Bates
SASC
STUDENT ACADEMIC
SUPPORT CENTER
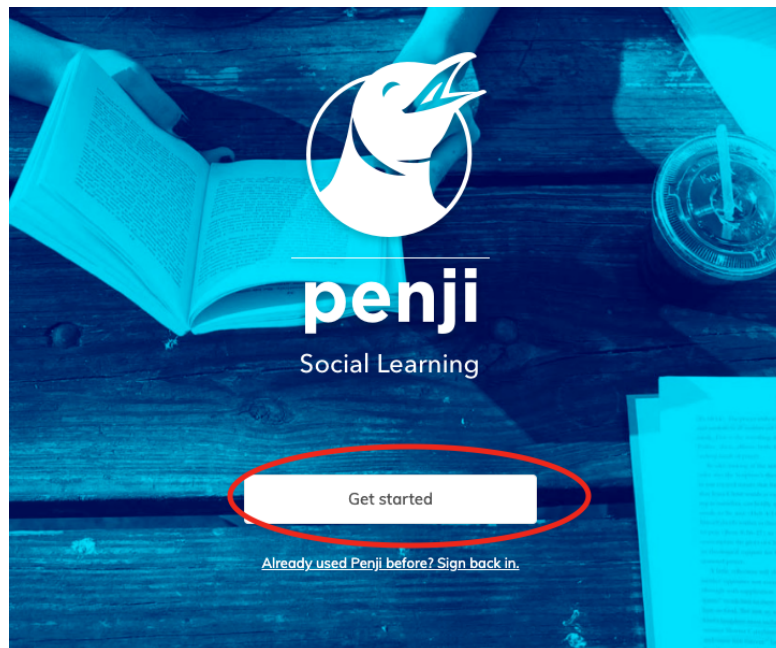
Bates
SWLC
STUDENT WRITING &
LANGUAGE CENTER

Using Penji to access tutoring at Bates

Intro to Penji

Penji is the software Bates uses to connect you with a tutor when you want to work with one. You can use it to find out when tutoring is available or to make an appointment with a specific tutor. You will also use it to check in and out of your meetings with your tutor.

Accessing Penji in a Web Browser:

Navigate to https://web.penjiapp.com/ and click "Get Started"

Enter your Bates email where prompted, and follow the prompts to log in using your Bates credentials. You're in!

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Accessing Penji via Mobile App

Download the app via the Apple App Store (iPhone) or Google Play Store (Android).
You can search for "Penji" in either app store, or use the QR codes below.

iPhone   Android

Once the app is on your device, open up the app and log in using your Bates
credentials.

*Links to the website and to download the apps on both the SASC and SWLC
websites (www.bates.edu/sasc & www.bates.edu/swlc).*

Finding out when drop-in tutoring is available

When the Peer Learning Commons (PLC) is open, tutors are scheduled to be present and available to support you. No appointments are necessary; you can walk right in and meet with a tutor if one for the class in question is available. There are three ways you can find out when a tutor is available:

- checking in person at the PLC Resource Representative desk at the bottom of the stairs,
- using the Penji mobile app,
- and using a web browser to check in Penji.

Whichever method you use to find out when a tutor is available, when you want to meet with your tutor, just walk into the PLC, check in at either the desk or kiosk, and we will make sure you connect with your tutor from that point.

The PLC is open the following hours:

Mondays – Thursday:	11am – 4 pm & 6pm – 9pm
Friday:	11am – 3pm
Sunday:	6pm – 9pm

![Bates Student Academic Support Center logo — SASC]
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You can find out in person when drop-in tutoring is available

When the Peer Learning Commons is open, stop by the PLC's Resource Representative desk at the base of the staircase, and a Resource Representative can quickly get this information for you.


The Resource Representative desk at the base of the staircase can check you in when you meet with a tutor, and answer any questions you might have.

Using the Penji app or a Web Browser to find out when drop-in tutoring is available

Log into Penji at web.penjiapp.com or open and log into the Penji app (see the first section of this document for detailed instructions on how to do this).

The web page will automatically open into either SASC's or SWLC's section - you can tell which one you're in at the top left of the screen (the orange circle in the screenshot below). If you are seeking support with any writing assignment or a language course, you should look at the SWLC section. If you are seeking support with anything else, you should look in the SASC section.
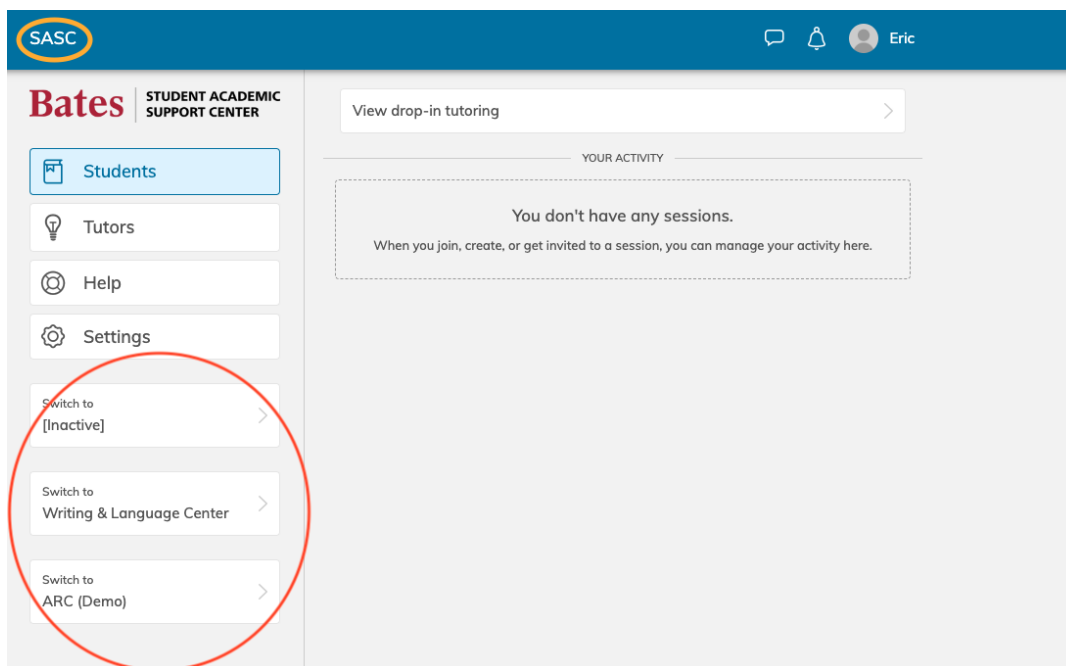
If you would like to change sections, click on the option to switch to the other section (this will be in the area inside the red circle above.

Once you are looking at the right choice between SWLC and SASC, click the option to view available tutoring times in the spot indicated by the red circle below - the exact spot will vary depending on whether you're seeking support from SASC or SWLC.
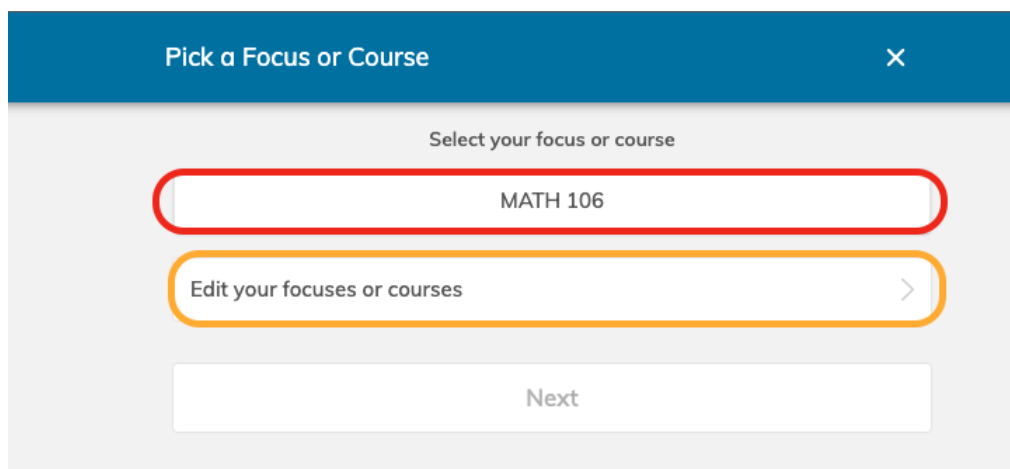
SASC
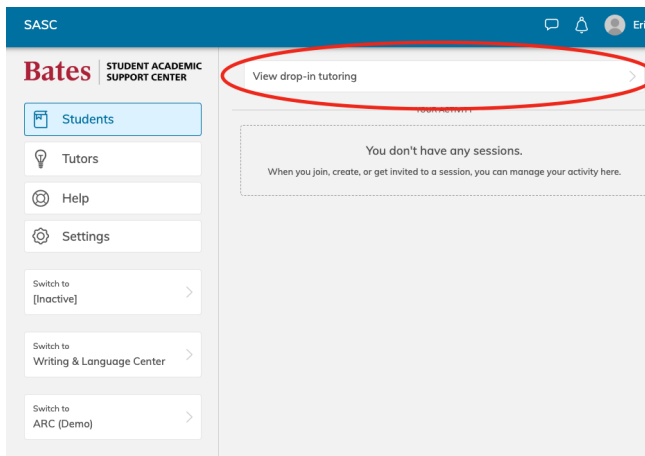
SWLC
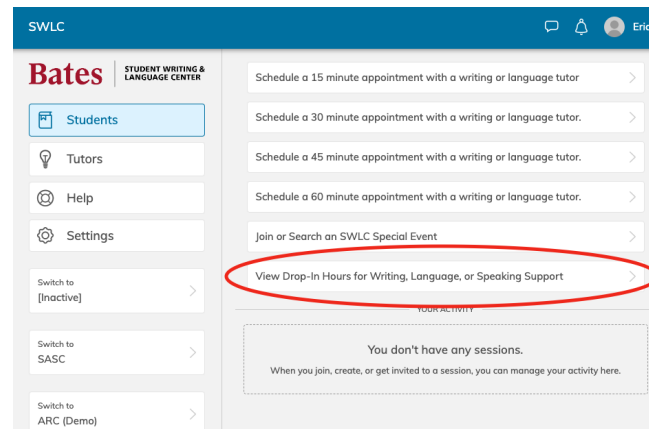
If the course or focus in question appears on the next screen, just click on that course or focus (indicated in red). If the course or focus in question does not appear on the next screen, click on 'Join a focus or course' or 'Edit your focuses or courses' (in the spot indicated in orange).

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Then either select the course or focus from the list that is suggested, or start typing the name of the course or focus in the field on top (outlined in orange). Click on the correct course or focus once it shows up from the space outlined in red.

Join focus or course ✕

Search for a focus or course

———— SUGGESTED FOCUSES OR COURSES ————

LaTeX ›

Python ›

R ›

MATH 106 ›

DCS 109 ›

MATH 205 ›

MATH 105 ›

Once you select the appropriate focus or course, the hours when a tutor is available for drop-in support are displayed on the screen.

Available Locations

Math & Stats Workshop
Scheduled hours for MATH 106

Sun	7:00pm - 9:00pm
Mon	9:00am - 12:00pm, 1:00pm - 2:30pm, 7:00pm - 9:00pm
Tue	9:00am - 12:00pm, 1:00pm - 2:30pm, 7:00pm - 9:00pm
Wed	9:00am - 12:00pm, 1:00pm - 4:00pm, 7:00pm - 9:00pm
Thu	9:00am - 12:00pm, 1:00pm - 2:30pm, 7:00pm - 9:00pm
Fri	9:00am - 10:30am, 1:00pm - 2:30pm
Sat	10:30am - 12:00pm

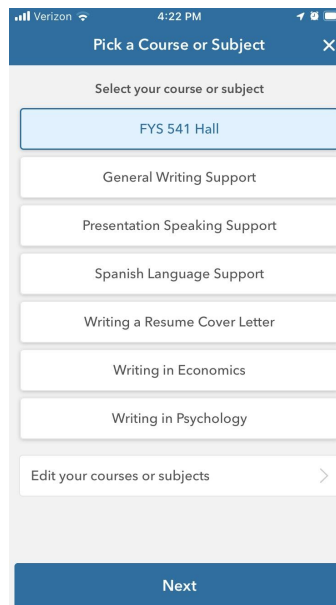**Check-in only - no estimated wait time**

Check-in in person only

Making an appointment with a tutor

This process is only for SWLC (Writing or Language) Tutoring. To arrange for individual tutoring with a SASC tutor, go to the SASC web page (www.bates.edu/sasc) and follow the link under the "For Students" tab.

In Penji, choose to make either a 15-, 30-, 45-, or 60-minute appointment session with a tutor.
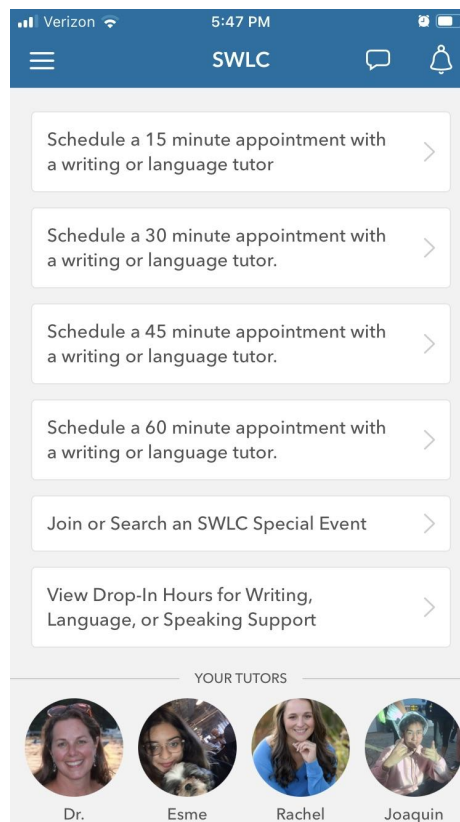
Select the course or subject you would like the tutor to specialize in. If you do not see the course or subject in which you are seeking support, click on "Edit your courses or subjects" and search for the course or subject you need. Once a course or subject is found, click "Next".

You will see blue boxes around time slots for the week during which a tutor is available who specializes in the subject or course in which you would like support. Click on a portion of the blue boxed area to Pick a Time that works best for you!
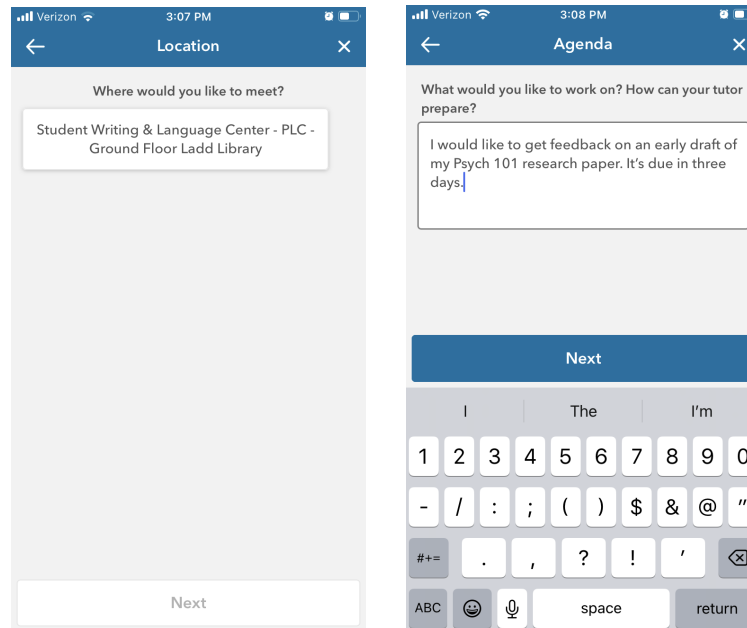
View and choose from the list of Available Tutors specialized in that course or subject who are also available at the time you picked on the previous screen. To see different tutors, go back and choose different times.

Click on a tutor to view their Personal Bio and information. You can also click "Chat with [the tutor]" to send a direct message to the tutor. They will respond to your chat when they are next working. Click "Continue" once you've found the tutor you wish to meet with.
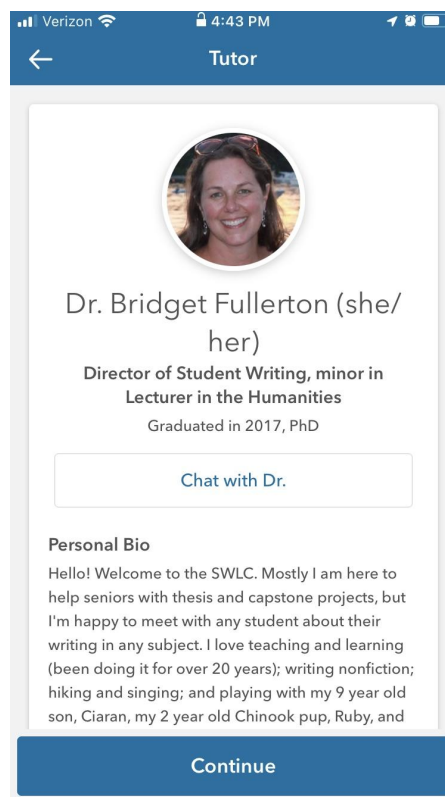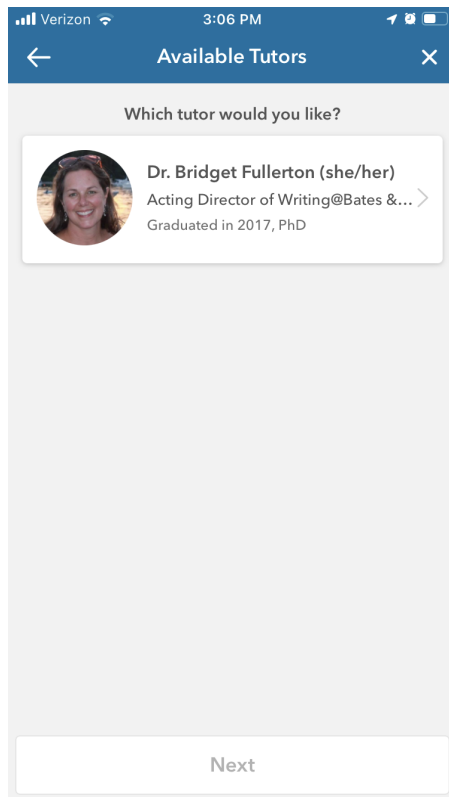
Choose a Location and let the tutor know a little bit about what you'd like to work on together in the Agenda page!
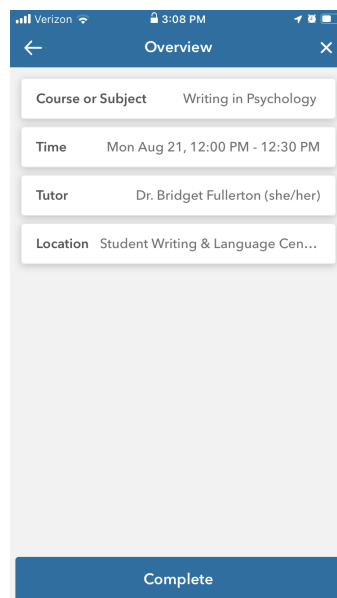
You'll then get an Overview page to review your appointment details. Click "Complete" and you and the tutor will get an email that confirms your appointment!

Checking in when meeting with your tutor

If you have an appointment

Go to the Resource Representative desk at the bottom of the stairs, and let the Resource Representative know that you are checking in for an appointment. They will walk you through the process.

If you are using Drop-In Tutoring (you have not made an appointment)

You can either go to the Resource Representative desk (recommended if you may have questions, or if you are new to using our space) at the bottom of the stairs, or use the self check-in station at the podium by the outside door. At the Resource Representative desk, there will be a Resource Representative to guide you through the process and answer any questions. At the self check-in station, there will be written instructions on the podium.

Checking out when you're done

If you have an appointment

There is no need for you to check out - your tutor will check you out of the system at the end of your appointment.

If you are using Drop-In Tutoring

SWLC

If you are meeting with a SWLC tutor, you do not need to check out - the tutor will take care of that at the end of your session.

SASC

If you are meeting with a SASC tutor, you can either go to the Resource Representative desk (recommended if you may have questions) at the bottom of the stairs, or use the self check-in station at the podium by the outside door. At the desk, there will be a Resource Representative to guide you through the process and answer any questions. At the self check-in station, there will be written instructions on the podium.