

**University of North Texas
G. Brint Ryan College of Business
Information Technology and Decision Sciences
BCIS 2610 Introduction to Computers**

Subject to Change

Course Information

BCIS 2610 – Introduction to Computers in Business
Fall 2020 – 800
Class Meeting online through Canvas at: <https://unt.instructure.com>

Instructor Contact

Instructor: Dr. Glenn
Office location: Zoom and BLB 215D
Office hours: Monday 10:00 a.m. – 12:00 p.m. and/or by appointment
Email: Use the Inbox in Canvas (MUST include BCIS 2610 in the Subject Line)
Normally, I will reply to an email within 24 to 48 hours
To ensure a quick response over the weekends, please email me no later than Friday mornings
Occasionally I will be unable to respond within that time frame, but will inform the class in advance

Communication Expectations

The most convenient way to communicate with the instructor is through the Inbox in Canvas. Download the mobile app for your convenience

Discussion Board Communication

Please post general course or assignment questions to the General Course Questions & Answers Discussion Topic. For your convenience you may read online communication tips at: <https://clear.unt.edu/online-communication-tips>
Students are encouraged to respond to their fellow classmates' questions. I will read all discussion postings and add comments/suggestions/questions as necessary to keep the discussion on topic. Specific topic instructions on discussions are provided in the forums when needed.

Canvas Notifications:

Receive instant notifications about course events, such as submissions, discussion messages, and announcements through canvas. Assignments and all deliverables will be graded and returned no later than 2 days after the due date.

Course Philosophy

A variety of instructional techniques are used to achieve the pedagogical objectives of this course. The modules are designed to introduce the philosophies and methodologies in computers in our world. Problems and methodologies are illustrated in class with an emphasis on mixed learning techniques. Cengage MindTap provides students with simulation training for Microsoft Excel study tools and a mobile app.

About the Professor/Instructor

Welcome to BCIS 2610 Introduction to Computers. I am Dr. Donna Glenn, the instructor for this course and the advisor for our Information Technology and Decision Science Department. I am excited to have you in this course and look forward to learning more about you and your academic career goals while at UNT. Together we will explore a variety of topics within information technology and we will journey through this course together to do great things.

Course Description

This is a three-week course. It is fast paced and we cover all the material that is covered in longer semesters. This course examines the fundamental concepts of computing in various business disciplines. The course also provides an introduction to programming and to software programs you will use in later courses and in business.

Course Structure

This course is an online course which lasts 16 weeks (1 semester).

Course Pre-requisites and/or Other Restrictions

Math 1100 or higher (MATH 1180 preferred)

Course Objectives

This course is designed to do the following:

- Describe, compare, and evaluate basic computer concepts, such as cyberspace, hardware, software, privacy, security, etc.
- Identify how different parts of society use computer systems
- Apply basic computing principles to develop useful spreadsheets with Microsoft Excel 2016 to prepare for EXCEL Certification
- Demonstrate effective use of software

Course Topics

1. Impact of Digital Technology
2. The Web
3. Computer Hardware
4. Operating Systems and File Management
5. Software and Apps
6. Security and Safety
7. Digital Media
8. Program and App Use and Development
9. Networking
10. Digital Communication
11. Introduction to Microsoft Excel which includes:
 - i. Getting started with excel
 - ii. Formatting Workbook Text and Data
 - iii. Performing calculations with formulas & functions
 - iv. Analyzing and charting financial data
 - v. Managing multiple worksheets and workbooks
 - vi. Developing an Excel Application
 - vii. Working with advanced function
 - viii. Exploring Financial tools and functions
 - ix. Performing What-If Analysis
 - x. Analyzing data with business intelligence

Required Materials

We will be using Cengage MindTap for the Microsoft Excel modules as well as the textbook. One textbook is *Technology for Success Computer Concepts* by Campbell, Ciampa, Clemens, Freund, Frydenber, Hooper, and Ruffolo. The *New Perspective Collection, Microsoft Office 365 and Office 2019*, *1e* will be used for the Excel portion of the course.

The two textbooks are bundled with Cengage Unlimited version which provides you both textbooks for this course, MindTap, and all Cengage textbooks or products for one year. The price is \$179. If you purchase the unlimited Cengage, you will not have to buy any textbooks or access for BCIS 3610. For your convenience, you may also rent a physical book for \$8 to go along with your electronic textbooks.

NOTE: **Purchase the books through our canvas course** to ensure you get access to the correct material. Once you purchase Cengage Unlimited, you will not have to search for your books, you will have immediate access

when clicking the links in your canvas course. You may want to purchase your access and books directly from the course link. That is the simplest way. Instructions will be available the first day of class in canvas.

Hardware & Software Requirements for course

- Personal Computer (PC)
- Lockdown Browser and Respondus Monitor
 - A working Webcam for Respondus Monitor (no exceptions). This camera may be on your laptop or an external camera. A working webcam is required to take all exams and some quizzes. This is non-negotiable.
 - Exams require the use of Respondus Lockdown Browser and Monitor. Therefore you need to download Lockdown browser software (Links to an external site.)
- (Links to an external site.)Microsoft Excel 2019 - PC version operating under Windows 10, not Apple's operating systems. The Apple versions of Office are not identical to the Windows versions.
- If you have a MAC, you can download a copy of VMware Virtual Lab

Technical Requirement & Skills

Minimum Technology Requirements

- Computer
- Reliable Internet access
- Webcam
- Speakers
- Microphone
- Canvas Technical Requirements (<https://clear.unt.edu/supported-technologies/canvas/requirements>)
- Canvas mobile app (<https://clear.unt.edu/supported-technologies/canvas/requirements#mobileresources>)
- Zoom Web Conferencing Tool (<https://clear.unt.edu/supported-technologies/zoom>)
- **Respondus Monitor & Lockdown Browser (RLDB)**
 - LockDown Browser + Webcam Requirement
This course requires the use of LockDown Browser and a webcam for online exams.
 - The webcam can be the type that's built into your computer or one that plugs in with a USB cable.
 - Information on LockDown Browser may be found at: <https://clear.unt.edu/supported-technologies/respondus-lockdown-browser>
 - Download and install LockDown Browser from this link:
<https://download.respondus.com/lockdown/download.php?id=165715487>

Getting Help for BCIS 2610 Course:

Technical Assistance

Part of working in the canvas environment involves dealing with the inconveniences and frustration that can arise when technology breaks down or does not perform as expected. Here at UNT we have a Student Help Desk that you can contact for help with Canvas or other technology issues.

UIT Help Desk: <http://www.unt.edu/helpdesk/index.htm>

Email: helpdesk@unt.edu

Phone: 940-565-2324

In Person: Sage Hall, Room 130 – Check winter schedule hours

Walk-In Availability: 8am-9pm Check winter schedule hours

Telephone Availability: Check winter schedule hours

- Sunday: noon-midnight
- Monday-Thursday: 8am-midnight
- Friday: 8am-8pm
- Saturday: 9am-5pm

Laptop Checkout: 8am-7pm Check winter schedule hours

For additional support: Visit [Canvas Technical Help](https://community.canvaslms.com/docs/DOC-10554-4212710328)
<https://community.canvaslms.com/docs/DOC-10554-4212710328>

Student Support Services

- [Registrar](https://registrar.unt.edu/registration) (<https://registrar.unt.edu/registration>)
- [Financial Aid](https://financialaid.unt.edu/) (<https://financialaid.unt.edu/>)
- [Student Legal Services](https://studentaffairs.unt.edu/student-legal-services) (<https://studentaffairs.unt.edu/student-legal-services>)
- [Career Center](https://studentaffairs.unt.edu/career-center) (<https://studentaffairs.unt.edu/career-center>)
- [Multicultural Center](https://edo.unt.edu/multicultural-center) (<https://edo.unt.edu/multicultural-center>)
- [Counseling and Testing Services](https://studentaffairs.unt.edu/counseling-and-testing-services) (<https://studentaffairs.unt.edu/counseling-and-testing-services>)
- [Student Affairs Care Team](https://studentaffairs.unt.edu/care) (<https://studentaffairs.unt.edu/care>)
- [Student Health and Wellness Center](https://studentaffairs.unt.edu/student-health-and-wellness-center) (<https://studentaffairs.unt.edu/student-health-and-wellness-center>)
- [Pride Alliance](https://edo.unt.edu/pridealliance) (<https://edo.unt.edu/pridealliance>)

Academic Support Services

- [Academic Resource Center](https://clear.unt.edu/canvas/student-resources) (<https://clear.unt.edu/canvas/student-resources>)
- [Academic Success Center](https://success.unt.edu/asc) (<https://success.unt.edu/asc>)
- [UNT Libraries](https://library.unt.edu/) (<https://library.unt.edu/>)
- [Writing Lab](http://writingcenter.unt.edu/) (<http://writingcenter.unt.edu/>)
- [MathLab](https://math.unt.edu/mathlab) (<https://math.unt.edu/mathlab>)

Students with Disabilities:

"The G. Brint Ryan College of Business in cooperation with UNT and the Office of Disability Accommodation, complies with the Americans with Disabilities by making reasonable academic accommodation for students with disabilities. Students seeking accommodation must first register with the Office of Disability Access (ODA) to verify their eligibility. If a disability is verified, the ODA will provide a student with an accommodation letter to be delivered to faculty to begin a private discussion regarding one's specific course needs. Students may request accommodations at any time; however, ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Note that students must obtain a new letter of accommodation for every semester and must meet with each faculty member prior to implementation in each class. For additional information see the ODA website at disability.unt.edu."

Tutoring Services

ITDS online tutoring is available this semester (see canvas for details)
Zoom sessions will be available (see canvas for details)

Code of Conduct and Ethics

Academic integrity must be exhibited in your academic work, methods and conduct. Course work for which you receive an individual grade must be your original, individual effort. If any evidence exists of copying, cheating, or any other forms of academic dishonesty on all, or part, of your graded course work, you (and any others involved) will be awarded a ZERO for that work. Sharing files also counts as academic dishonesty. A second incident will result in a grade of F in this course and a recommendation for further action by the office of the Vice President for Student Development.

The instructor will post both UNOFFICIAL grade reports using Canvas.

How to Appeal a Grade

If You Have a Problem or Want to Appeal a Grade UNT and ITDS have a process for that; and you must follow it – no short cuts allowed:

1. Discuss the problem with your section's grader. If you are not satisfied, then
2. Discuss the problem with your section's teacher. If you are not satisfied, then
3. Discuss the problem with the BCIS 2610 Course Coordinator, Dr. Donna Glenn. If you are not satisfied, then
4. Contact and discuss the problem with the ITDS Chair, then
5. Contact the UNT Center for Student Rights and Responsibilities.

THREE BEFORE ME RULE: If you have any issues or questions about assignments, class policies and schedules, etc. and want to speak with me (the Professor), please remember the three before me rule as stated in the next sentence. You must have attempted at least three options before you come to me. For example: TA, tutor, grader, etc. You must tell me what you tried and the results, including screen prints of errors or printed error messages.

COURSE REQUIREMENTS AND GRADING:

Your grade will be determined on the basis of your performance on the activities identified below. No make-up for exams, simulations, or homework will be given. No "extra work" will be assigned to individuals as a replacement for, or in addition to, these components. All points will show up in Canvas. Be sure to review the grading schema below to determine your letter grade.

EXCEL SIMULATION TRAINING [TRAININGS]: Simulation for Excel will be conducted through Cengage MindTap SAM training. During the simulation students will be able to **observe, practice,** and apply each task while engaging and learning Excel. You will have **three attempts** to complete the training with the highest-grade counting. Each Excel training will be worth 18 points. If you complete your training on time, you receive two extra points on that training.

EXCEL TEXTBOOK PROJECT HOMEWORK [PROJECTS]: Homework assignments test a student's knowledge of the material. Students will download the necessary data file or files from the specific MindTap link to complete the project assignment. The system marks the file with the user's information, therefore be careful to work only on that file. Save the file according to the instruction and naming conventions given in the assignment. The system will not accept another file or another user's file when uploading. Once the student has completed the assignment, the student will return to the assignment in MindTap to upload their work. Students will receive immediate feedback through the SAM training of what they missed. Students will have three attempts. The highest score will count. Each Excel project will be worth 36 points. If you complete your projects on time, you receive 4 extra points for the project.

PRACTICE QUIZZES: There will be a practice quiz for each of the **Technology for Success modules**. Since these are practice quizzes, you will not earn any points for them. They are for practice **ONLY**. You will have three attempts to take the quiz. There are five random questions. You will have 10 minutes to take the quiz. The questions you missed will be marked missed, but you will not be given the answer. The intent of the practice quiz is to test your knowledge on the material in a practice scenario.

QUIZZES: There will be one quiz for each of the Technology for Success modules. Each one is worth 10 points and you will have three attempts to take the quiz. There will be ten random questions.

VIDEOS: There may be numerous videos throughout each module in MindTap for the Technology for Success textbook. The videos will increase your learning on the subject. You may view them as many times as you like, and they are optional.

EXAMS: There will be three exams during the semester. You will be tested on all material assigned or taught in this course which includes the software training, software projects, quizzes, videos, etc. Respondus Lockdown Browser & Monitor is required to take all exams which require a webcam feature. Instructions are posted in canvas.

Attendance

Attendance in an online course is just as important as in a face to face class. Regular attendance is an important factor for student success in any online course. Simply logging into canvas does not constitute participation in the course. I

recommend logging in a minimum of three times a week to complete a module. Each module has an opening introduction and overview for the week. There are multiple online readings, videos, training, projects and practice quizzes for each week. I expect students to space the work out. For example, on Sunday, login and read the chapters, Tuesday start your training, Thursday complete your quiz, and then complete the remainder of the work as time permits. For UNT administrative purposes, attendance must be taken until the 12th day of class.

Students who will miss class work because of a university-sponsored activity must arrange with the instructor to complete any work that will be missed before their absence rather than after the absence. Family events, weddings, ski trips, car trouble, car wrecks, being sick, etc. are NOT what the University considers a “university authorized absence” or a “state law exception”.

If you find that there is no grade recorded for submitted work, or if you want to dispute a grade, you must send your instructor an email about the problem NO LATER THAN 2 DAYS after the submission date. Beyond that date, we will no longer deal with this type of problem.

GRADE CRITERIA: All course work is always due at 11:59 p.m., unless otherwise noted. If you have not finished your Excel project, submit whatever you have completed. You will earn credit for what you complete.

Assignments (Subject to change)	Points Possible (Approx.)
Orientation quizzes	10
Statement of Understanding BCIS 2610 Policies & Procedures	2
Meet your Classmates discussion or equivalent	10
Windows 10 File Management Training	18
Windows 10 File Management Sam Exam	36
9 Excel training @ 18 points each (add 2 extra credit points for each training completion by due date)	162
9 Excel projects @ 36 points each (add 4 extra credit points each for each project completion by due date)	324
10 Technology for Success quizzes @ 16 points each	160
3 exams @ 100 points each	300
Total Points Possible (without extra credit points)	1022

Total Points (%)	Letter Grade
900 & above	A
800 - 899	B
700 - 799	C
600 - 699	D
599 & below	F

The due dates for the excel training and projects using MindTap using are assigned in this syllabus. These form a significant part of the course grade and **must be completed by the due date** to receive full credit as well as bonus points (two extra credit points per excel training module and four extra credit points per excel project for completion by due date).

Note: no curve, no extra points, only what is listed in this syllabus

INCOMPLETE GRADES: A grade of “I” will be given only in exceptional circumstances to passing students who have completed at least 70% of the course, and only for circumstances occurring during the last week of regular class meetings. That is, only emergency situations such as an illness or death in your immediate family constitute exceptional circumstances (and these must be fully documented).

PROBLEMS: You have **two days** after the return of an assignment or exam to request a review of its grade. The instructor has final authority to determine the credit for an assignment or examination.

Any problems experienced with the administration of this course must follow the procedure outlined below.

1. Make an appointment and discuss the issue with your instructor.
2. If the problem cannot be resolved at this meeting, you and your instructor complete and sign the Student Problem Form.
3. Make an appointment with the BCIS 2610 course coordinator, Dr. Donna Glenn (donna.glenn@unt.edu), bring the completed form, and present the problem.

EMERGENCY EVACUATION PROCEDURES FOR BUSINESS LEADERSHIP BUILDING:

For those students who find themselves on campus in the Business Leadership Building, the following evacuation procedure are provided:

Severe Weather In the event of severe weather, all building occupants should immediately seek shelter in the designated shelter-in-place area in the building. If unable to safely move to the designated shelter-in-place area, seek shelter in a windowless interior room or hallway on the lowest floor of the building. All building occupants should take shelter in rooms 055, 077, 090, and the restrooms on the basement level. In rooms 170, 155, and the restrooms on the first floor.

Bomb Threat/Fire In the event of a bomb threat or fire in the building, all building occupants should immediately evacuate the building using the nearest exit. Once outside, proceed to the designated assembly area. If unable to safely move to the designated assembly area, contact one or more members of your department or unit to let them know you are safe and inform them of your whereabouts. Persons with mobility impairments who are unable to safely exit the building should move to a designated area of refuge and await assistance from emergency responders. All building occupants should immediately evacuate the building and proceed to the south side of Crumley Hall in the grassy area, west of parking lot 24.

Ethical Behaviour and Academic Misconduct:

This course adheres to the UNT policy on academic integrity and conduct. The policy can be found at <http://vpaa.unt.edu/academic-integrity.htm>. Read and acknowledge the statement on the next page. You will receive 2 pts, when you complete the **Statement of Understanding BCIS 2610 Policies & Procedures on CANVAS**.

Statement Below:**ETHICAL ACADEMIC BEHAVIOR STATEMENT FOR ALL ITDS CLASSES**

The UNT College of Business and the ITDS Department expect their students to behave at all times in an ethical manner. There are at least two reasons for this. First, ethical behavior affirms the personal value and worth of the individual. Second, professionals in all fields (but particularly in information systems, accounting, and HR) frequently handle confidential information on behalf of their employers and clients. Thus, employers of UNT College of Business graduates expect ethical conduct from their employees because that behavior is crucial to the success of the organization. Academic dishonesty is a major violation of ethical behavior.

Students are expected to read (<https://policy.unt.edu/policy/06-003>) UNT's Student Standards of Academic Integrity which defines academic dishonesty and sets out the consequences for unethical academic behavior. Cheating and plagiarism are the most common types of academic dishonesty.

The UNT's Student Standards of Academic Integrity policy defines cheating as: The use of unauthorized assistance in an academic exercise, including but not limited to:

1. Use of any unauthorized assistance to take exams, tests, quizzes or other assessments;
2. Dependence upon the aid of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems or carrying out other assignments;
3. Acquisition, without permission, of tests, notes or other academic materials belonging to a faculty or staff member of the University;
4. Dual submission of a paper or project, or re-submission of a paper or project to a different class without express permission from the instructor;
5. Any other act designed to give a student an unfair advantage on an academic assignment.

The university's policy defines plagiarism as the "Use of another's thoughts or words without proper attribution in any academic exercise, regardless of the student's intent, including but not limited to:

1. The knowing or negligent use by paraphrase or direct quotation of the published or unpublished work of another person without full and clear acknowledgement or citation.
2. The knowing or negligent unacknowledged use of materials prepared by another person or by an agency engaged in selling term papers or other academic materials.

Examples of academic dishonesty in an ITDS class include: copying answers from another person's paper; using notes during an exam; copying computer code from another person's work; having someone else complete your assignments or take tests on your behalf; stealing code printouts, software, or exams; recycling assignments submitted by others in prior or current semesters as your own; and copying the words or ideas of others from books, articles, reports, presentations, etc. for use as your own thoughts without proper attribution (i.e., plagiarism). It does not matter whether you received permission from the owner of the copied work; claiming the material as your own is still academic dishonesty.

The ITDS Department believes it is very important to protect honest students from unfair competition with anyone trying to gain an advantage through academic dishonesty. Academic dishonesty is not tolerated in ITDS classes, and those who engage in such behavior are subject to sanctions as outlined in the UNT's policy and/or the course syllabus. You are strongly encouraged to read the policy carefully so that you are aware of what constitutes academic dishonesty and the consequences of this unethical behavior.

Please, take the mandatory 'Statement of Understanding of BCIS 2610 Policies and Procedures Quiz (2 points), online in CANVAS. Here you will acknowledge your responsibility to read the UNT academic dishonesty policy and the Student Standards of Academic Integrity (<https://policy.unt.edu/policy/06-003>); and you will attest that you have read and understand the statements in this document and agree to behave ethically in this class. If you do not complete the mandatory quiz, you may be dropped from the course.

*Schedule (subject to change)
Due by Sunday 11:59 p.m. unless otherwise noted*

	Due Date	Topic / Reading	Assessment
Day 1 Dec 14	Dec 18	Welcome and Introduction Getting Started with Excel Getting Started with MindTap Getting Started with File Management Getting Started with Technology for Success Introduction to Technology for Success Impact of Digital Technology – Chapter 1 MS Excel Getting Started with Excel	<ul style="list-style-type: none"> • Meet Your Classmates • Orientation Quiz • Statement of Understanding of BCIS 2610 Policies and Procedures Quiz • Excel Module 1 SAM Training • Excel Module 1 SAM Project • Chapter 1 Quiz • Windows 10 File Management Training • Windows 10 File Management Sam Exam
Day 2 Dec 15	Dec 18	The Web – Chapter 2 MS Excel Formatting Workbook Text & Data	<ul style="list-style-type: none"> • Excel Module 2 SAM Training • Excel Module 2 SAM Project • Chapter 2 Quiz
Day 3 Dec 16	Dec 18	Computer Hardware – Chapter 3 MS Excel Performing Calculations with Formulas & Functions	<ul style="list-style-type: none"> • Excel Module 3 SAM Training • Excel Module 3 SAM Project • Chapter 3 Quiz
Day 4 Dec 17	Dec 18	Operating Systems and File Management – Chapter 4 MS Excel Analyzing & Charting Financial Data	<ul style="list-style-type: none"> • Excel Module 4 SAM Training • Excel Module 4 SAM Project • Chapter 4 Quiz
Day 5 Dec 18	Dec 18	Exam 1 – Friday, Dec 18, 2020 Software and Apps – Chapter 5 MS Excel Generating Reports from Multiple Worksheets & Workbooks	<ul style="list-style-type: none"> • Exam 1 • Excel Module 5 SAM Training • Excel Module 5 SAM Project • Chapter 5 Quiz
Day 6 Dec 21	Dec 23	Security and Safety – Chapter 6 MS Excel Managing Data with Data Tools	<ul style="list-style-type: none"> • Excel Module 6 SAM Training • Excel Module 6 SAM Project • Chapter 6 Quiz
Day 7 Dec 22	Dec 23	Digital Media – Chapter 7 MS Excel Summarizing Data with Pivot Tables	<ul style="list-style-type: none"> • Excel Module 7 SAM Training • Excel Module 7 SAM Project • Chapter 7 Quiz
Day 8 Dec 23	Dec 23	Exam 2 – Wednesday, Dec 23, 2020	<ul style="list-style-type: none"> • Exam 2
		Holiday break 12/24/2020 – 1/1/2021	No class, but a great time to catch up!
Day 9 Jan 4	Jan 7	Program and App Use and Development – Chapter 8 MS Excel Performing What-If Analyses	<ul style="list-style-type: none"> • Excel Module 8 SAM Training • Excel Module 8 SAM Project • Chapter 8 Quiz
Day 10 Jan 5	Jan 7	Web Development - Chapter 9 MS Excel Exploring Financial Tools & Functions	<ul style="list-style-type: none"> • Excel Module 9 SAM Training • Excel Module 9 SAM Project • Chapter 9 Quiz
Day 11 Jan 6	Jan 7	Networking – Chapter 10 MS Excel Analyzing Data with Business Intelligence Tools – Chapter 10	<ul style="list-style-type: none"> • Chapter 10 Quiz
Day 12 Jan 7	Jan 7	Breath and catch up <i>Last day to turn in excel</i>	
Day 13 Jan 8	Jan 8	Exam 3 – Friday, January 8, 2021 Have a great spring semester.	

General Information about BCIS 2610 software

1. We will test you on your knowledge of Microsoft Access 2019 as operating under Windows 10 – not Apple’s operating systems. The versions of Office, when available are not identical to Windows versions. You may however use a virtual machine. See #2.
2. VMWare, virtual machine may be installed and is available at <http://www.cob.unt.edu/lab/virtual-lab>
3. As a UNT student, you can download a FREE copy of Windows 10 and a FREE copy of Office 365. Go to untsystem.onthehub.com, login with your EUID & password, click on “Students” tab, click on “Microsoft”, and finally select what you need.

Statement on Responsibilities of BCIS Lab Tutors

The BCIS Department employs tutors. This department defines the tutor’s role as helping students solve their own problems, not doing the assignments for them. We believe the learning process is enhanced through the problem-solving process. Accordingly, the responsibilities of the student and the tutor are as follows:

STUDENT: Prior to asking for assistance, the student must:

1. Have read the material on which the assignment is based,
2. Have made a valid attempt on the assignment,
3. Be prepared to tell the tutor what steps he/she took to arrive at their current predicament,
4. Have made an attempt to solve the problem on his/her own,
5. Have all the documentation associated with his/her attempt to solve the problem,
6. Be prepared to use the advice given to find a solution.

TUTOR: To assist the students, the tutor will:

1. Be familiar with the software and the project assignments,
2. Be punctual and courteous in their dealings with students, especially when scheduling zoom session,
3. Help the student identify the cause of their problems,
4. Make suggestions to guide the student to a solution to their problem.