Q4 2021 Product Update Webinar
Q&A

Thank you to those who attended our Q4 2021 Product Update Webinar! We hope you enjoyed discovering the latest platform updates, exciting upcoming features, and sharing your thoughts with the Riipen product team! If you were unable to attend, we hope to see you at our next quarterly Product Update Webinar. Stay tuned for the details!

Below are the answers to the questions and feature requests that we received during the webinar.

Technical Support:

- **Where can I go for support when I encounter a technical issue or bug?**
  - If you already have a Riipen contact from our Client Success team or Account Management team, they can provide support via email. Also, our live chat team can respond rapidly. You can reach them by clicking on the orange circle icon anywhere in the bottom right corner of the platform.

Feedback, Comments, New Features & Improvements:

- **What is your process for identifying and deploying new features/improvements on the platform?**
  - As part of our continuous improvement process, we are always eager to hear from our users. You can share your feedback, comments and ideas via our [Feedback Portal](#) or you can send us an email at product@riipen.com. We'd love to hear from you! If you relay feature requests to your regular Riipen contact or through our live chat, these do get passed on to us as well.

School Pass Optimization:

- **For the school passholder magic link can we send one magic link to a group of employers instead of sending that invite one-by-one?**
  - Yes, the purpose of the magic link is to allow you to send one link to an unlimited number of employers.

- **Companies that we invite via the School Pass who we have already confirmed a project with, what setup is required by the company?**
  - If the employer has not already signed up to the platform, they will be required to create their account before completing the draft project started by the educator. If they are already signed up, all that is required is for them to complete the draft project.

Student Participation Report:

- **Will we have the ability to provide reports on student searches on the platform?**
  - Due to technical and security constraints we are unable to include student searches on the platform in the student participation report.

- **Would student participation report be available to educators to view upon submission of final project deliverables?**
  - Yes, the student participation report will become available once the final project deliverable is submitted and the course has ended.

- **Will we be able to export the student participation report to excel, text tiles etc - so we can bring it into a spreadsheet?**
  - Yes, the student participation report will be available to download in a CSV file, which is compatible with Excel.

Student Commerce Builders:

- **In which country(ies) is this available - only in Canada, or US?**
  - At this time, Student Commerce Builders is only available in Canada, as it is a pilot project.

Level UP:

- **Will Level UP be open to students outside of Canada?**
  - Due to restrictions on the funding from the Government of Canada, Level UP is only available to students in Canada.

Internship Programs:

- **What options are there for searching for paid opportunities for internship programs?**
  - ○ As an employer, you can explore internship programs and filter by compensation type of hourly, honorarium or unpaid.

Search Internship Programs ⓘ

| 🔍 Search | Categories ⌄ | Compensation type ⌄ | ▽ FILTERS |

  - ○ As an educator looking for projects for paid internships, you can explore projects and filter by project looking for internship programs and add an additional filter for compensation being paid projects only.

🔍 Search

Categories

| Search categories | ⌄ |

Projects open to

| Looking for internship programs | ⌄ |

Company location

| 📍 Any |

Industries

| Any | ⌄ |

Compensation

| Paid projects only | ⌄ |

- **Is there a way to limit the # of students who apply for a team on a project? Is there also a way to limit the # of teams per project?**
  - Educators set the number of students per team, however, there are no limitations. The number of students per team can be changed by the educator and students as needed.
  - Employers have the ability to set a limit on the number of teams working on their projects.

- **How extensively can students self-manage their internship, find and apply functionalities on Riipen?**
  - Students are able to self-manage their internships through completion of project milestones and communication with the employer. Once a project has been approved by the school, the projects will become available to students where they can apply individually or in teams, and companies can accept or decline their applications within the platform.

General:
- **Can interested companies highlight their milestones in advance so that less time is wasted in finding the right match?**
  - Currently companies can provide information about their milestones in the project scope. In an upcoming update to the project wizard, there will be a specific section for employers to highlight what tasks students need to complete to achieve the project goal.

Please contact us at product@riipen.com if you're interested in contributing to the development of this feature by sharing your needs.

Thank you for joining us for our Quarterly Riipen Product Update Webinar. We hope to see you again next quarter!