OR 647: Queueing Theory
Class Policies, Spring 2021

Safe Return to Campus
https://www2.gmu.edu/safe-return-campus
https://www2.gmu.edu/mason-covid-health-check

All students taking courses with a face-to-face component are required to have completed Safe Return to Campus Training prior to visiting campus. Training is available in Blackboard (https://mymason.gmu.edu). Students are required to follow the university's public health and safety precautions and procedures outlined on the university Safe Return to Campus webpage (www2.gmu.edu/safe-return-plan).

Similarly, all students in face to face and hybrid courses must also complete the Mason COVID Health Check daily, seven days a week. The COVID Health Check system uses a color code system and students will receive either a Green, Yellow, or Red email response. Only students who receive a "green" notification are permitted to attend courses with a face-to-face component. If you suspect that you are sick or have been directed to self-isolate, please quarantine or get testing. Faculty are allowed to ask you to show them that you have received a Green email and are thereby permitted to be in class.

All students must wear masks over their mouth and nose while in the classroom. Students who are not wearing masks will be asked to leave. Please practice all enhanced hygiene practices, including wearing a face covering, washing hands, maintaining at least six feet of physical distance, and staying away from campus and getting tested if you feel any symptoms consistent with COVID-19.

If the campus closes or class is canceled due to weather or other concern, students should check Blackboard [or other instruction as appropriate] for updates on how to continue learning and information about any changes to events or assignments.

Technology Requirements / Remote Participation via Zoom
Activities and assignments in this course will regularly use the Blackboard learning system, available at https://mymason.gmu.edu. Students are required to have regular, reliable access to a computer with an updated operating system (recommended: Windows 10 or Mac OSX 10.13 or higher) and a stable broadband Internet connection (cable modem, DSL, satellite broadband, etc., with a consistent 1.5 Mbps [megabits per second] download speed or higher. You can check your speed settings using the speed test on this website.)

Activities and assignments in this course will regularly use the web-conferencing software Zoom. In addition to the requirements above, students are required to have a device with a functional camera and microphone. In an emergency, students can connect through a telephone call, but video connection is the expected norm

When you log into Blackboard and select the OR 647 course, you should see a menu item down the left side of the screen that says "OR 647 Zoom Link". You can then access the appropriate Zoom link.

<u>When you join the Zoom link, please join using your full name. Also, please do not forward the Zoom link to anyone outside of the class.</u>

Lectures, Video Recordings, and Student Privacy

All course materials posted to Blackboard or other course sites are private to this class; by federal law, any materials that identify specific students (via their name, voice, or image) must not be shared with anyone not enrolled in this class.

Video recordings, whether made by instructors or students, of class meetings that include audio, visual, or textual information from other students are private and must not be shared outside the class. Live video conference meetings (e.g. Collaborate or Zoom) that include audio, textual, or visual information from other students must be viewed privately and not shared with others in your household or recorded and shared outside the class.

Some of our synchronous meetings in this class will be recorded to provide necessary information for students in this class. Recordings will be stored on Blackboard and will only be accessible to students taking this course during this semester.

Academic Integrity

The principle of academic integrity is taken very seriously. Violations of the GMU honor code – even small ones – are treated gravely. No grade is important enough to justify academic misconduct.

Academic integrity means that when *you* are responsible for a task, *you* will perform that task. <u>You must give full credit when you rely on someone else's work</u> in an aspect of the performance of that task. Three fundamental principles to follow at all times are that:
(1) all work submitted be your own;
(2) when using the work or ideas of others, including fellow students, give full credit through accurate citations; and
(3) if you are uncertain about the ground rules on a particular assignment, ask for clarification.

Examples of using someone else's work and passing it off as your own:
- Copying the work from another student's exam or homework.
- Using homework solutions from previous editions of the course.
- Using the Internet (without citing) to find homework solutions.

Some kinds of participation in online study sites violate the Mason Honor code: these include accessing exam or quiz questions for this class; accessing exam, quiz, or assignment answers for this class; uploading of any of the instructor's materials or exams; and uploading any of your own answers or finished work. Always consult your syllabus and your professor before using these sites.

Language from this syllabus has been adapted from the following sources:
https://stearnscenter.gmu.edu/knowledge-center/designing-your-syllabus/
http://www.gmu.edu/email/sysinfo/2010/prov/2010_SAMPLE_SYLLABUS_LANGUAGE.pdf

Exams

Exams will be in-class or online at the time of the class. No make-up exams will be given. Students who take exams remotely must have a web camera and use Respondus Lockdown Browser to take the exams. The webcam should be positioned so that you *and your workspace* are viewable.

The GMU honor code applies to all exams. Honor code violations will result in failing the class, and possible academic suspension or expulsion.

Homework

Homework assignments will be posted on Blackboard and will be due *at the beginning* of class on the due date.

Problems will generally be graded on a 5 point scale, as shown below

Grade	Description
5	All steps are clear and worked correctly
4	One or two minor errors (e.g., an addition error), but steps are essentially correct
3	Solution contains a major error (e.g., a fundamental misapplication or omission of a key concept), or numerous minor errors
2	Student has made an honest effort to solve the problem.
1	Some work done, but little of value (e.g., using an approach that cannot come close to solving the problem)
0	Nothing written of value (e.g., writing random equations with a hope that one of them *might* be correct)

Have compassion on the person grading the homework. Be neat and organized. Clearly show your answer with a box (when applicable). Sloppiness, poor handwriting, problems out of order, and so forth can lower your score.

Students may work together in completing the homework. *However, students are not permitted to copy homework from someone else or any other source.* In this class, homework copying is a violation of the GMU honor code.

Email Accounts

You must use your Mason email account for all email correspondence having anything to do with your work at Mason. Federal laws protecting your privacy rights require that we only communicate student information directly to students – and use of the university email system is our only way to validate your identity. You may forward your campus email elsewhere, but we can respond only to a Mason email account.

VSE Computing Information

https://labs.vse.gmu.edu/uploads/FacultyFAQ/StudentWelcome.pdf

Virtual Computing Lab
The Mason Citrix Virtual Lab, run by Mason's ITS, allows you to remotely access a standard computer lab image through your own computer. Instructions for use of the Citrix Virtual Lab can

be seen at https://its.gmu.edu/service/citrix-virtual-lab/. Please remember to save all of your work on a drive separate from the virtual machine as the entire virtual machine disappears after you exit.

<u>VSE Computing Web Site Resources</u>
Volgenau School Computing Resources has answers to many questions about school systems on their web site: http://labs.vse.gmu.edu and will try to help you if have problems connecting to school computing systems. However, they will not provide assistance with general computing questions or course assignments. Please contact your instructor or GTA if you have any questions about how to use software to complete your assignments.

<u>VSE Labs</u>
All software required for this course is installed on computers in the open student lab in ENGR 1506. Lab hours can be found on the Labs web site, http://labs.vse.gmu.edu. Please remember to save your work to an external drive as any data stored on those computers will not persist after a reboot.

Disabilities Statement
Disability Services at George Mason University is committed to providing equitable access to learning opportunities for all students by upholding the laws that ensure equal treatment of people with disabilities. If you are seeking accommodations for this class, please first visit http://ds.gmu.edu/ for detailed information about the Disability Services registration process. Then please discuss your approved accommodations with me. Disability Services is located in Student Union Building I (SUB I), Suite 2500. Email:ods@gmu.edu | Phone: (703) 993-2474

Diversity and Inclusion
My principles of diversity and inclusion derive from Genesis 1:27: "So God created human beings in his own image, in the image of God he created them…" [NLT]. Because we are created in the image of God, each one of us has tremendous dignity and value, and that value does not depend on race, ethnicity, gender, age, ability, etc. Thus, I strive to create a learning environment where *everyone* feels welcome, valued, and respected. It is intended that all students benefit from the course, regardless of background. The diversity that students bring to this class is a strength and benefit. I also emphasize that your value *does <u>not</u> depend on how well you do in this class*. I value you all deeply, independent of class performance.

Sexual Harassment, Sexual Misconduct, and Interpersonal Violence
As a faculty member and designated "Responsible Employee," I am required to report all disclosures of sexual assault, interpersonal violence, and stalking to Mason's Title IX Coordinator per university policy 1412. If you wish to speak with someone confidentially, please contact the Student Support and Advocacy Center (703-380-1434) or Counseling and Psychological Services (703-993-2380). You may also seek assistance from Mason's Title IX Coordinator (703-993-8730; titleix@gmu.edu).

Student Support Resources on Campus
Resources that you may find helpful may be found at:
http://ctfe.gmu.edu/teaching/student-support-resources-on-campus/

Other Services
- University policies: http://catalog.gmu.edu and http://universitypolicy.gmu.edu

- Writing center: A114 Robinson Hall: http://writingcenter.gmu.edu
- Counseling and psychological services: http://caps.gmu.edu