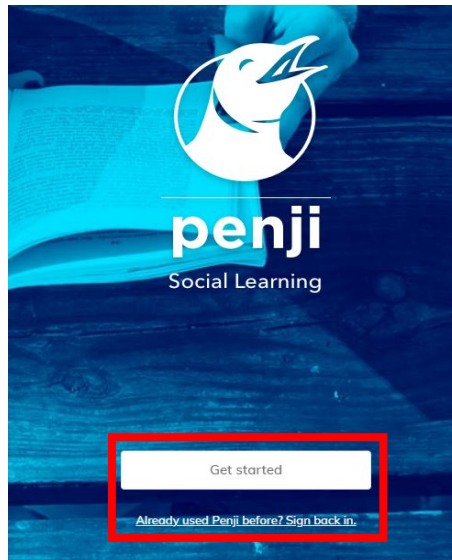




## FAQ's: Logging on to LAVC ARC Online Tutoring

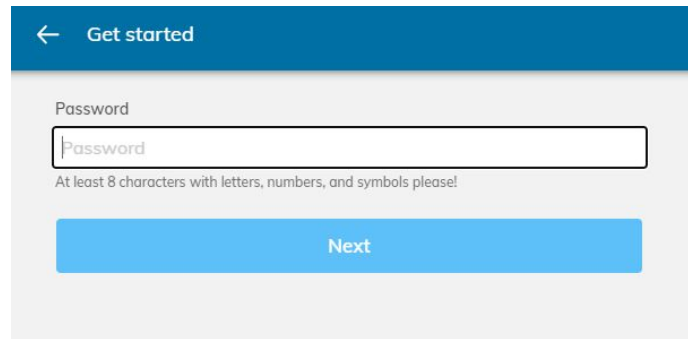
### Q: How do I access online tutoring?

1. ARC's tutoring service will be held online. To access tutoring, please go to <https://web.penjiapp.com>
2. On the Penji Social Learning webpage, click "Get Started" if this is your first-time signing in and you will be prompted to create an account. If you have already created an account, press "Already used Penji before? Sign back in."



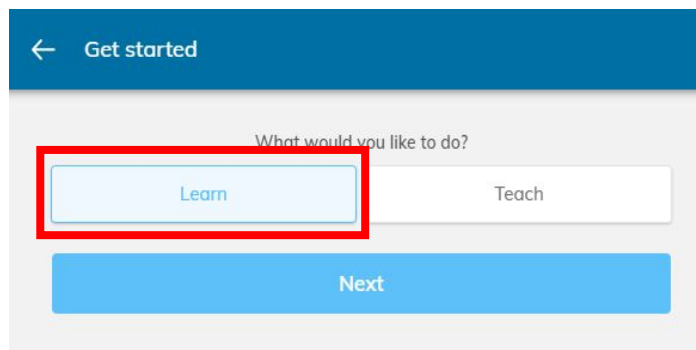
3. After clicking "Get Started", you will be asked to fill in some information. Please fill in your student e-mail and agree to the terms of services and privacy policy.

4. After creating filling in your student e-mail, you will be asked to create a password.



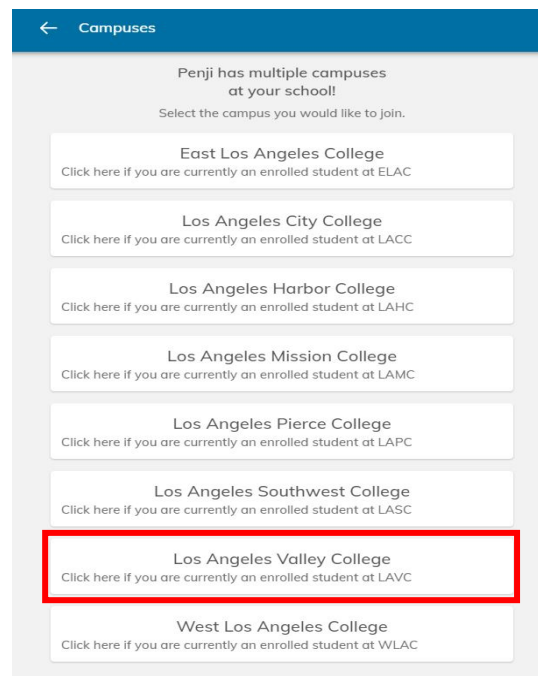
The screenshot shows a mobile application interface with a blue header bar containing a back arrow and the text "Get started". Below the header, the word "Password" is displayed. A text input field contains the placeholder text "Password". Below the input field, a note reads "At least 8 characters with letters, numbers, and symbols please!". At the bottom of the screen is a large blue button labeled "Next".

5. After creating a password and hitting next, you will be asked to choose between "learn" and "teach", please press "learn" and then click "next".



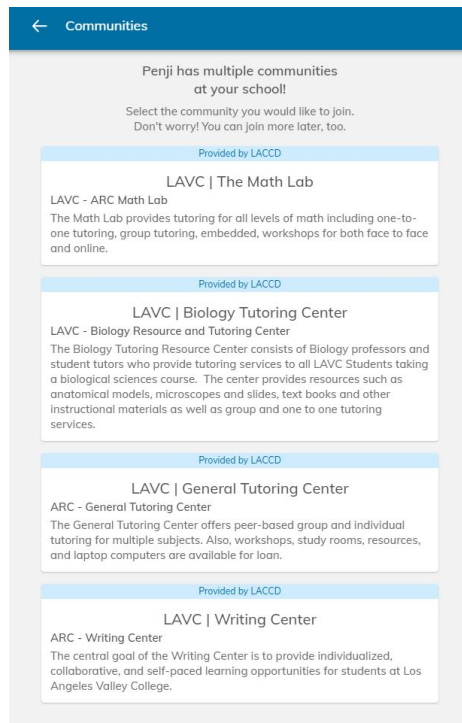
The screenshot shows the same "Get started" screen as above. Below the "Next" button, the text "What would you like to do?" is displayed. There are two buttons: "Learn" and "Teach". The "Learn" button is highlighted with a red rectangular border. Below these buttons is a large blue button labeled "Next".

6. You will now be asked to choose what LACCD college you are enrolled in. Please click on "Los Angeles Valley College".



The screenshot shows a mobile application interface with a blue header bar containing a back arrow and the text "Campuses". Below the header, the text "Penji has multiple campuses at your school!" is displayed, followed by "Select the campus you would like to join.". A list of eight college options is shown, each in a white box with a light blue border. The "Los Angeles Valley College" option is highlighted with a red rectangular border. The options are: East Los Angeles College (ELAC), Los Angeles City College (LACC), Los Angeles Harbor College (LAHC), Los Angeles Mission College (LAMC), Los Angeles Pierce College (LAPC), Los Angeles Southwest College (LASC), Los Angeles Valley College (LAVC), and West Los Angeles College (WLAC).

7. You will now be taken to a page with the different tutoring centers. Click on the tutoring centers you wish to get tutoring for. (Ex. LAVC | The Math Lab)



8. You will now be prompted to create a profile. Please fill out your information on the profile and click "next"
9. An e-mail verification will be sent to your student e-mail to verify your account. Once you verify your e-mail and account, you can begin accessing ARC's tutoring services.

The screenshot shows a mobile application interface titled "Create Your Profile". At the top, there is a blue header with a back arrow and the text "Create Your Profile". Below the header, a message reads: "Share a bit about yourself!". There is a section for "Add a Photo (optional)" with a camera icon and a right arrow. Below this are several form fields:

- Name**: A text input field with the placeholder "First Last".
- Major (optional)**: A text input field with the placeholder "eg. Animal Science".
- Minor (optional)**: A text input field with the placeholder "eg. Computer Science".
- Degree type (optional)**: A dropdown menu with the placeholder "Select" and a downward arrow.
- Graduation year (optional)**: A text input field with the placeholder "eg. 2021".
- Personal bio (optional)**: A text area with the placeholder "Don't be a stranger! You can share your personal interests, where you're from, your career plans, etc. Anything that makes you you."

At the bottom of the form is a blue button labeled "Next".

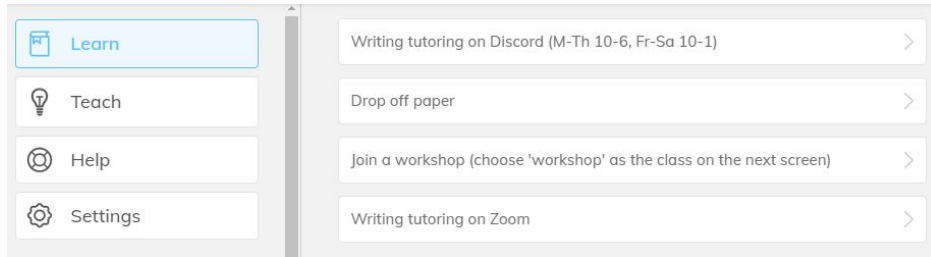
## Writing Center

### Q: What if I have further Questions?

A: If you have any further questions, you can contact [writingtutor@lavc.edu](mailto:writingtutor@lavc.edu) for more information.

### Q: How do I access the LAVC Online Writing Center?

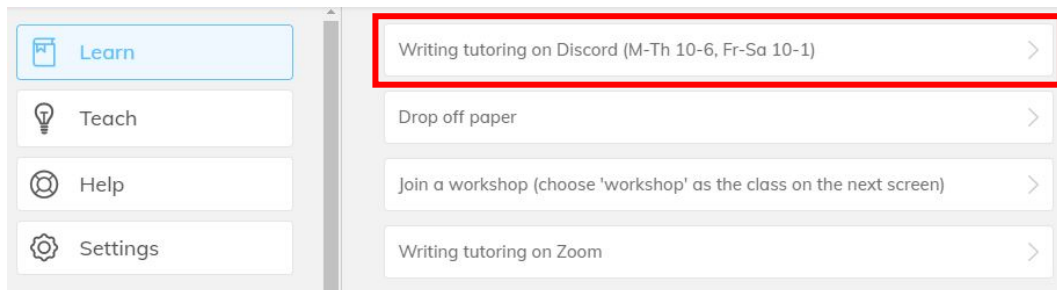
1. After choosing the LAVC | Writing Center in the Penji homepage, you will enter into the LAVC Online Writing Center where you will see four buttons: 1) Writing Tutoring on Discord, 2) Drop off Paper, 3) Join a Workshop, 4) Writing tutoring on Zoom.



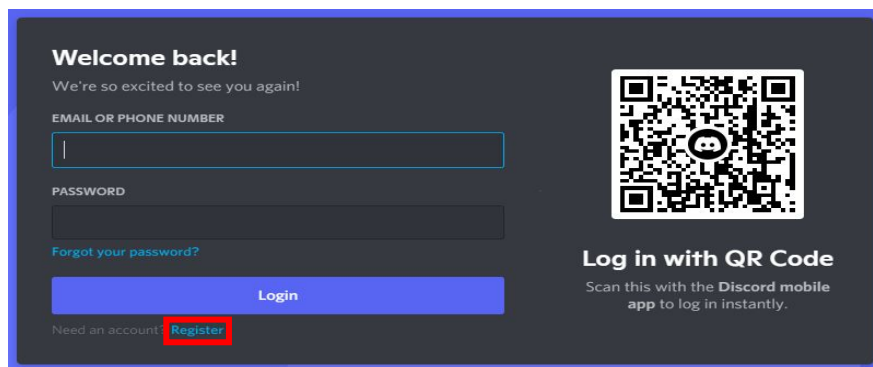
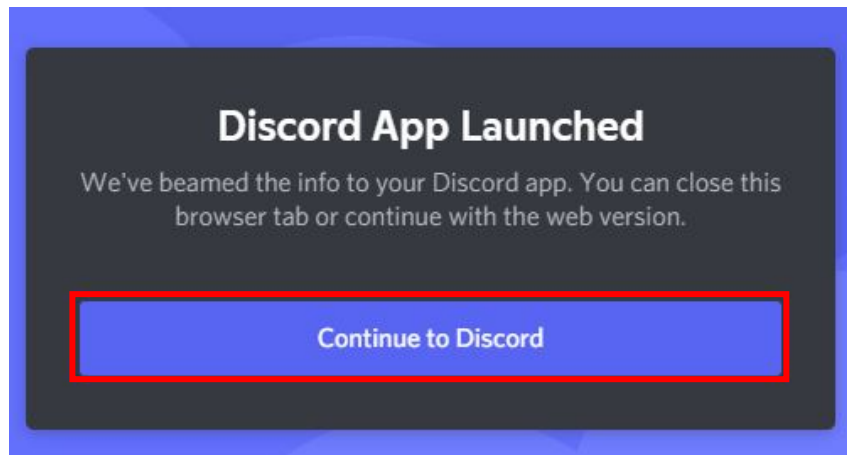
2. The LAVC Online Writing Center will be using Discord and Zoom for tutoring with Discord being the preferred platform. Most tutors will be available on Discord with only a couple tutors available on Zoom.

## Writing Tutoring on Discord

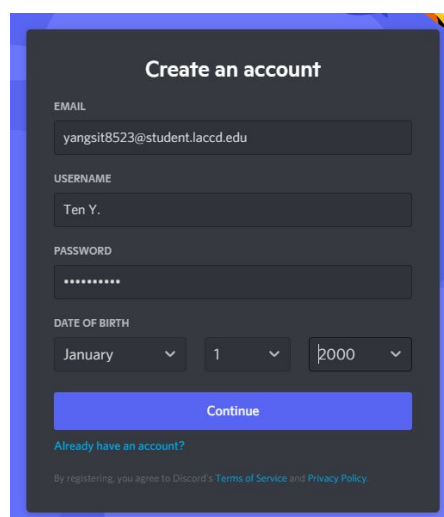
1. If you do not already have the discord app, please go to <https://discord.com/> and download the discord desktop app or go to the App store or Google Play Store and download the Discord mobile app. Once you have downloaded the app, click on “Writing tutoring on Discord”.



2. This will take you to a webpage asking you to join the Writing Center Discord Server if you already have a discord account. If you need to create a discord account, please continue to step 3.
3. If you do not have a discord account, you can either open the Discord app or click “continue to Discord”.

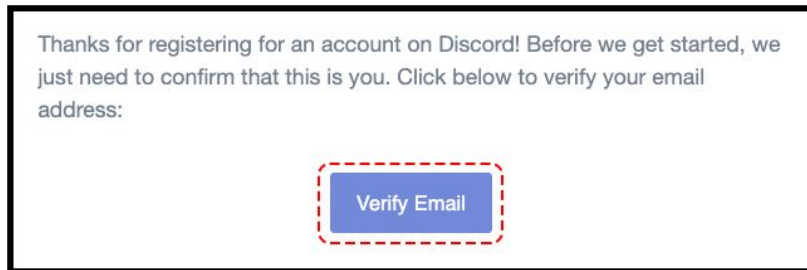


4. You can then register for a new Discord account. Click “register”
5. Type in your information and click continue.

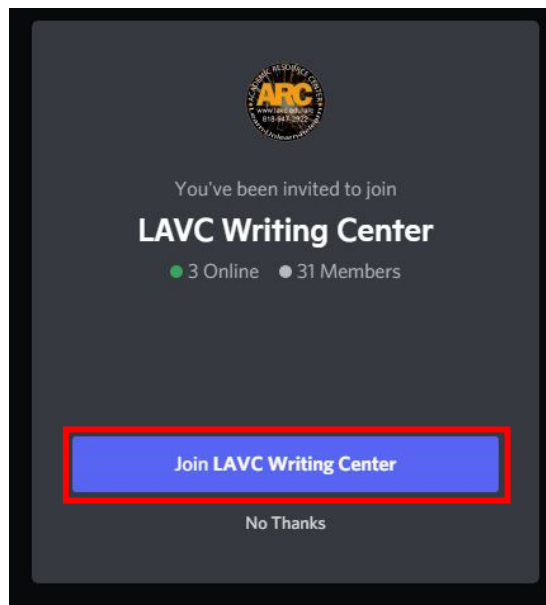


6. You will be asked to verify your e-mail. Click “Verify Email” and go to the email you used to create the Discord account with.

Click **Verify Email** in the delivered email, and you're good to go!

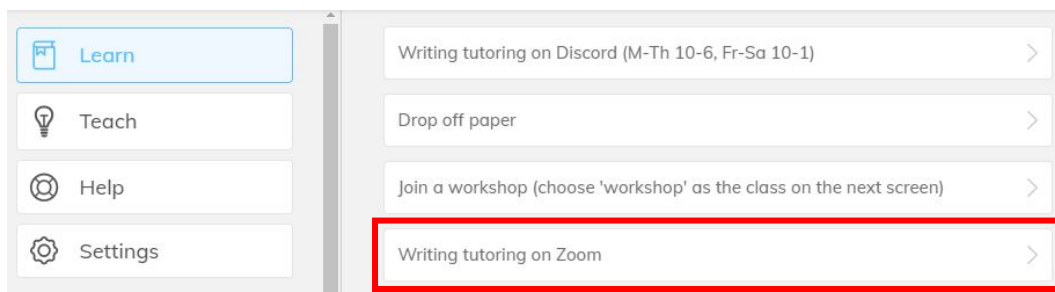


7. After verifying your e-mail and logging into your Discord account, you will receive a message asking you to join the Writing Center Discord Server. Click “Join LAVC Writing Center.” You will not have access to the LAVC Writing Center Discord Server. Please follow the instructions given to you by the admins of the server.

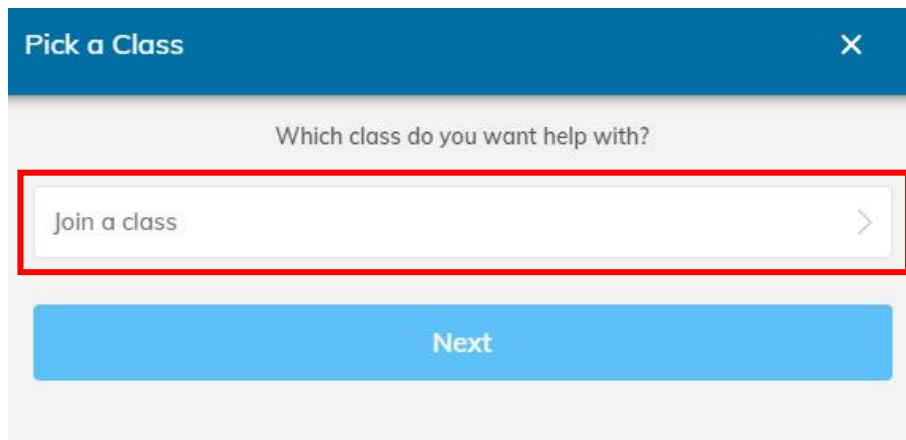


## Writing Tutoring on Zoom

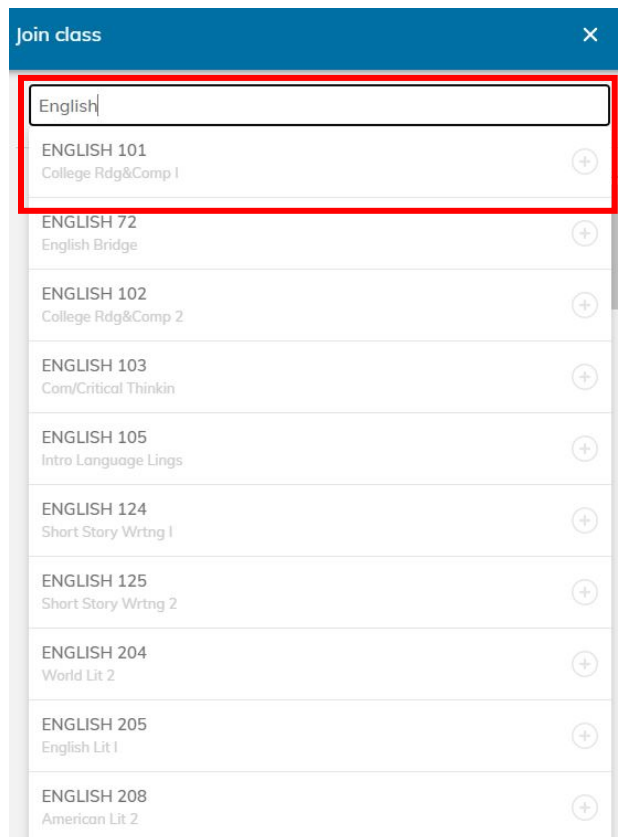
1. If you prefer to have a tutoring session on Zoom (note: there will be limited tutors on Zoom so please be prepared to wait), click on “Writing tutoring on Zoom”.



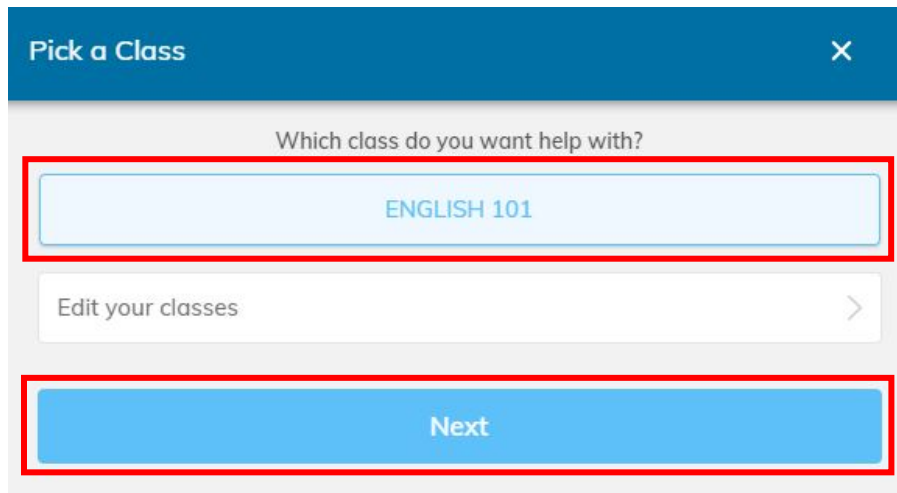
2. You will then be prompted to pick a class. Please click “Join a class”.



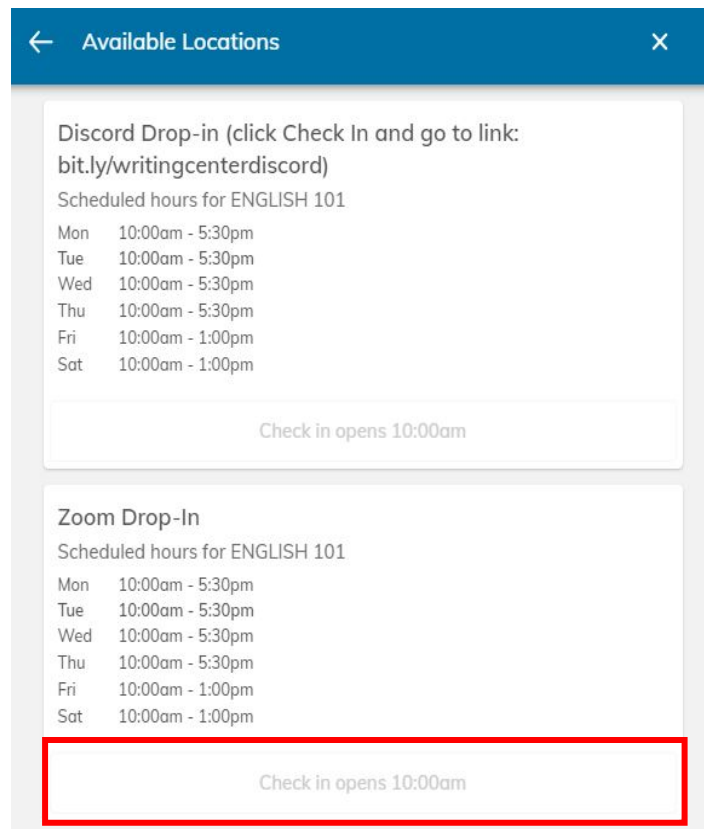
3. In the search box, type in the class you are wanting tutoring for (Ex. English 101) and then click the class as it appears.



4. Click on the class you want tutoring for to make sure it is highlighted in blue and click next.



5. On the following page, click “check in” under “Zoom Drop-In” during the hours that the LAVC Online Writing Center is opened.
6. Once you checked in, a tutor will contact you to begin your tutoring session.





**Where can I follow you on social media?**

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We look forward to tutoring you!