



AskBCS Guide

Our Central Support Team is excited to announce the launch of AskBCS! This virtual support tool is available to you in the **App section of Slack** (as shown in the demo video).

AskBCS has many new features, as requested by you!

- Chat privately, 1 on 1, with a Learning Assistant
- Communicate easily back and forth on your question
- Share images and attachment files
- Join video calls with improved Zoom integration
- Rate and provide feedback about your experience with a Learning Assistant

Demo Video -

<https://trilogyed.wistia.com/medias/ld3rvxv21c>

Alright let's get right to it - What do Learning Assistants do?

The Learning Assistant team is here to provide clarity in your learning journey. On the other end of every question you ask, is a Learning Assistant who is ready to help guide you in the right direction - even outside of standard classroom times!

Students can expect to receive support from LIVE Learning Assistants in under 30 minutes. Each answer is unique, crafted from the information provided. Because of this, response times may vary.

Hours of Support

Full-Stack Flex & Data-Analytics and Visualization

10a - 12a (local time) Monday - Thursday

10a - 10p (local time) Friday - Sunday

Support times listed apply to all North American University Partners; International support times will vary. Please reach out to your Program or Student Support Manager for exact times.



After Hours Support

If you ask a question outside of support hours, it will not be answered until the start of the next support shift. We **highly recommend** waiting until support hours begin to ask your question.

You have my interest, can you tell me more?

What kind of support do Learning Assistants provide?

As mentioned above, Learning Assistants are available to provide you with guidance on your learning journey. Learning Assistants are able to support you with any curriculum-based, technical questions you might have.

How do Learning Assistants differ from Teaching Assistants?

Teaching Assistants work to support a *specific* class or cohort. Learning Assistants, on the other hand, are a centralized team, working to support *multiple* classes and cohorts. Teaching Assistants are only available during scheduled instruction time while Learning Assistants are available during **AND** outside of class instruction time.

Different types of questions we can support

Conceptual

"What is the difference between HTML 4 and 5? Is it important to understand HTML 4 nowadays?"

Homework-Related

"When the instructions say, 'Do this/that thing', I am confused on how I might start that? I have started the assignment, here's what I have so far. Ideas for how to move forward?"

Activity or Lesson-Related

"In class today, we completed the X-activity, and I messed up on creating an object. I tried to do Y-thing, and I'm not sure how to make it work. Here's a snippet of my code."

Troubleshooting

"My code keeps throwing this error and I don't know why? [insert snippet of code] [insert error message]"



General

"I've been trying to practice more of X thing, and I would love to see an example of how this works. Could you support me in sharing one?"

Asking the right questions

Asking the right type of question is key to becoming a developer. It's a skill you will utilize every day in all aspects of the job. Asking great questions will not only clarify misunderstandings, it will also allow the Learning Assistants to address additional issues or provide additional resources to you.

Great Questions

Great questions provide 3 points for the Learning Assistants to address, What, Why, and How.

1. What is my question?
2. Why am I asking this question?
3. How do I implement this concept/idea?

Let's take a look at two similar questions and the answers and how they could be interpreted.

Poor Question:

What does an ellipsis do?

As you can see, this is a very open-ended question, one that will be very difficult to answer. Technically speaking, how are you using the ellipsis? Are you seeing an error? What language are you writing in? These are questions Learning Assistants must ask themselves when answering this question.

With so few details, the Learning Assistants would need to make assumptions. This presents a situation where the question is unanswerable.

Let's look at a different way to ask the question:

Great Question:

I'm working with Math.min and I was curious what the ellipsis here does? My code is working, but I'm not sure what those three dots are doing *exactly*. Here is my code:

```
var variable = Math.min(...arrayVariable);
```



In this example, context clues tell the Learning Assistants which language you are working with as well as the reasoning behind the question. This will allow the Learning Assistant to craft an appropriate response surrounding the question.

Limitations

Learning Assistants are not here to get you “unstuck”. We are invested in your learning and will work to guide you to finding **your own** solution.

Please understand, each question is individually reviewed and answered by a LA. Responses are unique to each question and may require additional research by the LA. The LA Team strives to provide an answer to your question within 30 minutes, however, response times may vary based on the question.

Expectations of Support

Please be aware that an LA will assist your question with the expectation that you are available to receive the response once the LA sends it back to you. Do not ask a question expecting to come back to an answer later. If advantageous, an LA may request a video chat instead of sending back an answer to your question.

Demo Video -

<https://trilogyed.wistia.com/medias/ld3rvxv21c>