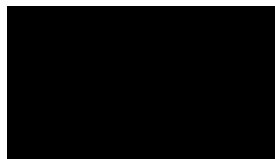




AskBCS is an interactive messaging system created to match you with a Learning Assistant who can answer your curriculum-based, technical questions. Learning Assistant Support is offered 24 hours a day, 7 days a week!

What to use AskBCS for

- ✓ Homework questions
- ✓ Technical questions
- ✗ Group Project Questions
- ✗ Tutor Requests
- ✗ Billing Questions



AskBCS Learning Assistant Student Guide

Frequently Asked Questions

Where do I ask a question?

You can find the AskBCS application in the Slack sidebar at the very bottom, under the "Apps" dropdown. From the Home screen, click the "Ask a Question" button, a modal will pop up, fill out the required information and click submit. Your question will be added to the queue and a private channel will be created where you will communicate with the Learning Assistant assigned to your question.

Updated 5/3/2021

What happens after I submit a question?

After you submit a question, a new private channel (labeled "ASK-" followed by a number) will be created. Once a Learning Assistant is matched, they will join the channel and begin communicating with you in this private channel. While waiting, we encourage you to add any additional information (GitHub links, screenshots, etc) to provide more information to the Learning Assistant.

Do I need to be present to get an answer from Learning Assistants?

Yes! Learning Assistant support is a collaborative service. Your assigned Learning Assistant may have follow-up questions to clarify your issue or error at hand. If you fail to respond to Learning Assistants at any time during the conversation, your submission will be closed and you will need to resubmit your question to the back of the queue.

Is there a limit to the number of questions I can ask?

No! AskBCS is available to all active students for the duration of their program and 45 days after! You are welcome to ask as many curriculum-based, technical questions as you'd like. We do ask that you limit yourself to one question open question at a time.

I need additional assistance.

At the conclusion of your interaction with a Learning Assistant, they will outline a path forward to resolve your error. It is up to you to implement the proposed solution you are given. If you encounter new errors while implementing the suggested path forward, be sure to spend time trying to diagnose and fix those errors. New errors aren't inherently bad, they could mean you are making progress! If you continue to encounter issues or errors implementing the suggested path forward, feel free to submit a new question for more direction.

Can I reference previously submitted questions?

Yes! AskBCS will display your three most recently submitted questions for you to quickly access. Click the "View Question" button below each one to view the conversations. To view earlier messages you can use the "Browse Channel" feature in Slack.

Can I reactivate a previous question?

No. Once a question is resolved no new messages will be sent. You should submit a new question from the home screen. If the question is related to a previous one, include any applicable information (previous directions or suggestions, new errors, etc) in the new question!

I had a great interaction with a specific Learning Assistant, can I request them in the future?

AskBCS connects you with a team of professional developers to support you with your curriculum-based, technical questions. We cannot guarantee support from a specific Learning Assistant.