**Section D**

Option 1: Student progress.

Note- I signed up for the free trail and downloaded the curriculum for the Software Engineering course, which lasts 6 months on a part-time basis(as per the problem statement). I used this for reference.

Intervention Plan:

As a mentor, it is important to address the situation with the lagging and at-risk students promptly to prevent further delays and so that your students may reach their goals in whatever career paths they desire sooner, rather than later. Here is a suggested intervention plan:

1. Meet with the 5 lagging students: Schedule a one-on-one meeting with each of the 5 lagging students to understand their challenges and offer support. Provide them with additional resources, such as extra study materials/tutorials/exercises, tutoring sessions, or mentorship, to help them catch up. Set up a clear plan for them to get back on track, with specific tasks and deadlines that align with the bootcamp.
2. Provide support to the at-risk students: Reach out to the 10 at-risk students and remind them of the importance of completing their next task within the next 2 days. Offer additional support, such as extra office hours or review sessions, to help them complete the task on time. Encourage them to communicate with you and ask for help if they face any difficulties. Also, make sure to stress the importance of not falling behind and the psychological affect that can have on one’s future progress.
3. Recognize the students ahead of expected progress: Acknowledge the good work of the 5 students who are ahead of expected progress. Offer them opportunities to take on additional challenges or projects that align with their strengths and interests. Provide them with extra projects that will test the niche coding/design approaches and give them a more advanced and comprehensive understanding of the course material. Possibly introduce cutting-edge technology and new software releases that align with the current topics in the course.
4. Monitor progress and follow-up: Keep a close eye on the progress of all students and follow up with them regularly. Provide feedback on their work and encourage them to stay on track. Celebrate their successes and offer support when needed. Possibly create 3 separate chat-groups/teams for the 3 different student cases to create motivation among them. Group environments when learning offers everyone the chance to be a teacher/mentor. There are multiple studies done to show that when we can teach or lecture a concept, that is when we retain the most information about a concept.
5. Adjust the curriculum if necessary: Review the curriculum to identify any areas where students are struggling and suggest-to your supervisor/manager- that the course materials or teaching methods accordingly could be better presented.

By following these steps, the lagging students will receive the support they need to catch up, while the at-risk and ahead students continue to progress as expected. It is essential to monitor progress and adjust as needed to ensure that all students can successfully complete the bootcamp.

Option 2: .

My first step would be to ask the student some questions to better understand the issue they are facing. The questions that I would ask would be along the lines of:

1. Are you receiving any error messages when running the program? If so, please could you share them with me so I may suggest some common solutions.

* Offer solutions: Based on the identified issue, I would suggest some potential and common solutions. For example, if the issue is related to the JOptionPane.ShowDialog() method, I might suggest using a different method for user input, such as a Scanner object. Alternatively, I might suggest changing the loop condition to ensure that it does not enter an infinite loop.
* Given the error statements that the student shares with me, I may even discover that the problem is not even in the block of code where he/she had thought they were. The solution may be straightforward after that.

1. Can you show me the code you have written for Task 6?

* Review the code: If the student can share their code, I would review it to identify any syntax errors or logical issues. I would pay particular attention to the section of code where the JOptionPane.ShowDialog() method is called. If I cannot see any errors, I would examine the complete control flow of the program and see exactly where the problem lies.
* Provide examples: If necessary, I might provide examples of similar code or solutions that could help the student to better understand the problem and how to fix it. The first prize when helping a student, is getting them to help themselves. That is the best way to learn something and to ensure it is never forgotten. Naturally, if there are time constraints, we may have to provide a little more help/assistance to ensure he/she gets there.
* Encourage testing and feedback: Once the student has made changes to their code, I would encourage them to test it thoroughly and provide feedback on the results.

1. If the Problem stills persists, and I am sure that there are no errors in the students code, I would ask him/her to share their complete code files with me via file transfer and not just an image.

* This will allow me to check that the problem is not due to an error on the student’s computer or system and to make sure that the latest software/dependencies are installed and are correctly stored.

Based on the student's answers, I would then proceed with the following steps to help them:

Overall, my approach as a mentor would be to listen carefully to the student. By working collaboratively with the student and offering clear explanations and examples, I can help them to develop their skills and knowledge in programming.

Option 3:

Handling a situation where a student responds in an irate manner and makes a complaint on social media can be challenging, but it is important to address it professionally. Here are the steps I would take to handle this situation:

1. Review the feedback: Firstly, I would review the feedback that I provided to the student to confirm that it was personalised, non-generic, and actionable. If there were any areas where I could have provided more specific feedback, any problems that were left unaddressed or if there was anything that could have been misunderstood, I would make a note of this to address it with the student in a private meeting.
2. Address the social media complaint: If the student has made a complaint on social media, I would speak to my manager/supervisor or get some clarity on company policy. Company reputation can be a delicate subject and I would make sure that my next steps approved. I would assume to reply professionally and politely, accepting the possibility of lacking or not meeting expectations, while acknowledging the student's concerns and invite them to discuss the matter further with me.
3. Private meeting with the student: I would approach the conversation with an open mind and listen to their perspective. I would acknowledge their frustration and explain that I am committed to helping them improve their coding skills. I would clarify any feedback that the student found to be unclear or generic. I would provide examples to demonstrate how I believed the feedback was personalised and actionable, and ensure that the student understands the areas where they can improve their coding skills.
4. Follow up and future concerns: I would have a conversation with the student and ensure that we have an understanding on how to address any feedback and problems that we may have for the duration of the course. I would kindly urge them to let me know directly if they felt that my feedback was lacking in any way, before going to social media, and that I would be happy to receive constructive criticism in the future.

Overall, it is important to handle situations like this with empathy, patience, and professionalism. Reputation is very important, both mine as an instructor/mentor and the company which we will be representing.