



HyperionDev Take Home Test Solution: Mentorship.

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Section D

Option 2: Java Support Task:

The process to be followed to help a student who asked question about a task he/she is having difficulty to complete:

To respond to the student's JOptionPane.ShowDialog(), here are the few steps I shall take to resolve the problem:

1. Arrange a tutorial session or zoom call session for the student.
2. Depending on the mode of communication, if it is face-to-face (in-class), zoom call or by email: I will ask the student some open-ended question for me to have more understanding of the errors the student is encountering when running the code.

I can ask the student to show me his/her codes if it is a face-2-face or zoom call session so I may see the where he/she got the code syntax wrong, thus using iterative method of debugging to help the student solve the problem by instructing the student on what to do in real time.

If it is by email, I shall ask the student to send me screenshot of the his/her code, the compiler message and the output displayed, and this way I will create an easy-to-follow solution with screenshot of my codes, and also noting where in his/her code he/she got it wrong.

3. In the beginning of the tutorial session, show empathy to make the student feel comfortable and understand that I actually understand the difficulty he/she is going through with the error in the code.
By saying "Sorry about that you were this difficulty with your java task, don't worry, let's debug your code together. Let's me see your code to know how I can help you resolve your Java task code errors."
4. Proceed to help the student resolve the problem depending on the mode of communication scenario.

Face-2-Face or Zoom Call Scenario:

To resolve the problem face-2-face or during zoom scenario call here are some examples of the series of instructions I will give the student, below:

Me: "Can you check if you imported javax.swing.* or the JOptionPane class, please ?!"

Student: No, I didn't

Me: "Ok, add import javax.swing* at the top of your code"

Student: ok, done!

Me: "Ok, check if you created the frame or JOptionPane display window by calling: JFrame f = new frame() ?"

Student: Yes, I did but not taking input.

Me: "well done, run the code, please and let's if the JOptionPane.ShowDialog is displaying now"

Student: No, not displaying

Me: "Ok, not a problem, so after creating JFrame, did you call the JOptionPane method ?"

Student: Oh, No I forgot

Me: "Not a problem"

Me: "ok, so to solve the infinite while loop, let improve your code by using a do-while loop.

- Define the input string : string input;"

- Student: ok, done!

- Me: "Show me please"

Student: Ok, here's how my code looks now.

Me: “ok” , good, now inside your do brackets, add `“input = JOptionPane.showInputDialog (“Enter your name”); ”`

Student: Ok, Done.

Me: “Good job, Show me please”

Student: here’s my code.

Me: “Edit the while-loop to only display the stored input as long as it true and to break when the input is false”

- **Me:** `“ while (input != “ ”);
return input; ”`
- **Me:** “when you done run your program, please”

Student: ok, running

Me: “Is it working now ?”

Student: Yes, thank you.

Me: “Any question ?, or is there anything on this task you need help with ?”

Student: No.

Me: “ok, am glad you sorted, and if there is no question have a great day. Bye!”

Email Scenario:

To resolve the problem email scenario, I will respond to the student to acknowledge receipt of the issue and give the student some instructions like he/she send me screenshot of the code syntax and the compiler message, etc.

Then I create a summarized step on how to resolve the issue as well as sending the student a review of the code, indicate his/her errors and as well as show him/her how to fix the problem adding a screenshot of my code used in resolving the problem.

Conclusion:

Finally, if need be, I will make a tutorial video explaining the solution of the problem in case the student needs the comprehensive explanation of the task and how it is solved.

This is why it is very important for the mentor to have the students course outline and task before the students begin the course that way the mentor can create additional learning resources such as the tasks solutions, and tutorial videos for the student in case any of the student is having difficulty finishing the task.

Option 3: Handling Student’s Feedback:

First, there is no how a mentor can satisfy all the students, there will be some difficult or disruptive students, thus the mentor is expected to be very matured and patient.

In order to handle the scenario where a student still have complaint about the mentor’s feedback, I will do the following:

- I. Respond positively to the student ratings: by responding positively in a way to de-escalate the student’s concern because some students just seeking attention or just want to be difficult, for example:

Me: “Hello, thank you for your feedback, please kindly contact admin to schedule a tutorial session with me in order to further address your concern and any other questions you may have about this topic but for the meantime while you make the appointment, please kindly check out the tutorial video(s) I posted on explaining the solution to this task. ”

2. Then I will contact the program supervisor to seek more information about the student or advice on how to proceed, like the student tutorial schedule, so that I do not breach the institution policy.
3. Then I will contact the student to enquire if he/she still want to make an appointment for tutorial session on the same solution or the video tutorial did solve his/her problem ?.
4. If the student is then satisfied with the additional resources and his/her concern is sorted then I will assume the issue is addressed and close but if he/she need tutorials then I will help him or her further on the topic during the tutorial session.
5. After that, I will note in a report signed by the student to the institution the student issue is sorted and his/her concern on the topic is sorted.

When all the above-mentioned is done then I will consider the fact issue closed.