

Instructions for Virtual Office Hours and Demo via Discord and The ECE 391 Queue

Because of COVID-19 we will be holding online office hours via Discord and the ECE 391 Queue.

Note that even though this is not a university-controlled service, you are expected to conform with university rules. This means no explicit content in usernames, emails, profile pictures, etc. **If you do not comply with the student code or disrupt the server in any capacity, we will ban you.**

Discord Setup

Please follow these instructions to get setup for online OH:

1. Make a Discord account <https://discord.com> - if you don't have an account already.
2. Go to <https://discord.gg/6YWv7fMben> to join the server. Please download the desktop client, as it enables screensharing privileges. You will be able to get better help if TAs can see your screen and must do this for MP0 Demo.
3. **Upon joining as a student, you will be quarantined and will not be able to see any channels or users.** This is intended to prevent outside users from joining. You will have received a private message from DynoBot containing a link. Please click the link and login to the Shibboleth service.
4. Upon successful authorization, you should have received the 'Student' role, allowing you access to the 'announcements', 'rules', 'general', 'questions', 'music', 'notice-board', 'queue', 'Waiting Room', 'Musical Waiting Room' and 'Public Room' channels. The first seven are text channels, meaning that you will only be able to type in them. Whereas the latter three are voice channels, meaning that you can only speak and/or listen in them. **You will not be able to speak in the 'Waiting Room' channel.**

Figure 1 shows an example of how your screen should look on successfully joining the server.

If you are still quarantined after completing this step, please repeat it once more. If you do not get access after repeating the step, please make a private post on Piazza with your discord username and you will be granted access.

5. To move yourself from one channel to the next, you can click on the name of the channel on the left side pane. Clicking on the name of the channel will move you to that channel.

Clicking on a voice channel, will automatically connect your microphone and headphones. To disconnect from the voice channel, click on the icon with a phone and cross over it. This will stop your screen sharing and disconnect you from voice as well.

6. While you are in a voice channel, you can configure the communication settings:
 - Press the 'Mic' icon in the bottom left to mute/unmute
 - Press the 'Headset' icon in the bottom left to deafen/undeafen (mute microphone and speakers)
 - Press the 'TV' icon in the bottom left, above the 'Headset', to share your screen
 - Press the 'Phone' icon in the bottom left, above the 'Gear', to disconnect from the voice channel.
7. Please read the rules and the pinned messages in each channel before typing any messages.

Queue Etiquette

As a student in the course you are expected to follow the following Queue(<https://ece391test.web.illinois.edu/queue/question>) Etiquette:

1. If you add yourself to the queue you are expected to be present on the discord server in the 'Waiting Room' channel. Failure to do within 5 minutes of a TA dequeuing you will result in a no-show* on your record.
2. **No-show policy:** When you sign up on the queue for questions/demo, we expect you to be present in the 'Waiting Room' before the TA dequeues you. If you are not present within the buffer period your no-show score will **increase** and your question/demo request will be deleted. This will **lower your question/demo priority** over other students who have a lower no-show score. Everybody starts off with a no-show score of 0 and receives one warning increase.

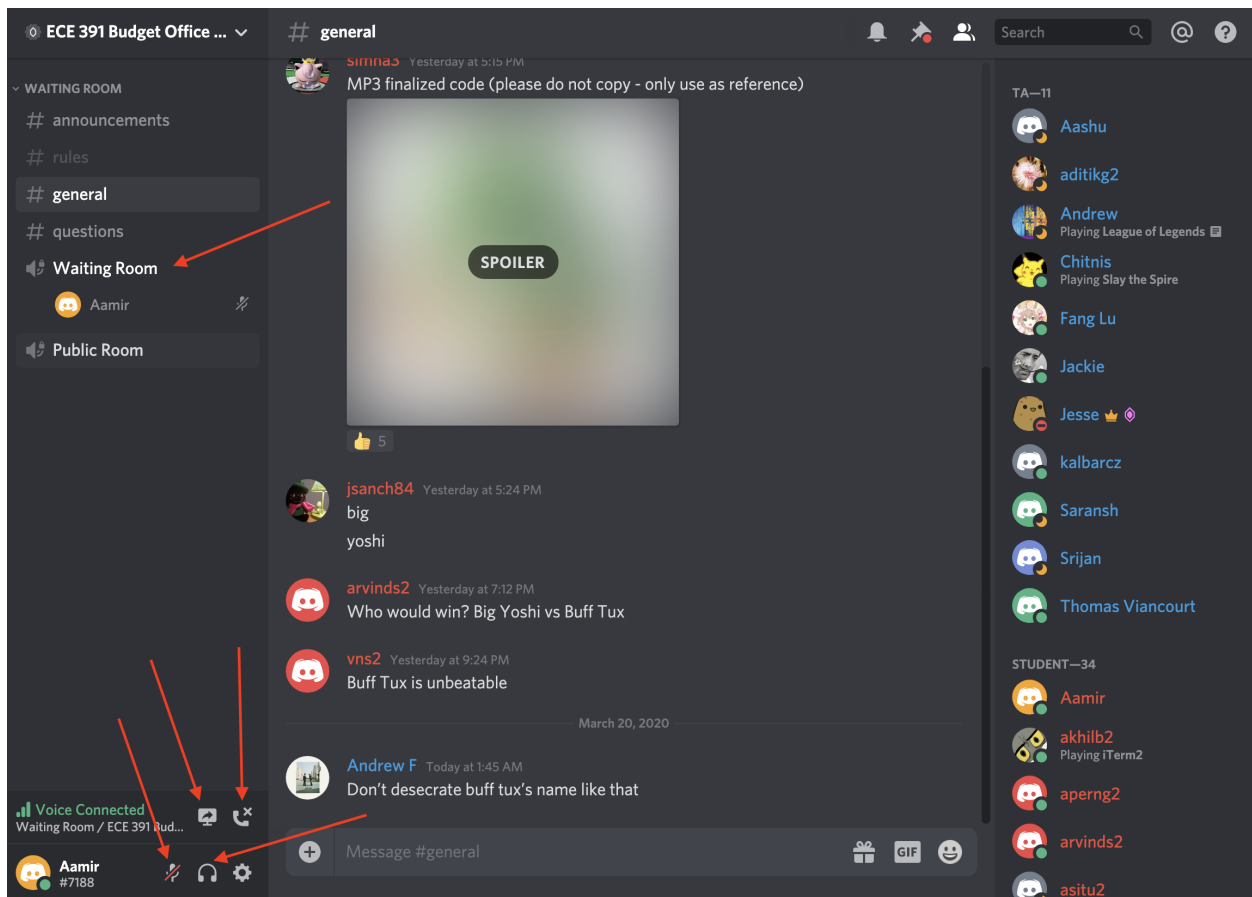


Figure 1: The ECE391 Office Hours Discord

Office Hours Procedure

We will be using the following procedure for remote OH:

1. Add yourself to the Question queue using the 'queue' channel. Use '\$join' to join the queue. You can verify that you are on the queue by checking the queue <https://ece391test.web.illinois.edu/queue/question> or use '\$status' to see who is on the queue. If you want to leave the queue you can use '\$leave'.
2. Join the voice channel 'Waiting Room' on discord while waiting on the queue.

The TAs will move you into a private voice channel when it is your turn on the queue. If you are not in the 'Waiting Room' channel or are AFK when it is your turn, this is the equivalent of a no-show and we will mark you as such.

Note: you will not be able to speak in the 'Waiting Room' channel but can freely speak in the 'Public Room'. You are free to use the 'Public Room' channel for lab banter and general socializing.

3. If you need to message the TA during your question, please use the Direct Message feature by right-click the TA's username in the voice channel, click 'Message', and post your message there. This is to ensure any sensitive information does not get leaked.

Demo Procedure

Every Monday and/or Tuesday of the week that an MP or checkpoint is due, you will be required to demo your code. The procedure to demo is the same as the office hours procedure except that you will join the Demo queue instead of the question queue. The demo queue will be opened no earlier than 15 minutes before demo time.