For supervisors

Everything you need to guide your teams, stage by stage.



1 Your part in CP3

The eight stages in brief

What your students have been told

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- Once its area is approved, each team works through eight stages of about a week: six at its area, and two reviews, Stages 4 and 8.
- Each site stage has one piece of work, from getting to know the area in Stage 1 to teaching residents to file their own mSeva complaints in Stage 7.
- Every student also adopts one garbage spot, follows its mSeva complaint in every stage, and logs what they do.
- Each site stage ends with a stage report from the team's leader; at Stages 4 and 8, the team presents its work to you.

What your students read : Our eight stages , My garbage spot , Our stage report and our marks

The eight stages

- **Stage 1, Getting to Know the Area**: observe the area as it is today.
- **Stage 2, Finding the Gaps**: understand why it is that way.
- **Stage 3, Starting on Solutions**: act on the gaps, with the people who keep the area clean.
- **Stage 4, the Progress Review**: collect the evidence, present it, and plan ahead.
- **Stage 5, Household Awareness**: help households manage waste at home.
- **Stage 6, Transforming Garbage Spots**: clean and beautify chosen garbage spots with residents.
- **Stage 7, Recommendations and Teaching Residents**: suggest improvements, and teach residents to file their own mSeva complaints.
- **Stage 8, the Final Review**: summarise, present, and reflect.

Their time

Students are told that, on average, each spends 2 to 3 hours a week at the area and about the same again on team or own work, and that some stages need more time and some less.

Their marks

Each student can earn 100 marks, which the portal also shows out of 20: six site stages of 10 and two reviews of 20. Of these, 60 are for the team's work and 40 for the student's own.

Your role

A guide, not a manager

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- Each team is responsible for its work: it organises itself, finds its partners, and decides what to do when plans change.
- You are the first person your students go to for advice, and you may encourage them as the work continues.
- An introduction from you, to the municipality, an NGO or a company, can give students opportunities they cannot get alone.
- After each stage, your marks and feedback tell each team how it is doing, while there is still time to act.

What your students read : Why it matters

When students may come to you

- When a plan is not making progress.
- When the team needs an introduction to the municipality or a partner.
- When the team is unsure what to do next.

What you expect

You may tell your teams early what you expect of them. The stage pages in the students' guide say what each stage asks, so you need not write it yourself.

Faculty and volunteers

This guide is for both. Where something differs, such as who adds you to the portal, it says so.

Your work from start to end

From your list of students to the Final Review

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- Before the stages: upload your students, see the teams form and settle them, then approve each team's area and set the day its Stage 1 begins.
- In each site stage: follow your teams' work when you can, and give the stage's marks once its report is submitted.
- At Stages 4 and 8: hear each team present, and mark the review.
- Only a few things need your action: the areas, the stage dates, the marks after each stage, and the two reviews; the rest is your choice.

Step by step

- **Before Stage 1**: your list, the teams, the areas and the Stage 1 date.
- **Stages 1 to 3**: follow the work, and mark each stage.
- **Stage 4**: the Progress Review.
- **Stages 5 to 7**: follow the work, and mark each stage.
- **Stage 8**: the Final Review, the last marks, and finalising each student's marks.

Your choice

- Meeting a team between the reviews.
- Visiting a team's area.
- Reacting to a team's pictures and videos to encourage it.
- Notices and WhatsApp messages to your students.

How the portal saves you effort

It gathers, counts and reminds

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- **Teams' work** gathers each team's field attendance, activities, pictures and videos, documents and garbage spots in one place.
- The portal counts field attendance and logging itself; you mark only what needs your judgement.
- Each stage report collects the stage's work in one place, under each member's name, so you do not need to keep reminding anyone.
- **My page** tells you what is due, such as marks waiting, and reminds you when a report has waited three days.

Many teams at once

Tick several teams to set their stage dates together, or several areas to approve them together.

Marking without a separate rubric

Each part of the marks is a level you choose, with its words on screen, so the marking scheme is always in front of you.

Students help themselves

Students find teams through **Students looking for a team** and **Teams that have room**, and the portal reminds those still without a team, so fewer come to you.

On a phone

Everything works on a phone. Settling the teams is easiest on a laptop.

2 Getting started

Registering

Joining the portal, and signing in later

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- Your name and mobile number go on the portal first: your institution's primary nodal officer adds faculty, and the programme team adds volunteers.
- Open the portal, choose your programme, and under **Register** enter that same number; type in the code that comes by SMS.
- Give your name, your designation, your institute or organisation, your language and a password, and press **Create my account**; an email-id is optional.
- As your number is already on the list, the portal welcomes you at once.

Your email-id

It is optional.

Your designation

Type your post at the institution, such as Faculty, Lecturer or Assistant Professor; a subject or a trade on its own is not enough. If you have none, tick **I do not have a designation** and type what you do at the institution; it is kept with your request, and whoever adds you sees it.

If you registered with a different number

The portal then asks for your institution and your role. Choose **Supervisor**, give your name and designation, and tick the two lines; your institution adds you, so you may come back and check every day. If you are a volunteer, the programme team adds you.

If you chose a role by mistake

On the waiting page, **I am not a supervisor** first asks you to confirm, and says what ends. Then you choose your role again, at the same institution; your account, number and password stay.

One number, one person

If somebody else has already registered with your number, use another number that has **WhatsApp**; you can replace it later.

Signing in later

Use your mobile number and your password. On a shared computer, tell the portal so, and it signs you out when the browser closes. **Forgot password** sends a code by SMS, twice in 30 days; after that, your institution's nodal officer can reset your password.

Asked for your designation

If the portal asks for your designation when you sign in, type it once and press **Save**. If you have none, tick **I do not have a designation** and type what you do at the institution instead.

A new mobile number

Open **Settings**, at the top of any page, and choose **Replace mobile number**. Type your current password, then the code sent to the new number.

Set up before the students come

The date, your WhatsApp group and a welcome

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- Open **Team finalising deadline and WhatsApp group** from **My page**.
- Choose a **Team finalising deadline** far enough ahead for your students to register and form their teams; you can change it at any time.
- You may create a WhatsApp group for your students and paste its invite link; each student joins from their **My page**.
- A welcome notice on your **Noticeboard** helps your students start well.

Replacing the invite link

Anyone holding the link can join the group, so it helps to replace it once your students have joined.

What a welcome notice may say

- A word of encouragement.
- Brief guidance on forming teams, and the date to aim for.
- A note about the portal's tours.

Whom your students hear from

Your students see your notices beside those of your institution's nodal officer and the programme team, on one screen, with the source shown beside each. New notices are marked for them when they sign in.

Add your students

Your list, on the portal

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- Faculty at an institution divide its students among themselves and the volunteer supervisors; a volunteer receives a spreadsheet from the institution.
- The best way is to upload your list from **My students**: roll numbers and names, with a course column where you know the courses.
- The portal shows a preview before anything is saved. For a single student, the next tab, **Add one person**, needs no file.
- Your students can register only after this, so it helps to upload soon.

Step by step

The tour below shows each step of the upload, the columns and the preview.

A roll number on another supervisor's list

The portal names that supervisor. Agree with them, then move the student to your list with **Transfer a student from another supervisor**.

If you upload the wrong file

Upload the right file first, then try taking back the wrong one in **Your uploads**.

3 Before the stages

As your students register

Tell them, then watch them join

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- Tell your students to register, in class or on WhatsApp; until they do, the portal cannot contact them.
- A student whose details match your list is accepted at once, with nothing for you to do.
- **My students** shows who has registered, and who has not yet.
- Anything that needs you appears under **Needs attention** on **My page**.

What your students read : Registering

Students waiting

A student who registered with a roll number nobody had uploaded waits here, under **Needs attention**, with the name, roll number and course they gave. Uploading them is still the best way: the portal connects them at their next sign-in. For a student who is yours, you may also press **Add to my list**, check the sentence, tick the box and press **Confirm**. Leave anyone who is not yours for the nodal officer. Faculty supervisors see this list; volunteer supervisors do not.

Added by me

Added by me, below the waiting list, shows each student you added. If you added one by mistake, open their name and press **Confirm**; the student stays registered.

Student info does not match

What a student gave differs from your list. Accept a correction only if it is right; the student is told either way.

Roll number claims

When one student says that a roll number registered by somebody else is theirs, you decide between the two. The other requests then close, and those students are told.

A student the portal does not accept

Upload them, or use **Add one person**; the portal connects them at their next sign-in.

A student who cannot sign in

After two resets by SMS in 30 days, a student is told to ask you. With the student in front of you, open **Sign-in and roll number** on their row in **My students**, and set a temporary password; they choose their own at the next sign-in.

A student who has left the institution

On their row in **My students**, **Mark as having left the institution** removes them from your list.

Watch the teams form

Until the team finalising deadline



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- Students form their own teams, inviting only students who share their supervisor.
- **My teams**, on **My page**, shows the teams as they form, any team too small, and the students not yet in a team.
- Teams may share their preferences with you; **My page** says how many have, and they show on each team's card.
- As the date nears, the portal reminds students who have no team; you may remind anyone still without a team on WhatsApp.

What your students read : Create a team , Join a team

Two lists that help students

Students looking for a team and **Teams that have room** let students find each other without troubling you. Both update themselves as teams become full.

A classmate from another list

A team may want a classmate from another supervisor's list. You can agree with that supervisor, then move the student to your list with **Transfer a student from another supervisor**.

More teams than you can manage

Your institution's nodal officer can transfer some of them to another supervisor.

Freeze and settle the teams

After the team finalising deadline

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- When the date has passed, the portal tells you how many teams still need members.
- We suggest freezing then, with **Freeze teams**: it stops students changing teams while you settle them.
- On **Rearrange teams**, the portal can propose fixes for you to check (**Propose fixes for me**), or you can arrange the teams yourself.
- Nothing is saved until you press **Save changes**, and each student moved is told.

What your students read : Until the teams are frozen

Arranging the teams yourself

Tick students and move them, start a new team, join two teams into one, or make a leader. Every team needs a leader before you save.

Telling everyone

A notice that the teams are settled helps every student know where they stand.

Unfreezing

Unfreeze lets students change teams again, for example when a late registration arrives. You can freeze again at any time.

Let students adjust

When many students are unhappy with their teams

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- You may unfreeze, and put up a notice asking students to adjust their teams.
- Give a clear date by which you will freeze again.
- Settling the teams in a couple of rounds helps students know where they stand.

Approve the teams' areas

Look at the map, then approve or send back

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- It helps to know the streets, or to walk them with each team, and to agree the area before the leader draws it.
- Each team's leader sends its area to you; **Review teams' areas** shows them all on one map.
- You may tick the areas that are right and approve them together, or send one back with a reason the team reads.
- Approving an area finalises its team.

What your students read : Choose our area , Once our area is approved

Setting Stage 1

When you approve an area, the portal offers the day Stage 1 starts; each stage runs about seven days. You can change it later in **My teams' stages**.

Changing a finalised team

You may still change a finalised team when you must, with a reason, which your institution's nodal officer sees.

Withdrawing an approved area

If a team has to move, **Withdraw the area** lets its leader revise it or choose a new one. The team reads your reason, and stays finalised.

An area outside the institution's towns

The portal marks an area that lies in a town outside the institution's own list, so that you can decide about it with the team.

4 Through the eight stages

Your teams' stages

Three figures for each team, and its row

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- **My teams' stages** shows each team's stages completed, reports filed and marked, and students active in this stage.
- Reports filed and marked show as a pair, such as 6 | 4 of 7; it turns red when two or more filed reports wait for marks.
- Open a team's row to give a waiting stage's marks, see the marks so far, and see the work in the current stage.
- Tick teams, then **Set the start and duration** to set their current stage's dates together.

What your students read : Our eight stages

The next stage

It begins by itself the day after one ends, for the same number of days. **Move to the next stage** moves a team to the next stage early, once its report is submitted.

Keeping teams on the same dates

Ticking several teams lets you keep them at the same stage, with the same dates.

Moving to the next stage before marking

If the stage's marks are not given yet, the portal asks you to confirm the move. You can still give them afterwards.

Your marking compared with your institution

From the Progress Review on, a bar shows your teams' marks so far against the middle of your institution's teams. No other names are shown.

Students finalised

Once a team reaches Stage 8, a fourth figure shows how many of its students are finalised.

Stages completed

A stage counts once its report is submitted, so a team that submits late shows fewer than its dates suggest.

Follow the teams' work

Each team's work, stage by stage

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- **Teams' work** shows one team at a time; choose the team at the top.
- It shows the team's field attendance, activities, pictures and videos, documents and garbage spots, for this stage and the earlier ones.
- Choose a picture or video to see it beside the list, without leaving the page.
- **Who did what** shows each member's additions and changes.

What your students read : Stage 1, Getting to Know the Area , Stage 2, Finding the Gaps , Stage 3, Starting on Solutions , Stage 5, Household Awareness , Stage 6, Transforming Garbage Spots , Stage 7, Recommendations and Teaching Residents

What to look for

Each stage's page in the students' guide ends with **What good work looks like**. You mark against it, and your students read the same words.

Pictures and videos

You may react to a team's picture or video to encourage it. One that does not show in the pane opens in Google Drive. If a file cannot be opened, the team can change its sharing in Google Drive.

Garbage spots

Each member adopts one spot and follows it every stage. Each spot shows its mSeva complaints and their status, so you can see what the municipality has done.

Give the marks

After each site stage, once its report is submitted

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- When a team's report is submitted, its row on **My teams' stages** offers that stage's marks, with how many days it has waited.
- See the stage's work, then choose a level for each part; each level's words show when you point at or tap it.
- The portal counts field attendance and logging; you mark the rest, and write feedback for the team.
- Your students see their marks and your feedback on **My page**.

What your students read : Our stage report and our marks

Each site stage, out of 10

- The team's work, against what the stage expects: 4.
- Its quality: 2.
- Each student's garbage spot update: 2.
- Each student's field attendance and logging: 1 each, counted by the portal.

A reminder

If a report waits three days unmarked, a notification says so on **My page**, until the marks are given.

Changing marks

Under **Marks so far**, tap any mark to open its stage's marks and change them, with a short reason the record keeps.

The two reviews

Stage 4, the Progress Review, and Stage 8, the Final Review

- At Stages 4 and 8, each team presents its work to you in 5 to 8 minutes, with every member taking a part.
- The team's leader submits the presentation's link and a cover note, which you see with the team's work.
- You mark each review out of 20: 12 for the team, and 8 for each member.
- You may also meet a team between the reviews, to guide it and help with anything that is not making progress.



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What your students read : Stage 4, the Progress Review , Stage 8, the Final Review

The Progress Review, out of 20

- The team's presentation: 3.
- The quality of its work in Stages 1 to 3: 4.
- Its pictures and videos: 3.
- Its plan for Stages 5 to 7: 2.
- Each member's garbage spot: 4.
- Each member's field attendance and contribution: 3.
- Each member's part in the presentation: 1.

The Final Review, out of 20

- The team's presentation: 3.
- The quality of its work in Stages 5 to 7: 3.
- Its pictures and videos: 3.
- The visible change in the area since Stage 1, with credit for effort where the municipality has not acted yet: 3.
- Each member's garbage spot, field attendance and contribution, and part in the presentation: as at the Progress Review.

Feedback with time to act

What you tell a team at the Progress Review gives it Stages 5 to 7 to act on it.

Finalise the marks

Once Stage 8 is marked

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- Once Stage 8's marks are given, **Finalise the marks** opens from **My teams' stages**.
- Check each student's team marks and own marks, of 100 and of 20, then tick the students and finalise them.
- Finalising locks a student's marks, and sends their final mark to your nodal officer for the university.
- A change after that needs a remark, which is kept beside it.

A student who joined late

They are marked on the stages they took part in, scaled to 100.

A student who moved teams

Marks given in an earlier team, by you or by another supervisor, stay as given.

When something needs you

What **Needs attention** shows you

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- **Needs attention** lists students with no field attendance for two stages, garbage spots with no update for two stages, and reports waiting for marks.
- **Remind**, or **Remind the student** for a garbage spot, sends the student a notification; **Mark as followed up** records that you have spoken with them, with a note if you wish.
- Either one hides the item until the stage ends; if nothing changes, it comes back.
- Students are told to report any injury, or any place that feels unsafe, to you at once.

What your students read : Going to our area

Freeing a garbage spot

From the item's menu, you may free a spot so that another member can adopt it, for example when its student has left the team.

A student who has left

From the menu of a student with no field attendance, **Mark as having left the institution** removes the student from your list.

A late report

A stage report that comes late is still accepted, and marked as late for you to consider.

A team that is late with its stages

It may do two stages in a week and a half; **My teams' stages** lets you set its dates.

A picture or video that should not be shown

Hide it from **Teams' work**, with a reason the team sees.

Changing a finalised team

You may change a finalised team when you must, with a reason, which your institution's nodal officer sees.

Your nodal officers

Your nodal officers, on **My page**, lists them. Tap the phone icon by a name to copy the number; on a laptop, press **Copy** in the box that opens. They can help with what the portal cannot do.