

INTRODUCTION TO ENGINEERING DESIGN & SYSTEMS THINKING (ENGINEERING DESIGN I - ENGR111)

School of Engineering and Science Fall 2024

Instructors: [Insert Instructor's name]

Canvas Course Address: [Insert URL of Canvas shell here]

Course Schedule:

section	LEC/LAB	Classroom	Day	Time	Instructor	
ENCD 111 A	Lecture	Buchard 102	Monday	8:35AM-9:50AM	Prof. Russo	
ENGR 111-A	Design Studio	EAS011	Wednesday	8:00AM-10:50AM		
ENGR 111-B	Lecture	EAS230	Tuesday	9:30AM-10:45AM	Prof. Joo	
	Design Studio	EAS011	Thursday	8:00AM-10:50AM		
ENGR 111-C	Lecture	EAS330	Wednesday	8:35AM-9:50AM	Prof. Shupenko	
ENGR III-C	Design Studio	EAS011	Friday	8:00AM-10:50AM		
ENGR 111-D	Lecture	EAS330	Thursday	9:30AM-10:45AM	Prof. Shupenko	
	Design Studio	EAS011	Tuesday	8:00AM-10:50AM		
ENGR 111-E	Lecture	Howe 303	Monday	11:00AM-12:15PM	Prof. Russo	
	Design Studio	EAS011	Wednesday	11:00AM-1:50PM	Piol. Russo	
ENGR 111-F	Lecture	McLean 209	Tuesday	11:00AM-12:15PM	Prof. Fontaine	
ENGR III-F	Design Studio	EAS011	Thursday	11:00AM-1:50PM		
ENGR 111-G	Lecture	Howe 303	Wednesday	11:00AM-12:15PM	Prof. Joo	
ENGR III-G	Design Studio	EAS011	Monday	11:00AM-1:50PM		
ENGR 111-H	Lecture	McLean 209	Thursday	11:00AM-12:15PM	Prof. Shupenko	
	Design Studio	EAS011	Tuesday	11:00AM-1:50PM		
ENGR 111-I	Lecture	Gateway North 103	Tuesday	3:30PM-4:45PM	Prof. Russo	
ENGR III-I	Design Studio	EAS011	Thursday	2:00PM-4:50PM		
ENGR 111-J	Lecture	McLean211	Thursday	3:30PM-4:45PM	Prof. Joo	
ENGR III-J	Design Studio	EAS011	Tuesday	2:00PM-4:50PM		
ENGR 111-K	Lecture	Babbio 104	Friday	3:00 pm - 4:15 pm	Prof. Wang	
	Design Studio	EAS011	Monday	2:00 pm - 4:50 pm		
ENGR 111-L	Lecture	North Building 105	Monday	6:30 pm ~ 7:45 pm	Prof. Coppola	
	Design Studio	EAS011	Wednesday	6:30 pm ~ 9:20 pm		
ENGR 111-M	Lecture	Gateway North 204	Tuesday	6:30 pm ~ 7:45 pm	Prof. Castellanos	
ENGR III-M	Design Studio	EAS011	Thursday	6:30 pm ~ 9:20 pm		

Contact Info: [preferred e-mail, phone number] Virtual Office Hours: [Days of the week and times]

Virtual session URL: [n/a]

Prerequisite(s): [n/a] Corequisite(s): [n/a] Cross-listed with: [n/a]

COURSE DESCRIPTION

The Design and Systems Thinking course introduces first-year engineering students to the elements of design and system synthesis. Students learn to use computer-aided design software to design digitally. The course introduces the design of physical components and teaches students to integrate simple IoT (Internet of Things) plant monitoring and self-watering systems with mechanical, sensing, and microprocessor hardware components, as well as control and communications software components. The course prepares students to function effectively both as team members and in leadership roles. Through a series of self-directed modules, the course introduces engineering disciplines and several personal and professional strategies.

STUDENT LEARNING OUTCOMES

The students will learn and apply the concepts of hardware and software components design, and work with computer-aided design systems. They will be able to design, build, test, and operate cyber-physical systems of moderate complexity.

After successful completion of this course, students will be able to...

- Recognize and use design nomenclature, i.e., requirements, conceptualization, evaluation, validation, testing, and fielding.
- Interpret design requirements and define the objectives and scope of a design project.
- Communicate design concepts through hand sketching & drawing.
- Digitally design mechanical components and read drawings to interpret designs.
- Integrate and test the performance of a cyber-physical system that has electrical, mechanical, electronics hardware and control, communication, and user-interface software.
- Apply programming skills to develop required sensing and control software for the system.
- Recognize professional responsibilities in engineering careers.
- Function effectively on a team whose members together provide leadership, create a collaborative and inclusive environment, establish goals, plan tasks, and meet objectives.

COURSE FORMAT AND STRUCTURE

This course is on-campus. It consists of 75-minute lectures in a classroom and 2-hour and 50-minute design studios in the design laboratory (@EAS011). Students work on a project in

groups and are required to give a group presentation and submit a final report. To access the course material, please visit stevens.edu/canvas. For more information about course access or support, visit or contact the Technology Resource and Assistance Center (TRAC) by calling 201-380-6599.

Course Logistics

- Important messages will be announced via email or CANVAS announcements. Please check your email and CANVAS announcements regularly.
- When assignments are due, they must be submitted by 9:00 PM EST on the due date listed in the course schedule.
- Deadlines are an unavoidable part of being a professional, and this course is no
 exception. Course requirements must be completed and posted or submitted on or
 before the specified due date and delivery time deadline. Due dates and delivery time
 deadlines are in Eastern Time (as used in Hoboken, NJ). Avoid any inclination to
 procrastinate. Due dates have been established for each assignment to encourage you
 to stay on schedule.
- Points will be deducted for late submissions. Please see the late submission policy.
- All assignments must be submitted to CANVAS.
- An assignment file should be appended with your section number, username, or group name, such as "week1assignment_secJ_cjoo.doc". This makes it easier for me to manage assignment files.

Instructor's Online Hours

[Include a clear description of your availability for email communication.]

Example language:

I will be available via email and respond as soon as I am available (generally within 24-48 hours). For the online discussions, I will check in at least three times per week. Keep in mind that it is not possible for me to respond to every single posting every week (nor is it pedagogically appropriate), but I will be sure to respond to various postings and students each week and attempt to assure equality in terms of responses to students. Furthermore, there is a specific discussion forum that you can use to ensure that you have my attention – to ask questions or to call my attention to a particular discussion you are engaged in that you would like me to look at. If you feel you are being neglected in any way, please contact me. When emailing me, please place in the subject line the course number/section and the topic of the email (i.e., XXX 240 – Assignment 2 Question). This will help me tremendously in locating your emails more quickly when I scan the hundreds of emails that seem to make it into my box each day. *

Virtual Office Hours

[Include a clear description of your availability for synchronous communication.]

Example:

Virtual Office Hours are a synchronous session (through Zoom or Blackboard Collaborate) to discuss questions related to weekly readings and/or assignments. Office hours will be held Monday evenings from 7:00-8:00 pm EST. To connect to the weekly session, go to [Insert URL to virtual meeting room].

Course Etiquette Guidelines

Your instructor and fellow students wish to foster a safe learning environment. No matter how different or controversial they may be perceived, all opinions and experiences must be respected in the tolerant spirit of academic discourse. You are encouraged to comment, question, or critique an idea, but you cannot attack an individual. Our differences, some of which are outlined in the University's inclusion statement below, will add richness to this learning experience. Please consider that sarcasm and humor can be misconstrued in interactions and generate unintended disruptions. Working as a community of learners, we can build a polite and respectful course ambiance. Please read the etiquette rules for this course:

- Do not dominate any discussion. Allow other students to join in the discussion.
- Do not use offensive language. Present ideas appropriately.
- Be cautious in using language.
- Avoid using vernacular and/or slang language as it could lead to misinterpretation.
- Keep an "open mind" and be willing to express even your minority opinion.
- Do not hesitate to ask for feedback.

TENTATIVE COURSE SCHEDULE

The tentative course schedule is as follows, and there may be slight changes depending on the academic schedule, changes in class materials, and project progress, and all changes will be announced on CANVAS.

Unless a specific deadline is specified, weekly homework is due by 9 PM one week after the assignment is assigned. (Example: Friday assignments must be submitted by 9 PM on the following Friday.) Also, students must submit Design Studio assignments within Design Studio hours on the same day the task is assigned.

Weekly Course Schedule

Week	Lecture Topics	Design Studio Assignments	Weekly Homework
1	Course Overview Intro to Engineering Design & Design Process (Ch 1, 2) Measuring Tools and Units / Teaming Intro to Final Project (Smart Watering System)	Lab Safety Quiz Measurement & Dimensioning Lab (Mini Pump & ESP32 board) Spatial Skills Test: Initial Assessment	Software Tool Installation - SolidWorks, Arduino IDE, ESP32 Package, USB driver, Office 365 (Word, Excel, PowerPoint), FlashPrint T1: Getting Started with SolidWorks
2	Intro to Engineering Graphics (Ch 9) SolidWorks: Part Basics	SV Lessons L0~L3	T2: Part Basics (LEGO Brick, Air Hockey striker)
3	Design Objectives and Constraints (Ch 3, 4, 5) Concept Generation and Selection (Ch 7, 8)	E2: Basic Parts (Erlenmeyer Flask, Soap Dish) Product Design Activity, Part 1: Smart Watering System Sketch (Individual)	SV Lessons L4~L5 CATME – Team Formation Individual Asset Map – Part 1 Individual Asset Map – Part 2
4	SolidWorks: Sketch Basics & Drawing Basics	E4: Basic Drawings (Dwgs of Erlenmeyer Flask, Soap Dish) Product Design Activity, Part 2: Choose Design Concept, Test & Evaluate chosen Design (group)	T3: Sketch Basics (Step stool, Table Lamp) T4: Drawing Basics (Dwgs of LEGO brick, Air hockey striker)
5	Intro to Part Manufacturing with 3D Printing	Product Design Activity, Part 3: Solid Model (Extrude, Revolve, Shell) (group) Slicing the 3D print design sample & 3D printing: Funnel & Hose Mount	SV Lessons L7~L8
6	SolidWorks: Assembly Basics & Assembly Drawings	Spatial Skills Test: Final Assessment Product Design Activity, Part 3	T5: Assembly Basics (LEGO car, Trammel) T6: Assembly Drawings (Valve)
7	SolidWorks: Ref Geometry, Patterns, Sweep, Loft	Graphics Skills Test (80 min) Product Design Activity, Part 3	T7: Ref Geometry and Patterns (Frying pan, Peruvian bowl) T8: Sweep and Loft (Lighthouse, Candle holder)
8	Intro to Final Project (Review)	Project planning &. Team Asset Map	Proposal report for Final Project

	ENGR111 Kit of Parts & Electric Circuit Basics	Arduino Skills Development Quiz (Reading Quiz - Individual) Getting Started with Arduino Building Circuit Exercise	Team Asset Map Team
9	Arduino Programming & Electric Circuit - Part I Photocell & Capacitive Soil Moisture Sensor	Technical report for class activities (Group) - Analog Sensor Project Work Time: Electrical Circuit Practice/Sub system Testing	Project Work
10	Arduino Programming & Electric Circuit - Part II DHT11 & Mini pump	Technical report for class activities (Group) - digital sensor & Mini Pump Project Work Time: Sub system Testing & System Integration	Project Work
11	Connecting IoT components with MQTT network	Technical report for class activities (Group) - loT (MQTT Network) Project Work Time: System Integration	Project Work Team Check in: Team Processing Sheet
12	Project Work time: Prototyping & Design Iteration	Project Work Time: System Deployment & Testing, System optimization.	Project Work
13	Project Work Time: System Deployment & Testing	Project Work Time: System Deployment, Data Collection, Data Analysis, and Documentation	Project Work
14	Project Poster Presentation	Project Poster Presentations (Group)	

COURSE MATERIALS

Textbook

Engineering Design: A Project-Based Introduction, By: Clive L. Dym, Patrick Little,

Elizabeth Orwin, 4th Edition

Publisher: Wiley (Copyright year: 2014) Print ISBN: 9781118324585, 1118324587. eText ISBN: 9781118806999, 1118806999;

Required Hardware - ENGR111 Kit (Each group gets one Kit)

- 1 x MH-ET Live MiniKit for ESP32 board
- 1 x Micro USB cable (Type B to A)
- 1 x DHT11 Digital Humidity and Temperature Sensor Module
- 1 x Capacitive Soil Moisture Sensor
- 1 x Mini pump (JSB1523018)
- 1 x Water bottle with cap
- 1 x Photocell (GM5539)
- 3 x LEDs (Red, Blue, Orange colors)
- 3 x 150 Ohm resistors
- 1 x 10 kOhm resistor
- 1 x Plastic Storage Container with lid
- 1 x 170 tie point breadboard
- 1 x set of jumper wires
- 1 x H bridge (Feetech 4CH SMC)

Note! 3D printers are available in the Design lab or MakerCenter

Required Software

Microsoft Office 365 Apps (Word, Excel, & PowerPoint) <u>Link</u> (Stevens Login required)

- SolidWorks 2023 Stevens Software Store Link (Stevens Login required)
- Arduino IDE (ver. 2.3.2 or later) Free Download Link
- FlashPrint 5 Free Download Link
- Spatial Vis. app (eGroove Education) Purchase Required (\$20)

COURSE REQUIREMENTS

Attendance

Attendance is mandatory for **all lectures and labs** (Design Studio) unless excused absence. **4 unexcused absences will result in a zero-attendance grade**.

Participation

Students should be prepared to engage with the professor and other students in class. Students' participation in class will be evaluated with the CATME survey tool. Your peers evaluate your class participation, and depending on the evaluation result, your participation grade may be lowered.

Homework

All assignments must be submitted through CANVAS and cannot be submitted via email or print. The format of the file to be submitted for each assignment may be different, so please check the detailed information.

Quizzes

During the semester, there are CANVAS quizzes: lab safety, measurement, and Arduino programming, and the quizzes are automatically graded through CANVAS. Depending on the quiz, more than one opportunity may be given, so check the details on CANVAS.

Project(s)

The IoT-based Plant Monitoring & Self-watering System Project includes designing, analyzing, and testing a system that monitors a plant's growth environment and communicates data over an IoT network. The projects require the teams to design, build and field the system within the Stevens campus, collect the sensor data, analyze it, and visually represent it. A report that documents the design and the data collected is required at the end of the project.

Exams

There is a Graphic Skills Test (SolidWorks Skills Test – 80 mins) during the seventh week of Design Studio class. You can refer to lecture materials, but Internet searches are not allowed.

TECHNOLOGY REQUIREMENTS

Baseline technical skills necessary for this course

- Basic computer and web-browsing skills
- Navigating Canvas

Technology skills necessary for this specific course

- 3D design using SolidWorks
- 3D printing using Flashforge Finder/Adventurer 3 machine and FlashPrint slicer tool.

- Arduino IDE Programming using ESP32 microcontroller board.
- Presenting group presentation using Microsoft PowerPoint
- Data Analysis using Microsoft Excel
- Documentation using Microsoft Word

Required Equipment

- Laptop computer: MAC* or Windows PC (Windows 10+) with high-speed internet connection
 - * Please note that SolidWorks can only be installed on the Windows Operating System. MAC users can install SolidWorks after installing Windows OS. Students can use SolidWorks through the Apporto website: Virtual Desktop environment. Some software and hardware used in this course may have compatibility issues with MAC computers, so it is strongly recommended to use a Windows OS computer.

SolidWorks - Laptop Minimum System Requirements

Operating Systems: Windows 10, 64-bit or Windows 11, 64-bit

Processor: 64-bit (Intel or AMD)

RAM: 16 GB or more

Hard Drive: SSD Drives recommended for optimal performance. Resource: https://www.solidworks.com/support/system-requirements

The microcontroller we will be using on this course **requires a USB-A port**. Laptop computers released these days often have only USB-C ports. Therefore, if you do not have a USB-A type port in your laptop, please prepare a USB C (male) to USB A (female) type adapter. <u>USB C to USB A Adapter</u>

DESIGN LAB 3D PRINTER USAGE POLICY

For safety reasons, students are not permitted to access or utilize the design laboratory area without proper supervision. Additionally, the use of lab printers outside designated lab hours in their respective sections is prohibited. An exception exists for the 3D printing session and TA help desk hours, which is accessible to all students enrolled in the ENGR111 design course. Consequently, any printing session must not exceed a duration of 2 hours and 50 minutes. It is also advised to adjust the printing duration considering the class end time and the printing start time.

Within a shared workspace alongside fellow engineers and colleagues, students bear the responsibility of upholding a secure and conducive working environment. This entails showing respect towards others, fostering collaborative and professional interactions, and ensuring the tidiness of the workspace as well as the proper organization of utilized tools. A guiding principle stipulates that each group refrain from using more than one 3D printer during lab hours, as this practice facilitates equitable resource distribution within the shared space and among various groups.

To prevent disruption to ongoing classes within the Design Lab, the utilization of printers in this space is strictly limited to printing the designs mandated by the ENGR111 course. This policy

will be diligently enforced, and any breaches thereof may lead to deductions of points from both individual and team final grades.

If you are unable to use the 3D printer in the Design Lab (EAS011), you may use the 3D printer at MakerCenter. If you wish to use the printer at MakerCenter, you must comply with the MakerCenter usage policy and may be required to receive separate training. For more information, please check more details here.

GRADING PROCEDURES

Evaluations of 93% or more will result in an A grade. For B+ and below, grades will depend upon how the whole class and team perform with respect to the other teams, since the grades are assigned for individuals, team, and group.

Letter Grade	Numerical Grade	
A	93 and above	
A-	90 to 92.9	
B +	87 to 89.9	
В	83 to 86.9	
B-	80 to 82.9	
C+	77 to 79.9	
C	73 to 76.9	
C-	70 to 72.9	
D+	67 to 69.9	
D	60 to 66.9	
F	Below 60	

The final 10% of the grade will be based upon individual attendance and team participation (i.e., the student contributed to the team's efforts). Each unexcused absence will reduce this element of the grade by 1/4 – 4 unexcused absences will result in a zero score from attendance.

The following table provides a summary of the grading elements and their contribution to the final grade.

Grades will be based on:

	Items	Individual	Group	%
Graphics Skills Test		х		10
Spatial Skills Test		Х		5
Arduino Skills Quiz		х		10
Weekly Assignments	Sketching and Visualization (Spatial Vis)	х		5
	Short Quizzes (Measurement, Lab Safety,)	Х		5
	SolidWorks Exercise (Tutorials)	Х		10
	Equitable and Effective Teamwork Module	Х		10
	In-Class Group Activities		Х	10
Final Project			Х	25
Attendance & Participation (Peer Assessment - CATME)		Х		10
Total				100

Late Policy

Unless otherwise stated, you must submit all assignments on the same day of class that the tasks are assigned. Students can submit late submissions by the final competition (13th week), but 10% of the original grade for the given assignment will be deducted automatically for each week as a penalty. And point deduction (late submission) could be applied by up to 40%. Please note that additional points may be deducted based on your submission/system's performance evaluation. (For example, if you submit an assignment out of 100 points late, 10 points will be deducted every week, up to a maximum of 40 points. In addition to deductions for late submission, there may be deductions based on assignment evaluation.)

Resubmission of assignments is not permitted. Therefore, please check the submission deadline carefully.

*Exception: Resubmission of assignments may be allowed under certain circumstances at the instructor's discretion and point deductions may apply when resubmission is permitted. Submitting the same assignment multiple times to get good grades is not allowed. Please ask your instructor for details.

Academic Integrity

Undergraduate Honor System

Enrollment into the undergraduate class of Stevens Institute of Technology signifies a student's commitment to the Honor System. Accordingly, the provisions of the Stevens Honor System apply to all undergraduate students in coursework and Honor Board proceedings. It is the responsibility of each student to become acquainted with and to uphold the ideals set forth in the Honor System Constitution. More information about the Honor System including the constitution, bylaws, investigative procedures, and the penalty matrix can be found online at http://web.stevens.edu/honor/

The following pledge shall be written in full and signed by every student on all submitted work (including, but not limited to, homework, projects, lab reports, code, quizzes and exams) that is assigned by the course instructor. No work shall be graded unless the pledge is written in full and signed.

"I pledge my honor that I have abided by the Stevens Honor System."

Students who believe a violation of the Honor System has been committed should report it within ten business days of the suspected violation. Students have the option to remain anonymous and can report violations online at www.stevens.edu/honor.

Generative AI Technologies

You may use AI programs e.g., ChatGPT to help generate ideas and brainstorm. However, you should note that the material generated by these programs may be inaccurate, incomplete, or otherwise problematic. Beware that use may also stifle your own independent thinking and creativity.

You may not submit any work generated by an Al program as your own. If you include material generated by an Al program, it should be cited like any other reference material (with due consideration for the quality of the reference, which may be poor).

Any plagiarism or other form of cheating will be dealt with under relevant Stevens's policies.

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ACCOMMODATIONS

Stevens Institute of Technology is dedicated to providing appropriate accommodations to students with documented disabilities. The Office of Disability Services (ODS) works with undergraduate and graduate students with learning disabilities, attention deficit-hyperactivity disorders, physical disabilities, sensory impairments, psychiatric disorders, and other disabilities to help students achieve their academic and personal potential. They facilitate equitable access to the educational programs and opportunities offered at Stevens and coordinate reasonable accommodations for eligible students. These services are designed to encourage independence and self-advocacy with support from the ODS staff. The ODS staff will facilitate the provision of accommodation on a case-by-case basis.

For more information about Disability Services and the process to receive accommodations, visit https://www.stevens.edu/student-diversity-and-inclusion/disability-services. If you have any questions, please contact the Office of Disability Services at disabilityservices@stevens.edu or by phone: 201.216.3748.

Disability Services Confidentiality Policy

Student Disability Files are kept separate from academic files and are stored in a secure location within the Office of Disability Services. The Family Educational Rights Privacy Act (FERPA, 20 U.S.C. 1232g; 34CFR, Part 99) regulates disclosure of disability documentation and records maintained by Stevens Disability Services. According to this act, prior written consent by the student is required before our Disability Services office may release disability documentation or records to anyone. An exception is made in unusual circumstances, such as the case of health and safety emergencies.

INCLUSIVITY

Stevens Institute of Technology believes that diversity and inclusiveness are essential to excellence in academic discourse and innovation. In this class, the perspective of people of all races, ethnicities, gender expressions and gender identities, religions, sexual orientations, disabilities, socioeconomic backgrounds, and nationalities will be respected and viewed as a resource and benefit throughout the semester. Suggestions to further diversify class materials and assignments are encouraged. If any course meetings conflict with your religious events, please do not hesitate to reach out to your instructor to make alternative arrangements.

You are expected to treat your instructor and all other participants in the course with courtesy and respect. Disrespectful conduct and harassing statements will not be tolerated and may result in disciplinary actions.

Name and Pronoun Usage

As this course includes group work and class discussion, it is vitally important for us to create an educational environment of inclusion and mutual respect. This includes the ability for all students to have their chosen gender pronoun(s) and chosen name affirmed. If the class roster does not align with your pronouns and/or name, please inform the instructor of the necessary changes.

Religious Holidays

Stevens is a diverse community that is committed to providing equitable educational opportunities and supporting students of all ethnicities and belief systems. Religious observance is an essential reflection of that rich diversity. Students will not be subject to any grade penalties for missing a class, examination, or any other course requirement due to religious observance. In addition, students will not be asked to choose between religious observance and academic work. Therefore, students should inform the instructor at the beginning of the semester if a requirement for this course conflicts with religious observance so that accommodations can be made for students to observe religious practices and complete the requirements for the course.

MENTAL HEALTH RESOURCES

Part of being successful in the classroom involves a focus on your whole self, including your mental health. While you are at Stevens, there are many resources to promote and support mental health. The Office of Counseling and Psychological Services (CAPS) offers free and confidential services to all enrolled students who are struggling to cope with personal issues (e.g., difficulty adjusting to college or trouble managing stress) or psychological difficulties (e.g., anxiety and depression). Appointments can be made by phone (201-216-5177), online at https://stevensportal.pointnclick.com/confirm.aspx, or in person on the 2nd Floor of the Student Wellness Center.

EMERGENCY INFORMATION

In the event of an urgent or emergent concern about your own safety or the safety of someone else in the Stevens community, please immediately call the Stevens Campus Police at 201-216-5105 or on their emergency line at 201-216-3911. These phone lines are staffed 24/7, year-round. For students who do not reside near the campus and require emergency support, please contact your local emergency response providers at 911 or via your local police precinct. Other 24/7 national resources for students dealing with mental health crises include the National Suicide Prevention Lifeline (1-800-273-8255) and the Crisis Text Line (text "Home" to 741-741). If you are concerned about the wellbeing of another Stevens student, and the matter is *not* urgent or time sensitive, please email the CARE Team at care@stevens.edu. A member of the CARE Team will respond to your concern as soon as possible.