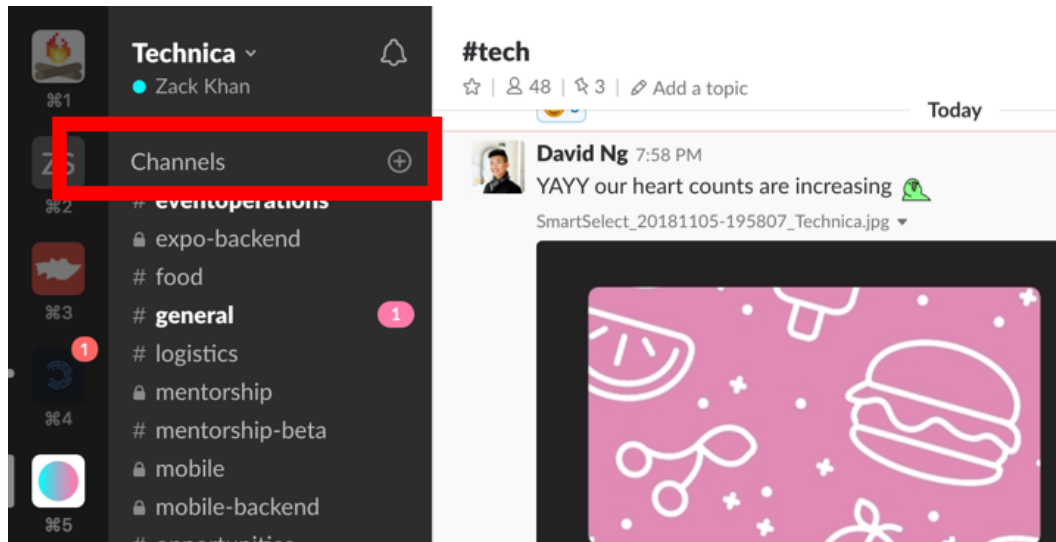
Join channels
(groups of people)
focused on a
specific topic



Directly message
one or several
people



Please search for “mentorship” in the search box and double click on the channel titled “mentorship” to join it.



One you click Channels, the following screen will show up:

Browse channels

[Create Channel](#)

Show: All channels ▾

Sort: Channel Name ▾

Channels you belong to

🔒 **mentorship**

Testing the mentorship app

Created by Zack Khan on October 20th, 2018

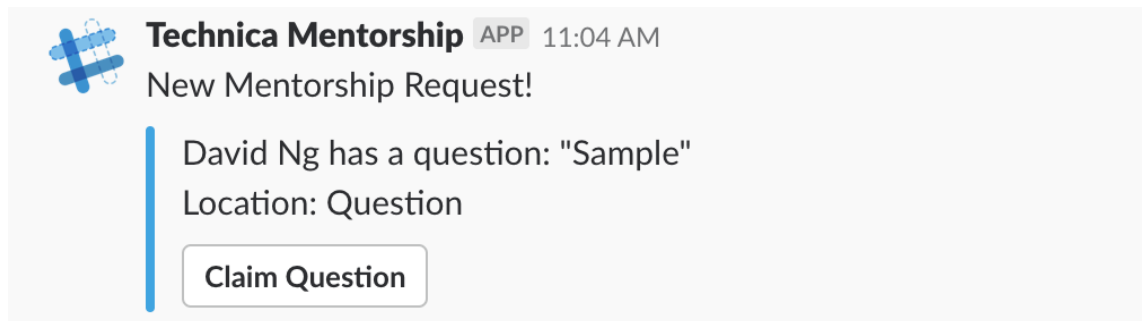
4. [Optional]: Download the Technica Mobile App

Disclaimer: Unfortunately, Sponsor Mentors are unable to access the app.

The Technica Mobile App is used for accessing important day-of event information such as a map of the event. The app is also used by attendees to ask questions to mentors. The app can be found by searching “Technica 2018” on the Apple App Store or Google Play Store.

5. Claim questions

When an attendee asks a question, you will see a message pop up in the Mentorship channel, like so:

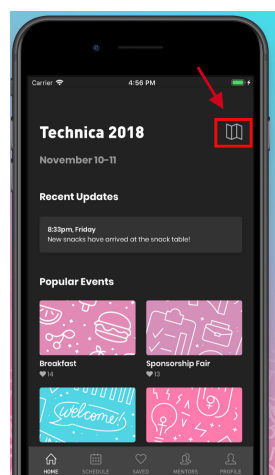


You can click the “Claim Question” button under the message to claim the question. The attendee who asked the question will be sent a notification stating that you are on your way to help them!

6. Look at the map

For sponsor mentors, please look at the map within your sponsorship packet.

For student mentors, you can look at the maps located on the homepage of the mobile app, shown below:



7. Locate the attendee

Once you have identified the attendee's location on the map, go to the location in order to find the attendee in-person. The slack message in the Mentorship channel includes the attendee's name to help find them. If you get lost, feel free to ask any organizer (wearing black long-sleeve Technica shirts) for assistance.

8. Help the attendee with their question

Once you have found the attendee, you may provide them assistance. Please remember to be patient and respectful. Your goal is to help the attendee learn something new and inspire them to keep working on their project. Positive encouragement such as "you are doing a great job!" can go a long way.

9. Give contact info in case of any follow-up questions

Offer your contact information (such as email) in case the attendee has any follow-up questions related to their specific project.

That's it! Make sure to repeat steps 6-9 for all of the attendee questions that you claim.

You can see a [video demo](#) of the mentorship process (starting with an attendee asking a question and then a mentor claiming the question) here:

<https://drive.google.com/file/d/1sshnEZxetLibQAwixAzFwwx6p5gVaXj8/view>

Thank you very much again for mentoring during Technica 2018! If you have any additional questions on mentorship, feel free to reach out to me, Zack Khan, throughout the weekend. You can reach me via text at 240-421-3753 or via email at zack.khan101@gmail.com. Have a great weekend!