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
Spring 2022 – Section 5
Room – BLB 010
Time – Mon/Wed 12:00 pm – 3:50 pm

Instructor Contact
Instructor: LeRoy Hardy
Office Location: 367C
Office Hours: M/W 4:00 – 5:00
Phone: 940.369.8569
Email: Please use Outlook and include BCIS 2610.5 in the Subject Line
Usually, 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

Communication Expectations
The most convenient way to communicate with the instructor is through Outlook using your UNT email (UNT sometimes blocks other emails, and I may not receive it). 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 classmates' questions. I will read all discussion postings and add comments/suggestions/questions to keep the discussion on the 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 one week 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, emphasizing 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 LeRoy Hardy, the instructor for this course and the coordinator for Mainframe Concept (BCIS 3620/3690). I am also an ITDS Program Advisor. 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. We will explore various topics within information technology, and we will journey through this course together to do great things.

Course Description
This course examines the fundamental concepts of computing in various business disciplines. The course introduces programming and software programs that you will use in later courses and in business.

Course Structure
This course is a face-to-face course that lasts five weeks.
Course Pre-requisites and 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 valuable 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 and 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 with both books 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. You may also rent a physical book for $8 to accompany 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 on the first day of class on Canvas.

Hardware & Software Requirements for course
- Personal Computer (PC)
- Lockdown Browser
  - Exams require the use of the Respondus Lockdown Browser. 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 Requirements & Skills
Minimum Technology Requirements
- Computer
- Reliable Internet access
- 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
    This course requires the use of LockDown Browser.
  - 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
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 technical 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 summer schedule hours
Walk-In Availability: 8 am – 9 pm Check summer schedule hours
Telephone Availability: Check summer schedule hours
- Sunday: noon-midnight
- Monday-Thursday: 8 am – midnight
- Friday: 8 am – 8 pm
- Saturday: 9 am – 5 pm
Laptop Checkout: 8 am – 7 pm Check summer schedule hours

For additional support: Visit Canvas Technical Help
https://community.Canvaslms.com/docs/DOC-10554-4212710328

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

Academic Support Services
- Academic Resource Center (https://clear.unt.edu/Canvas/student-resources)
- Academic Success Center (https://success.unt.edu/asc)
- UNT Libraries (https://library.unt.edu/)
- Writing Lab (http://writingcenter.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 accommodations 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 the 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 before 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 more information)

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. In that case, 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 an "F" in this course and a recommendation for further action by the office of the Vice President for Student Development.

A few key points to remember:

I would like to point out some of the activities we have sanctioned (awarded "F" grade and sometimes, even more, removed from dean's list, merit list, etc.). I want to share this so that you know that we care about the integrity of the degree you receive from UNT.

1. In one of the semesters, some exams were conducted using the Respondus lockdown browser and video monitoring. However, some students took advantage of a loophole and had help from resources outside the screen and camera. Our instructors viewed 120 hours of video recording and found a group of students involved in coordinated plagiarism. All were sanctioned, with some losing even scholarships!

2. In one instance, a student outsourced all his assignments to a person outside this country. The assignments were flagged for abnormal activities and with the help of some technology providers, we were able to trace the IP address. The student was sanctioned (awarded an "F" grade in the course))

3. In multiple instances, students have had to borrow a laptop from another student in the course and posted something as them because they had not logged out of Canvas. This is considered misconduct on the part of both students. DO NOT give another student access to your UNT accounts.

Almost all exams and quizzes have multiple versions, and the numbers and options are different. So, if you use your peer – the chances of choosing the wrong answer are extremely high. In worst cases (it has happened in some instances), the student would have used the numbers and details

The instructor will post UNOFFICIAL grade reports using Canvas.

COVID-19
As we all know things can change at any minute. Please see the announcement section of Canvas for up to date information and/or UNT's website.

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, Dr. Sidorova. If you are not satisfied, 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 in 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 on 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. <u>You will NOT be given a makeup exam for any missed exam</u>. You will be tested on all material assigned or taught in this course which includes software training, software projects, quizzes, videos, etc. Respondus Lockdown Browser is required to take all. Instructions are posted in Canvas.

Attendance

Regular attendance is an important factor for student success in any 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 workout. For example, on Sunday, log in 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 2nd day of class.

Students who will miss classwork 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 coursework 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 (Approx.)	Max Points
Orientation quizzes	10	10
Statement of Understanding BCIS 2610 Policies & Procedures	2	2
Meet your Classmates discussion	10	10
Class Participation	10	10
Test Lockdown browser	10	10
9 Excel training @ 18 points each (add 2 extra credit points for each training completion by due date)	162	180
9 Excel projects @ 36 points each (add 4 extra credit points each for each project completion by due date)	324	360
9 Technology for Success quizzes @ 16 points each	144	144
3 exams @ 100 points each	300	300
Total Points Possible	**972**	**1,026**

Note: If excel training and projects are turned in by the initial due date and completed correctly, there is a total of 1,026 possible points.

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. The instructor will provide the Student Problem Form if needed.
3. Make an appointment with the BCIS 2610 course coordinator, Dr. Donna Glenn BLB 379-E, or email the course coordinator (donna.glenn@unt.edu), and bring or email 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 paraphrasing or direct quotation of the published or unpublished work of another person without full and clear acknowledgment 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 from 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 <u>mandatory</u> '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 11:59 p.m. unless otherwise noted
Please note major dates of July 25, Aug 3, and Aug 10

	Topic / Reading	Assessment	Due
Week 1 Day 1 July 11	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	• Meet Your Classmates • Orientation Quiz • Statement of Understanding of BCIS 2610 <u>Policies and Procedures Quiz</u> • Excel Module 1 SAM Training • Excel Module 1 SAM Project • Practice Quiz • Chapter 1 Quiz	7/17 7/17 7/17 7/24
Week1 Day 2 July 13	The Web – Chapter 2 MS Excel Formatting Workbook Text & Data	• Excel Module 2 SAM Training • Excel Module 2 SAM Project • Practice Quiz • Chapter 2 Quiz	7/24
Week 2 Day 3 July 18	Computer Hardware – Chapter 3 MS Excel Performing Calculations with Formulas & Functions	• Excel Module 3 SAM Training • Excel Module 3 SAM Project • Practice Quiz • Chapter 3 Quiz	7/24
Week 2 Day 4 July 20	Operating Systems and File Management – Chapter 4 MS Excel Analyzing & Charting Financial Data	• Test lockdown browser quiz • Excel Module 4 SAM Training • Excel Module 4 SAM Project • Practice Quiz • Chapter 4 Quiz	7/24
Week 3 **Day 5** **July 25**	**Exam 1 (Mods 1-4) – Mon, July 25, 2022 in class** Software and Apps – Chapter 5 MS Excel Generating Reports from Multiple Worksheets & Workbooks	• Excel Module 5 SAM Training • Excel Module 5 SAM Project • Practice Quiz • Chapter 5 Quiz	**7/25** 8/02
Week 3 Day 6 July 27	Security and Safety – Chapter 6 MS Excel Managing Data with Data Tools	• Excel Module 6 SAM Training • Excel Module 6 SAM Project • Practice Quiz • Chapter 6 Quiz	8/02
Week 4 Day 7 Aug 1	Digital Media – Chapter 7 MS Excel Summarizing Data with Pivot Tables	• Excel Module 7 SAM Training • Excel Module 7 SAM Project • Practice Quiz • Chapter 7 Quiz	8/02
Week 4 **Day 8** **Aug 3**	**Exam 2 (Mods 5-7) – Wed, Aug 3, 2022 in class** Program and Apps Use and Development – Chapter 8 MS Excel Performing What-If Analyses	• Excel Module 8 SAM Training • Excel Module 8 SAM Project • Practice Quiz • Chapter 8 Quiz	**8/03** 8/09
Week 5 Day 9 Aug 8	Web Development - Chapter 9 MS Excel Exploring Financial Tools & Functions	• Excel Module 9 SAM Training • Excel Module 9 SAM Project • Practice Quiz • Chapter 9 Quiz	8/09
Week 5 **Day 10** **Aug 10**	**Exam 3 (Mods 8-9) – Wed, Aug 10, 2022 in class**		**8/10**

General Information about BCIS 2610 software

1. We will test you on your knowledge of Microsoft Excel 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 Widows 10 and a FREE copy of Office 365. Go to untsystem.onthehub.com, login with your EUID & password, click on the "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.