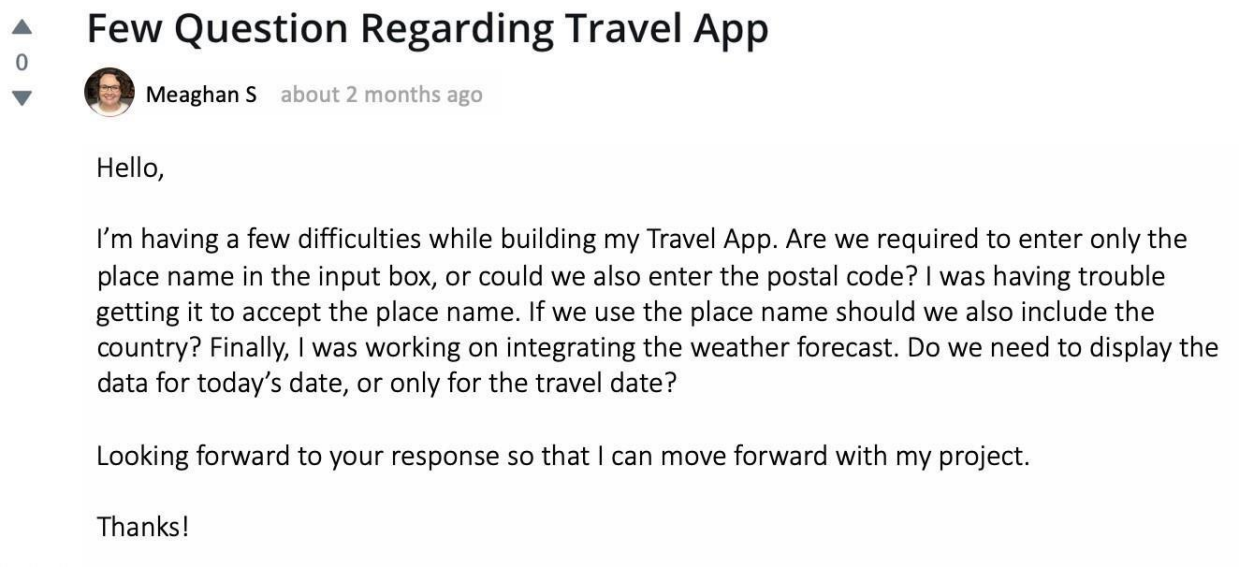
1. Look at the Knowledge post from a student below. In this example, the student asked multiple questions, all of which should be answered by the Mentor to whom the question is assigned.



Few Question Regarding Travel App

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Meaghan S about 2 months ago

Hello,

I'm having a few difficulties while building my Travel App. Are we required to enter only the place name in the input box, or could we also enter the postal code? I was having trouble getting it to accept the place name. If we use the place name should we also include the country? Finally, I was working on integrating the weather forecast. Do we need to display the data for today's date, or only for the travel date?

Looking forward to your response so that I can move forward with my project.

Thanks!

Provide a list of **each question** the student asked. ***Note:*** *You are <u>not</u> being asked to <u>answer</u> the questions, only identify them.*

1.Travel App: Should the search textbox have only the place name as input data or zip code as well

2.Trouble with place name, if only place name is inserted, should country name also be included

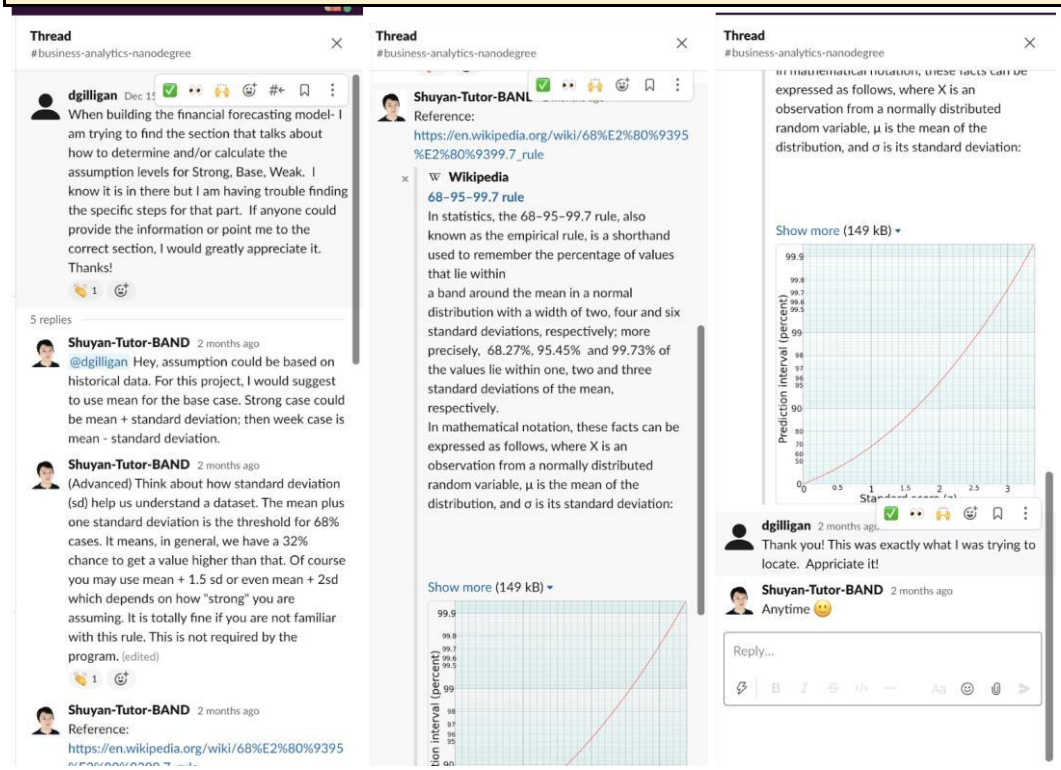
3.I am working on integrating weather forecast, is it okay?

4.if I do so, should the weather forecast be of today's date or only the travel date [insert your answer here]

2. When answering a student's questions on Slack/ Discourse, why is it important to try to anticipate future questions? Please provide examples

When answering a student's questions on Slack/Discourse, it is important to try to anticipate future questions. The reason is, sometimes a student can reach a mental situation of confusion and frustration due to discontinuity in thought process due to lack of knowledge/insight on how to continue through a project. If, as a mentor, I am able to think of future situations in the project and am able to provide guidance in the form of one solution or more and help in bringing in ideas to show my students that this is the way the thought process/concepts work in this situation/scenario/problem, I am avoiding a lot of unnecessary back and forth for the students and they have their concepts laid out crystal clear and can communicate more effectively about exactly what they want to know! This avoids the mental stress of confusion and frustration for

the students, and they will feel encouraged to work better towards successful completion of their ND Program.
Example: While designing a database for a full stack java web development system, one must maintain a optimal number of tables and create the triggers in the SQL backend, for this purpose, one must understand the Boyce Codd law. In doing so, the student not only understands the automation in the backend, but it also eliminates his or her frustration in updating multiple columns in a single table or replication of data or doing the automation by hardcoding in java itself keeping the java database connectivity open which is not secure as a practical real time application.

3. 

   a. Did this mentor personalize their response to the student? If yes, how did they personalize their feedback? If they didn't, how could you improve their personalization?

[insert your answer here]
Yes, the mentor personalized their response by referring to a website and also describing the concept in their own understanding of words

   b. Was the mentor's response accurate? If not, how could you improve it?

[insert your answer here]
Yes, it was accurate

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c. Was the mentor's response clear? If not, how could you improve it?

[insert your answer here]
Yes, the mentor offered a clear response. He explained dividing data into three categories such as Strong, Base, Weak, where Base data makes use if mean, Strong data is values >=Mean +Standard Deviation,

Weak Data<=Mean-Standard Deviation.

He uses Wikipedia and percentage of success in analyzing the historical data in this manner and also provides a couple of relatable graphs,

d. Was the mentor's response thorough? Please evaluate the thoroughness of the mentor's response.

[insert your answer here]
The response of the mentor met the student's question in all dimensions, with the mentor's own solution to the problem, reference of a website and his own explanation with graphs!

4. Fill in the table below with the person or team students should reach out to in the following cases:

Withdraw from the program	*Support*
Content related question	*Session Leads, Mentors*
Plagiarism appeal	This is against Honor Code and Code of Community Conduct-should be reported to ureport@udacity.com--an agreement fair to all the concerned parties is expected to be reached when reported to this email!
Changing their session time	Support
Providing ND Feedback	Feedback Form at the end of each lesson-option to rate and comment-like the smiley faces -to grade their experience of the lesson delivered and the comment textarea box to write comments-if any!
Unable to access their classroom	Support
Project related question	*Connect Session-Mentors/Session Leads/Tutors responsible for the ND*

5. Give a summary of at least 3 specific situations where the student did **not** meet the community guidelines and what you should do as a mentor in each case

With a bit of your help, https://udacity.zendesk.com/hc/en-us/articles/210667083-What-is-a-community-violation-and-how-are-they-handled-

The community violations as mentioned in the above website are:

- "**Harassment:** Inappropriate, harassing, abusive, discriminatory, derogatory or violent comments or conduct.
- **Discrimination:** Offensive comments related to gender or gender identity, sexual orientation, race, ethnicity, religion, national origin, disability or disease
- **Distributing inappropriate content:** Use of sexual, violent, graphic, or derogatory images
- **Bullying:** Deliberate intimidation, threats of violence or violent language directed against another person
- **Sexual harassment:** Unwelcome sexual attention
- **Defamation:** Obscene, fraudulent, indecent, or libelous acts that defame, abuse, harass, discriminate against or threaten others
- **Plagiarism:** will not cheat on any homework assignment, projects or exams for the Online Courses and, specifically, will not plagiarize materials created by others
- **Self-injury or Suicide:** We do not encourage community postings related to self-injury or suicide. If you or someone you know is exhibiting signs of self-injury or suicide, find help at the Suicide Prevention Lifeline in the U.S. and Befrienders.org globally.

I infer that for any community violation as listed in the website, I must report to report@udacity.com .Tackling it by myself is not my sole responsibility as a Udacity Mentor/Session Lead!

6. What are the three ways Udacity classifies students as they progress through their Nanodegree program?

As per 'Udacity Dashboard', students as classified as "Ontrack"," Behind" and "Critical". As per 'Connect sessions', students are classified as "Overachievers","Challengers" and "Inactive".

7. What type of follow up steps should a mentor take with each type of student?

Dashboard Classified People:

Ontrack: Check on them biweekly, motivate them provide them with new knowledge, encourage early graduation

Behind :Share stories of the 'Behind' students of the past who have successfully grqduated, encourage attendance, provide needed support during sessions.

Critical: All of the steps of the Behind, with inspiring stories of Critical category students who did graduate, and also provide support in coordination with "Support" (aka Udacity Team)

The Connect Session Categorized People:

Overacheiving: Provide new and more challenging projects and encourage early graduation

Challenger: Share useful resources

Inactive: Share success stories of students who graduated

Remind them of the value of Udacity classroom and connect sessions

Provide support in coordination with Udacity team, also known as support.