Communication Guidelines

Author: Yan Yan, revised from notes by Dr. Randy Lin at Algoma University

Date: Sept, 2024

Online Communication

CourseLink Discussion -- Preferred

- **Objective**: Instructor or TA aim to respond within 1 buisness day to maintain effective communication.

Email to Course Email Address

- **Objective**: Instructor or TA aim to respond within 2 business days

Online Communication

Importance of Format

- **Why It Matters**: Proper formatting ensures quicker response and clearer understanding.

- **Discussion Forum**: Post under the section related to your questions, A1, A2, Course Generatl, etc..
  - **Good example**: Question about [Topic Name]. Body includes a concise question, relevant course material, and specific context to support.

- **Email**: Use your university email and include your name and **student ID**
  - **Good example**: Subject: [Course Number] Question about [Topic Name]. Body includes a concise question, relevant course material, and specific context.
  - **Bad example**: No subject, vague query, no course reference.

Discussion Forum

Example of a Good Post

```
Question about Assignment #3 – Array Sorting Method

I would like to seek clarification on Assignment #3, the bubble sort method used in
the third question.

I followed the steps outlined in the lecture notes but am not getting the expected
output. Could you help and see where I might be going wrong?

I've attached the lecture notes, my code and the specific output I'm receiving for
your reference.
```

Email Communication

Example of a Good Email

```
Subject: [CIS2520] Question about Assignment #3 — Extension Required

Dear Professor Smith,

I hope this email finds you well.

I'm writing to ask for an extension for assignment 3. I've been sick for the past
few days and this has impacted my ability to work on  the assignment.

I would kindly request an extension for submitting the assignment for another 3 days,
which would allow me sufficient time to recover and complete the assignment to the
best of my abilities.

Thank you very much for your understanding and support.

Best regards,
John Doe
Student number: 12345678
```

Email Communication

Example of a Bad Email

```
hey,

i don't get the assignment requirement. can u explain more? i need to know soon.

thx,
JD
```

Email Communication

Breakdown of the Good Email

- **Subject Line**: Clear and specific, includes course and topic.

- **Salutation**: Respectful and formal.

- **Purpose**: Stated early, with specific details about the issue.

- **Attachment**: Relevant material provided for context.

- **Closing**: Polite and professional.

Email Communication

Breakdown of the Bad Email

- **Subject Line**: Missing, leaving the email's purpose unclear.

- **Salutation**: Informal and lacks professionalism.

- **Purpose**: Vague, doesn't provide specifics of the problem.

- **Attachment**: No context or material provided to understand the issue.

- **Closing**: Informal and abrupt.

Types of Questions

- **Guidance**:
  - Simple or closed-ended questions for discussion forum
  - Complex, in-depth discussion needed questions for office hours

Assignment Due Date

Late Submission Policy

- **Rule**: Late submissions are not accepted to ensure fairness and timely grading.

Due Date Extension

- **Policy**: Extensions are only considered if requested *before* the due date.

- During the extension period, support and assistantce may *not* be avaliable.

Assignment Due Date

Grace Period

- *Purpose*: Solve any last minute technical issues.

- Your assignment should be ready for submission *by the due date*, not in the end of the grade period.

- Our assignments are planned to have Friday due dates, and each assignment has a 48hrs grace period. So you have untill the following Sunday to submit that assignment. You don't need to request the grace period.

- During the grace period, support and assistantce may *not* be avaliable.

- Extension requst during the grace period will NOT be accomodiated.

How to Request an Extension

- **Procedure**:
    - Send an email to the course email cis2520@socs.uoguelph.ca *before* the due date.
    - Specify the desired new due date.
    - Provide a valid reason and any necessary evidence.

Post-Approval Procedure

- **Note**: If an extension is granted, annotate your submission with the granted extension date.

Examples for Extensions

- **Email Request for Extension**:

```
Subject: [CIS2520] Request for Extension on [Assignment Name] To [New Desired Due Date]

Dear Professor [Name],

I am writing to request an extension for [Assignment Name] originally due on [Original Due Date].
Due to [Your Reason], I am unable to complete the assignment by the due date.
I am requesting an extension until [New Desired Due Date].

(Optional: Attached are the documents supporting my situation.)

I hope you will consider my request.

Thank you for your understanding,
[Your Name]
[Your Student ID]
```

- **Note for Submission**:

  ```
  This assignment is submitted with an approved extension.
  Original due date was [Original Due Date].
  New extended due date is [New Due Date].
  Please refer to the email correspondence dated [Date] entitled [] for approval details.
  ```

Assignment Regrade

Regrade Request Period

- *One week (7 days)* after the assignment release date.

Procedure:

- Send an email to the course email cis2520@socs.uoguelph.ca.

- Specify the desired qustion or part you would request a regrade.

- Provide the relavent *grading rubric/creteria* and explain how your submission aligns with the rubric, and justify the reasons for regrade.

- The regrade request will be handled by another TA, and the new mark could be higher or lower than the orignal (or the same as the orignal). The regraded mark is the *final mark* for that question or part.