

# How to get Help

<https://csci-1301.github.io/about#authors>

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This page lists resources for Augusta University students to receive help with their course of studies, in general, for students of the School of Computer and Cyber Sciences, and for this course in particular.

## 1 In General

Many resources are available to help you be a successful student:

- If you are food insecure, you are not alone<sup>1</sup>, and the Open Paws Food Pantry<sup>2</sup> will help you.
- For tutoring resources, consult the Academic Success Center<sup>3</sup> (or “ASC”). It can help you, among other things, in the areas of time management, test preparation and study strategies.
- Student Counseling & Psychological Services<sup>4</sup> (or “SCAPS”) is here to assist students with a variety of personal, developmental, and mental health concerns.
- The Writing Center<sup>5</sup> can help you with any written, oral, or multimedia project.
- To get help with technologies, refer to our Instructional Technology Support<sup>6</sup> correspondent Sienna Sewell<sup>7</sup>.

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<sup>1</sup><https://www.wjbf.com/csra-news/nearly-36-percent-of-college-students-are-hungry/>

<sup>2</sup><https://www.augusta.edu/student-affairs/open-paws.php>

<sup>3</sup><https://www.augusta.edu/academicsuccess/>

<sup>4</sup><https://www.augusta.edu/counseling/>

<sup>5</sup><https://www.augusta.edu/pamplin/writingcenter/>

<sup>6</sup><https://www.augusta.edu/continuity/index.php>

<sup>7</sup><https://spots.augusta.edu/sSewell/>

- The Department of Multicultural Student Engagement (MSE)<sup>8</sup> aims to provide education, training, and programming to foster awareness of diversity and inclusion among Augusta University students. Their Multicultural Mentorship Program and African American Male Initiative<sup>9</sup> are excellent resources to receive additional help.

## 2 For Students of the School of Computer and Cyber Sciences

### 2.1 School of Computer and Cyber Sciences Tutoring Center

The School has a tutoring center that can be reached:

- On discord<sup>10</sup>,
- During their tutoring hours (hours posted on the door and on discord), in University Hall<sup>11</sup> 129.

### 2.2 ACM Club

The Augusta University chapter<sup>12</sup> of the A.C.M<sup>13</sup> is one of the university's best resources for Computer Science, Information Technology and Cyber Security students. It provides a platform to network with other students in similar majors, presenting countless opportunities to not only expand the people you know, but also a fantastic place to learn and ask questions. To learn more, you can sign up for the newsletter, or attend one of the subgroup meetings (meeting times and locations are listed on the website<sup>14</sup>).

### 2.3 Other Club Activities

The Augusta University Game Design Club and Girls Who Code College Loop “will be continuing activities in full force this year”. Notifications for upcoming activities will be shared in class alongside school-wide emails.

## 3 For This Course

### 3.1 Instructors

You have three instructors this semester:

- Dr. DeFrancisco (Section A–F),
- Dr. Aubert (Section E),
- Jason Weeks (Labs).

Please, refer to your syllabus for their office hours or how to reach them.

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<sup>8</sup><https://www.augusta.edu/multicultural/>

<sup>9</sup><https://www.augusta.edu/multicultural/programming.php>

<sup>10</sup><https://discord.gg/AYS3UNKEh>

<sup>11</sup><https://map.concept3d.com/?id=824#!m/268018>

<sup>12</sup><https://spots.augusta.edu/cyberdefense>

<sup>13</sup><https://www.acm.org/>

<sup>14</sup><https://spots.augusta.edu/cyberdefense>

## 3.2 Graduate Assistant

### Jason Weeks:

- [jaweeks@augusta.edu](mailto:jaweeks@augusta.edu)<sup>15</sup>
- Instructor for CSCI 1301 Labs
- The best way to contact me is via email or through Discord<sup>16</sup>. I'm fairly active on both, so I should get back to you pretty quickly there. I almost never check Teams and it doesn't send me notifications, so I will likely miss any messages there.
- I'm a first year Master's student, graduating with a Bachelor's in CS and a minor in Math, and I was UCA for over two years. I can't wait to help out another semester of 1301 students learn to code!

## 3.3 Undergraduate Course Assistants

The instructors and UCAs should be your first point of contact for any questions regarding the content of this class.

## 3.4 Labs Meeting Times

All labs take place in Allgood Hall N344, and meet as follows:

Section	Hours	Room	Instructor / GCA	UCA
E	Tuesday 7:00–8:50 pm	AH E126	Jason Weeks & Katrina Visintainer	Kaylee Osteen & Elijah Gibson
A	Thursday 10:00–11:50 am	AH E126	Jason Weeks	Samuel Bailey & TBA
B	Thursday 1:00–2:50 pm	AH N344	Dr. DeFrancisco	TBA
C	Friday 9:00–10:50 am	AH N344	Jason Weeks	Daelyn Doughty & Anthony Gibson
D	Friday 12:00–1:50 pm	AH N344	Jason Weeks	Xavier Mitchell & Anthony Gibson

## 3.5 Commenting Using a Github Account

On this website, if you look below, you will see a box where you can comment. This will require that you create a Github account<sup>17</sup>, which is free and may serve multiple purpose if you intend to study, use, or contribute to open-source projects. The comment can use the markdown syntax<sup>18</sup> (exactly like this resource!), which is also used on websites like stackoverflow<sup>19</sup> and extremely popular!

<sup>15</sup><mailto:jaweeks@augusta.edu>

<sup>16</sup><http://discordapp.com/users/269850129022976000>

<sup>17</sup><https://github.com/login>

<sup>18</sup><https://commonmark.org/>

<sup>19</sup><https://stackoverflow.com/editing-help>

### 3.6 How to Ask a Question?

It may seem silly, but asking a question “the right way” may not always be easy.

1. Once you’ve identified your issue, try again from scratch to see if you missed a point.
2. Go over the instructions, and look in our resources<sup>20</sup> for some meaningful keywords.
3. Think about how you can describe your issue, what is the shortest route to reproduce it.
4. If you are still facing difficulties, be detailed and clear about what you think went wrong: if the question is related to computers, specify which operating system, what you have tried, the exact nature of the error message, etc. Screenshots are not always the right way to convey your question: try to be descriptive, and explain what you tried. If you want to refer to a particular lab or lecture, open the corresponding page, look for the closest title, hover over it, and you should see a “§” symbol appear: click on it, you can now share that link<sup>21</sup> so that your interlocutor knows precisely what you are talking about!

And, remember: your instructor(s) knows that you are a student and here to learn, so you should *never* feel intimidated or assume that *everyone knows better than you*: many students struggle in this class at times, and you could actually do them all a favor by asking your instructor(s) to go over a particular dimension that they may have overlooked or explained poorly!

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<sup>20</sup><https://github.com/csci-1301/csci-1301.github.io/search?q=ask+a+question>

<sup>21</sup><https://www.wikihow.com/Copy-and-Paste-a-Link>