Faria Education Group

The Move to Online

Two Projects and their Aftermath

Faria Education Technology Conference
March 1-5, 2021

Adam Morris

ICT Coordinator
IGB International School
Google Developer Expert

The Two Projects

- Online Help Desk

- Virtual Parent Teacher Conference

Goals

- **Goal 1**: Discuss and reflect on using Workspaces + AppsScripts as a potential solution for gaps in infrastructure

- **Goal 2**: Upskill ourselves (Q & A) in AppsScripts and/or Google Workspaces data management options

Closer Look

- Context
- Conception & Planning
- How'd it go?
- Reflection
- Q&A

Context

- Online Help Desk

- Crisis Management

- Virtual Parent Teacher Conferences

- Change Management

Conception & Planning

- Online Help Desk

  - Crisis Management
  - Used "bleeding edge" technology
  - ChatBot via AppsScripts
  - Team of 1

- Virtual Parent Teacher Conferences

  - Change Management
  - Built upon existing infrastructure
  - Youcanbook.me + AppsScripts
  - Data Manager assistance

Online Help Desk

Low stakes. The sort of project that excited me, felt that I was inventing something new out of thin air.

Virtual PTCs

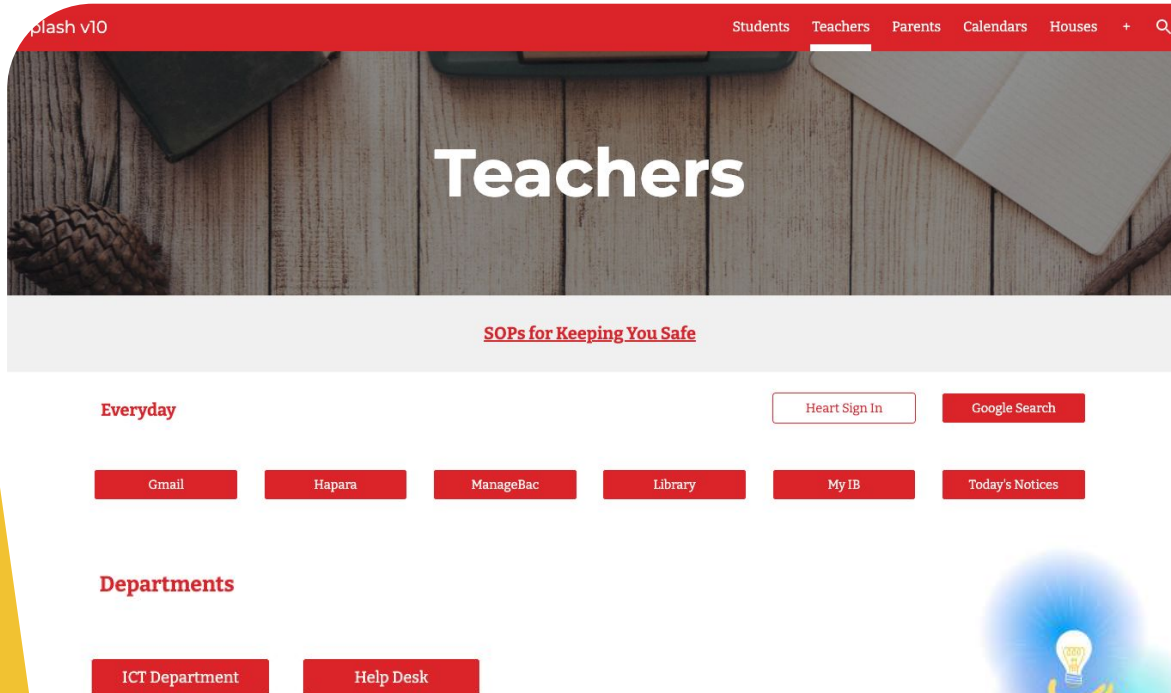Relied on existing processes and procedures; Paperwork.

#FEGTechConf

User Story for Help Desk

The **Splash Page** is a Google site with buttons.

It's the **landing page** set up in the Workspaces domain, different for each organizational unit.

We have several help desks, by them using one location, we were able to change the user story.

Splash v10

Students Teachers Parents Calendars Houses + 🔍

Teachers

SOPs for Keeping You Safe

Everyday

[Heart Sign In]   [Google Search]

[Gmail]   [Hapara]   [ManageBac]   [Library]   [My IB]   [Today's Notices]

Departments

[ICT Department]   [Help Desk]
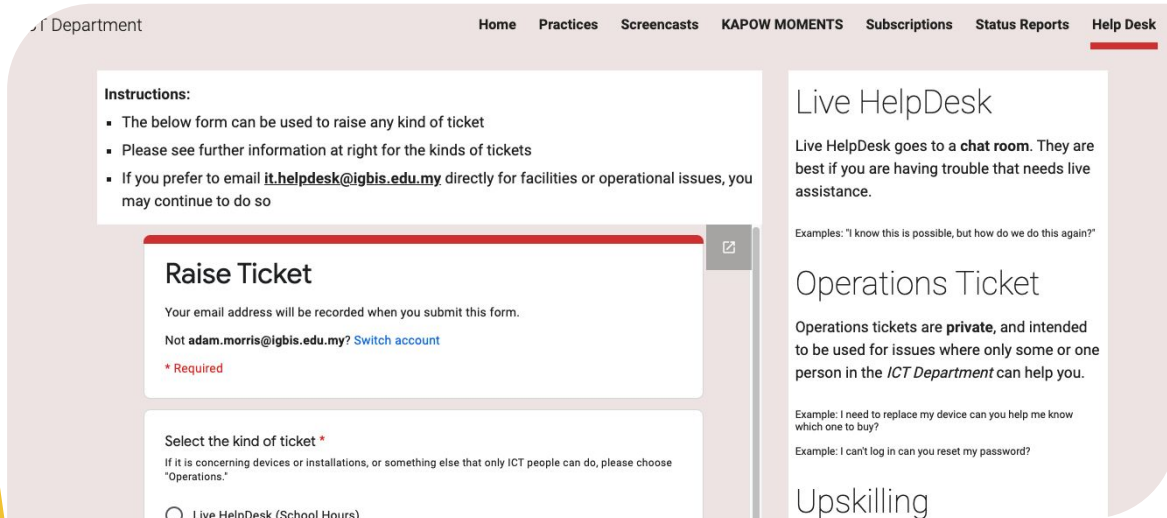
F Faria Education Group

Help Desk Google Form

The Google Form is **embedded** in a Google Site.

This way, we can **surround** the form with informational data.

Users can also click to find **other** resources.

The Form

User selects the kind.

Live HelpDesk is the one I created when the school moved on online.

The user then enters the description, and indicates the priority.

Raise Ticket

Your email address will be recorded when you submit this form.

Not **adam.morris@igbis.edu.my**? Switch account

* Required

Select the kind of ticket *

If it is concerning devices or installations, or something else that only ICT people can do, please choose "Operations."

○ Live HelpDesk (School Hours)

○ Operations HelpDesk Ticket

○ Upskilling or Coaching Request

○ Facilities / Maintenance Ticket

○ Stationary Ticket

F Faria Education Group

On Submission

Submitting the form does two things: It saves to the spreadsheet, and also initiates the onSubmit trigger on AppsScripts.

The script is sent a copy of that information. It then parses it, and creates a new message on the **Google Chat Room**, on behalf of the **Chat Bot**.

GeekSquad **Bot**   Jan 27, 5:22 PM

@_____ has raised a new priority URGENT ticket

Ticket No.
171
URGENT

ICT Support Staff Only

Descripiton

When I turn my camera on it shows my face for me but it doesn't show my face for other people.

Connects to Chat Room

The Chat Bot service then renders a ticket as displayed on right. It provides buttons for ICT Support Staff to click on.

We accept and close tickets this way.

We can then use the chat room to troubleshoot.

GeekSquad **Bot**   Jan 27, 5:22 PM

@_____ has raised a new priority URGENT ticket

Ticket No.
171
URGENT

ICT Support Staff Only

Descripiton

When I turn my camera on it shows my face for me but it doesn't show my face for other people.

Example Interaction

Users can interact with IT Support staff, or their **keen colleagues**.

Seen here is a teacher who was having a **similar** problem.

Turns out Google had changed a **default setting**. (Quickly resolved.)

Marshall Hudson Wed 10:22 AM

Strange things: I am getting this when I try to add my morning meeting

Can't attach this file

You don't have permission to attach this file. Would you like Class to create a copy in your Drive and attach it?

- ykw-fcwo-sqx (2021-02-23 at 17:17 GMT-8)

Cancel

Also, I can't see my breakout rooms during Meets this morning.

Maria Jose Mora Galvis Wed 10:27 AM

There is something going on, this morning, google meet was asking Homeroom

F Faria Education Group

Use the Bot for repeat questions:

@-ing the bot in a chat room with key words displays pre-defined cards, with links.

That way we can build instructions once.

This info is filled out in the Chat Bot script itself. (**TODO**: Make it a GSheet instead)

Adam Morris Now •

@GeekSquad hapara

GeekSquad Bot Now •

Please find the following instructions to ensure **Hapara** is connected to your school account.

1. Go to **Chrome settings** by clicking on the three dots (next to your profile picture in upper-right) and clicking Settings

2. Your **school email address** should be displayed in the sync settings

HOW TO TURN ON SYNC

3. Are you using someone else's device? You should probably use the **People feature** of Google Chrome

Chat Bot: HOW

Writing the Chat Bot was straight-forward, and lots of help.

Library linked here is how I decided to connect Chat API service

(I do plan on detailing how I did this in more depth.)

Link to Google Apps Script Chat Bot Quickstart
More info on the process.

Link to my repo where you can use AppsScripts to interact with the Chat Room API

Bonus: Google's explanation of spreadsheet metadata, which can be used to update the data.

HelpDesk: How'd it go?

I anticipated it would be **well received**. In many ways it was:

- We had students and teachers able to understand how to get help immediately and the replies were prompt
- A rotation system meant that we could handle it most hours

In many ways there were some **wrinkles**:

- Many users just started typing into the chat room directly, bypassing the ticket raising process
- Students and staff could see each others' messages

HelpDesk: Cost

The biggest cost was in the running of the IT Department

- An additional Help Desk system meant that we couldn't capture data in a way that was preferable

- Support staff found it highly distracting

- Communication disruption

HelpDesk: Aftermath

The Online Help Desk is still in use during online learning periods, but falls into disuse as soon as **face-to-face** is reached:

- Our original help desk has moved to the cloud
-
- Communication disruption

However it did get revived!

- A student in Grade 5 was shown the "GeekSquad" bot and that conversation led to creation of the **GeekSquad** activity.

Online Help Desk

Low stakes. The sort of project that excited me, felt that I was inventing something new out of thin air.

Virtual PTCs

Relied on existing processes and procedures; Paperwork.

Find Teacher

Parents go to a Google Site that has headshots of their child's teachers

Each head goes to a YouCanBook.me page

Homeroom Teachers

Grade 6

JANE FINNIMORE

FLAVIA GODJA

Grade 7

JANET POWELL

ROB PENDLEBURY

Sign up

It renders the user's Google calendar, greyed out if another parent already booked there.

(Or if staff booked self out.)

March 2021

Mon 15	Tue 16	Wed 17	Thu 18	Fri 19
8:00 AM	8:00 AM	8:00 AM	8:00 AM	8:00 AM
8:30 AM	8:30 AM	8:30 AM	8:30 AM	8:30 AM
9:00 AM	9:00 AM	9:00 AM	9:00 AM	9:00 AM
9:30 AM	9:30 AM	9:30 AM	9:30 AM	9:30 AM
10:00 AM	10:00 AM	10:00 AM	10:00 AM	10:00 AM
10:30 AM	10:30 AM	10:30 AM	10:30 AM	10:30 A

Calendar Event

It then makes a Google calendar event for both teacher calendar, and parents' calendar

It includes a Google Meet LInk.

It's the same event, so it's the same link!

PTC with AM: ☐ in Grade 12

Thursday, October 8, 2020 · 8:30 – 8:40am

Join with Google Meet

meet.google.com/ima-fgsg-cbk

Join by phone
(US) +1 470-236-0025 PIN: 347 498 031#

1 guest
1 yes

Jeena Kaithavana
Optional

Appointment with Adam Morris made at 1/10/20

Join via Calendar

The plan was originally for users to use

meet.google.com

which shows upcoming events.

Or just use their calendar.

ptbookings@igbis.edu.my
to

Dear Student & Parents & Teachers,

Apologies for the previous send which did not include teachers names.

Please find your schedule (including teacher names this time) for the virtual Parent Teacher Conference below.

You can join the meet at the time by clicking the links below. Alternatively, you can go to https://meet.google.com which will present all the bookings on the day as well.

Wednesday, January 27, 2021

02:00 PM
yati.akhtar@igbis.edu.my
https://meet.google.com/hkr-vvnn-thb

02:20 PM
rong.mu@igbis.edu.my

Join via email

Instead, after initial feedback from Parent Group, we collated all of the meet links and sent them detailed email.

(It took a few sends to get it just right.)

ptbookings@igbis.edu.my
to

Dear Student & Parents & Teachers,

Apologies for the previous send which did not include teachers names.

Please find your schedule (including teacher names this time) for the virtual Parent Teacher Conference below.

You can join the meet at the time by clicking the links below. Alternatively, you can go to https://meet.google.com which will present all the bookings on the day as well.

Wednesday, January 27, 2021

02:00 PM
yati.akhtar@igbis.edu.my
https://meet.google.com/hkr-vvnn-thb

02:20 PM
rong.mu@igbis.edu.my

Virtual PTCs: How'd it go?

I anticipated issues:

- Some parents signed up with the personal email address
- Some parents would need Help Desk support
- Small window between each meet

But there were hardly any wrinkles at all:

- A plethora of positive feedback
- Even parents who often need help with tech thought it went great

Virtual PTCs: Cost

The biggest cost was in stress, but it was worth it:

- Difficult to connect the IGB parent emails with their personal emails
- Secretaries were helpful in knowing which parent's personal email was for which child

Youcanbook.me was very affordable and presentable, but do we really need it?

- TODO: The use of slot appointments instead

Virtual PTCs: Aftermath

The Online Help Desk is still in use during online learning periods, but falls into disuse as soon as **face-to-face** is reached:

- Our original help desk has moved to the cloud
-
- Communication disruption

However it did get revived!

- A student in Grade 5 was shown the "GeekSquad" bot and that conversation led to creation of the **GeekSquad** activity.

Reflection from Community

- Online Help Desk

  - Limitations of the Google Chat Room made for less than ideal experience
  - Students and staff sharing the same room was problematic
  - Naming it the "Help Desk" was a problem

- Virtual Parent Teacher Conferences

  - No one reported missing a session due to technical failure
  - High praise
  - "Gold standard"

Internal Reflection

- Online Help Desk

  - The IT team viewed it as a threat to existing help desk structure
  - The IT team saw it a project that wasn't sustainable
  - Got reformulated for a student club

- Virtual Parent Teacher Conferences

  - Some communication oversights:
  - Secretaries assumed that I had completed the landing page, when actually that process hadn't changed

Finally

- Online Help Desk

  - Reform, but if investing in it is too much trouble, chuck it
  - (release it as open source so not all is lost)

- Virtual Parent Teacher Conferences

  - Cherish
  - Huge success

Questions?

Faria Education Group

Thank you!

- Have questions? Email us at <u>xxx</u>!
- The recordings will be available after the conference

Tweet Us @FariaEduGroup #FEGTechConf