

Guidelines for Asking Questions

Before asking a question, make every attempt to find the answer yourself:

For subject content related questions:

- Rewatch any relevant lecture videos
- Search available resources referred to in BrightSpace
 - FAQ on the main program page
 - Document in your course page entitled, “CodeGrade - What to do if my code doesn’t work” (*if your course uses CodeGrade; DTSC 575 and 650*)
 - Online textbooks and other pages linked on your course page
- Search the BrightSpace discussion board (*and/or the Discord Server*) to see if someone already asked a similar question
- Do a google search in an attempt to answer your question
 - Search for more information on specific functions or commands
 - If your question involves code that isn’t working, copy and paste the error into google to help troubleshoot
 - Search for videos on YouTube discussing the topic in question

For non-subject content related questions:

- Check/Read your Eastern emails as important information about our program is disseminated via this method.
- Search the FAQ on the main program BrightSpace page
- Reference Eastern University’s website

Where to direct your questions:

For subject content related questions:

- Post your question to the appropriate discussion board on BrightSpace (your classmates, Graduate Assistants (GAs), MSDS staff, and instructors can all have the opportunity to answer your question)

Note: You may also join the Discord Server (which is student run and not affiliated with Eastern University) and post questions to classmates there. GAs may also respond there, though they are not required to.

- Email your course GA directly
- Email datascience@eastern.edu
- Email your course instructor directly

For non-subject content related questions:

- Contact our Academic Advising Manager, Amy Berrios, amy.berrios@eastern.edu

When asking a question:

Include all that apply in your communication:

For subject content related questions:

- Course number
- Module number
- Video title
- Quiz or Exam name/number; Question number (or description of specific question)
- Screenshots/links to support your question
- Details of your attempt to understand/troubleshoot on your own

For non-subject content related questions:

- Course(s) you are enrolled in
- Screenshots/links to support your question
- Details of your attempt to understand/troubleshoot on your own

Providing complete information will help us to more efficiently and effectively assist you.

Note: You should generally expect a response to your question within 24-48 hrs.