

# 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/>

## 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>8</sup>,
- During their tutoring hours (hours posted on the door and on discord), in University Hall<sup>9</sup> 129. Their current opening hours are:

Tuesday: 1pm-5pm

Thursday: 2pm-5pm

Friday: 9am-12pm

### 2.2 ACM Club

The Augusta University chapter<sup>10</sup> of the A.C.M<sup>11</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>12</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 Undegraduate Course Assistants

The instructors and UCAs should be your first point of contact for any questions regarding the content of this class. Check your syllabus for how to reach out your instructor. For this semester, your UCAs are:

**Samuel Bailey:**

- [sambailey@augusta.edu](mailto:sambailey@augusta.edu)<sup>13</sup>
- Responsible for Section A's lab.
- Also present during Section C and D's labs.
- The best way to reach me is through my discord Discord<sup>14</sup> and email. I check both very often. I use Teams sometimes, but the other two are the best way to reach me.
- My office hours are currently undecided. I am waiting till I finalize other stuff before I put them in stone.

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<sup>8</sup><https://discord.gg/kzKtrjzCyH>

<sup>9</sup><https://map.concept3d.com/?id=824#!m/268018>

<sup>10</sup><https://spots.augusta.edu/cyberdefense>

<sup>11</sup><https://www.acm.org/>

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

<sup>13</sup><mailto:sambailey@augusta.edu>

<sup>14</sup><http://discordapp.com/users/233045391325528064>

- I am a IT student. I enjoy video games, reading books such as Brandon Sanders Mistborn, and I run the TTPRG Pathfinder 2e in my spare time.

#### Jason Weeks:

- jaweeks@augusta.edu<sup>15</sup>
- Responsible for Section B's lab
- May also be present for Section C's lab
- 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.
- My office hours are as follows (all are at UH 129):
  - Tuesday: 1:00pm - 5:00pm
  - Thursday: 3:00pm - 5:00pm
  - Friday: 9:00am - 12:00pm
- I'm a fourth year Computer Science major, Math minor and a UCA for over two years now. I can't wait to help out another semester of 1301 students learn to code!

#### Artis Carter:

- artcarter@augusta.edu<sup>17</sup>.
- Responsible for Section C's lab.
- Also present during Section F's lab.
- Best way to reach me is via discord<sup>18</sup>, email, or on Teams.
- Office hours will primarily be held on discord and teams and they are Tuesday/Thursday 8:00am-10:00am and Friday 4:00pm-6:00pm.
- I am a senior majoring in computer science and mathematics. You can find me eating Chick-fil-A or helping someone on discord.

#### David Diestelhorst:

- ddiestelhorst@augusta.edu<sup>19</sup>
- Responsible for Section D's lab.
- Also present during Section A's and Section B's labs.
- The best ways to reach me are either by discord<sup>20</sup>, by email, or by teams.
- My office hours are Mondays 1400-1600 (online) and Wednesdays 1330-1600 (Tutoring Center). Additionally, I will be available for tutoring on Thursdays (1500-1700) and Fridays (1015-1145) at the Academic Success Center.
- I'm a computer science major, but my other academic interests include anthropology and linguistics. My hobbies include videogames, tabletop RPGs, and reading.

#### Layla Erb:

- lerb@augusta.edu<sup>21</sup>
- Responsible for Section E's lab.
- The best ways to reach me are either by email or on Discord<sup>22</sup>.
- My office hours are
  - Monday 3:00pm–5:00pm in UH 129.
  - Tuesday 3:00pm–5:00pm in UH 129.

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

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

<sup>17</sup>mailto:artcarter@augusta.edu

<sup>18</sup>http://discordapp.com/users/730957085717561364

<sup>19</sup>mailto:ddiestelhorst@augusta.edu

<sup>20</sup>http://discordapp.com/users/399642018822750218

<sup>21</sup>mailto:lerb@augusta.edu

<sup>22</sup>https://discordapp.com/users/949428446281465937

- I am a third year Computer Science student and this is my first semester as a UCA. I'm looking forward to working with you all this semester!

**Richard Kelley:**

- RIKELLEY@augusta.edu<sup>23</sup>.
- Responsible for Section F's lab.
- Also present during Section E's lab.
- I typically see discord notifications first, so feel free to ping me there<sup>24</sup>. Email I will see but not as fast. Teams doesn't like to send me notifications.
- Office hours are Monday and Wednesday, 4:30-6:30pm.
- I'm a computer science major towards the end of my degree, and I'm always happy to see new computer science students and their different approaches to solving problems.

**Brandon Wilburn:**

- bwilburn@augusta.edu<sup>25</sup>
- N/A
- N/A
- Discord is the easiest way to reach me, but I will also respond to emails.
- Available to tutor on Mondays after 3, Wednesdays after 1, and Fridays for most of the day. If you'd like in-person tutoring, please let me know so I can put it on my schedule.
- I'm a computer science major interested in machine learning and its applications. I'll also be learning to use the Unity game engine over the course of this year. Tutoring is a passion of mine and I like to take unique approaches to teaching to ensure students are getting help tailored to them.

## 3.2 Labs Meeting Times

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

| Code  | Section | Hours                      | UCA (primary) | UCA (second.) | UCA (backup) |
|-------|---------|----------------------------|---------------|---------------|--------------|
| 29829 | E       | Monday 7:00 pm 8:50 pm     | Layla         | Ian           | Richard      |
| 31229 | F       | Wednesday 7:00 pm 8:50 pm  | Richard       | Artis         | Ian          |
| 24167 | A       | Thursday 10:00 am 11:50 am | Samuel        | David         |              |
| 24169 | B       | Thursday 1:00 pm 2:50 pm   | Jason         | David         | Ian          |
| 28075 | C       | Friday 9:00 am 10:50 am    | Artis         | Samuel        | Jason        |
| 28281 | D       | Friday 12:00 pm 1:50 pm    | David         | Samuel        | Layla        |

## 3.3 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>26</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>27</sup> (exactly like this resource!), which is also used on websites like stackoverflow<sup>28</sup> and extremely popular!

<sup>23</sup><mailto:RIKELLEY@augusta.edu>

<sup>24</sup><http://discordapp.com/users/434479500953124865>

<sup>25</sup><mailto:bwilburn@augusta.edu>

<sup>26</sup><https://github.com/login>

<sup>27</sup><https://commonmark.org/>

<sup>28</sup><https://stackoverflow.com/editing-help>

### 3.4 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>29</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>30</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>29</sup><https://github.com/csci-1301/csci-1301.github.io/search?q=ask+a+question>

<sup>30</sup><https://www.wikihow.com/Copy-and-Paste-a-Link>