Community College of Philadelphia

Math 151 Linear Mathematics

Distance Education

(15 weeks)

### Syllabus

### *This syllabus is subject to changes.*

**Math 151-900 on Line CRN: 42131 Fall 2019**

***Dear students,***

***Welcome to your Linear Mathematics, Math 151 on-line course.***

**Announcement:**

**All students are required to**

**(1) Log in their course in** [**Canvas**](https://ccp.instructure.com/login)**:** [***http://ccp.instructure.com***](http://ccp.instructure.com) **and read session 1 material and instructor’s messages, and**

**(2) Create an account in** [**MyLabsPlus**](http://www.ccp.mylabsplus.com/)**:** [***https://ccp-mlpui.openclass.com/***](https://ccp-mlpui.openclass.com/)

**during the first week of the semester not later than Monday, September 9.**

**You have a temporary access to MyLabsPlus for 14 days and can enroll and start working in MyLabsPlus even if you have not purchased required text or package with the access code yet.**

**To enroll in MyLabsPlus follow exactly steps in “MyLabsPLus Roll In” file in session 1 in Canvas. You need only your j-number to enroll in MyLabsPlus (no course ID needed).**

***You will be able to enroll in MyLabsPlus only on the first day of the semester, Tuesday, September 3***

***Your first session in Canvas with startup information will open also on September 3***

**Part 1. General Information**

I**nstructor: Dr. Arkady Kitover Office: B2-25J**

**E-mail**: [akitover@ccp.edu](mailto:akitover@ccp.edu) **Web page**: <http://faculty.ccp.edu/FACULTY/akitover>

**Office Hours:** Tuesday and Thursday: 11:30 am – 1:00 pm

**Live help** includes tutoring sessions at the Learning Lab (room B2-36, by appointment) on Main Campus, weekly meetings with the instructor (Room B2-25H) during the office hours and communication with the instructor in [**Canvas**](https://ccp.instructure.com/login)**.**

**Overview:** In this **on-line course** you will be learning the same material as in traditional in-class courses and you receive the same college credits for the course. You will have detailed guidelines and references for the course, and **will regularly communicate with your instructor by mail in** [**Canvas**](https://ccp.instructure.com/login)**.** You will be able to learn at a pace controlled by both you and your instructor. That is, **you will need to comply with your** **instructor's guidelines and schedules**, but you don’t have to attend class sessions at the college and can study the material and work on the assignments at home.However, **t**his **course is not “a weekend course”.** You can do most of the work during weekend if you wish**,** but you might need to spend some time on your course during the weekdays as well. All students need to read instructor’s e-mails in Canvas.

***Lack of regular weekly communication with instructor through inbox in*** [**Canvas**](https://ccp.instructure.com/login) ***will be considered as “unsatisfactory attendance” and can result in instructor’s request for in-person meetings and /or on-campus proctored quizzes and tests or withdrawal from the course for unsatisfactory attendance.***

**Course description**: Cartesian coordinates, linear equations in two variables, graphing lines, systems of linear equations and inequalities, Gauss-Jordan elimination, matrices, matrix addition and multiplication, matrix inversion, geometric solution of linear programming problems, the Simplex method, duality.

**Prerequisites**:MATH 118 or equivalent with a grade of C or better or MATH 161 or higher placement.

**Students Learning Outcomes:** Math 151 - Student will be able to

**(1)** Graph lines, linear inequalities and systems of linear inequalities in the plane.

**(2)** Determine whether a system of linear equations is independent, dependent or inconsistent, and solve

Systems of linear equations using matrices.

**(3)** Solve linear programming problems graphically and using the simplex method.

**Computer components of the course:**

**[Canvas](https://ccp.instructure.com/login)** ***:*** [***http://ccp.instructure.com***](http://ccp.instructure.com)

[**MyLabsPlus**](http://www.ccp.mylabsplus.com/)**:** [***https://ccp-mlpui.openclass.com/***](https://ccp-mlpui.openclass.com/)

**This is a strictly Math course** supported by[**Canvas**](https://ccp.instructure.com/login) **and** [**MyLabsPlus**](http://www.ccp.mylabsplus.com/) course management computer systems. Both systems are relatively easy to deal with, reliable, and provide a tech support. We provide students with necessary instructions and support, **and it will be student’s responsibility to prepare a reliable personal computer with an Internet connection meeting basic requirements for both systems**.

*Please note*: After you registered for on-line course **you will be able to login to your course in** [**MyLabsPlus**](http://www.ccp.mylabsplus.com/) **on the first day of classes.**

You can find guides and help for [**Canvas**](https://ccp.instructure.com/login) at <http://guides.instructure.com>

For more information about Distance education at CCP or questions about [**Canvas**](https://ccp.instructure.com/login) please email [distance\_ed@ccp.edu](mailto:distance_ed@ccp.edu), Office of Distance Education or email or call Ms. Vaishali Sharma: [vsharma@ccp.edu](mailto:vsharma@ccp.edu) , 215-751-8415.

**Required Text / package with Access/Code:**

**You have two options: A printed textbook with Access card for MyLabsPlus (also includes access to e-book),**

**Or an access card to MyLabsPlus only (includes an access to e-book, identical to a printed book)**

**Option 1: Customized package available at the CCP bookstore.**

**Linear Mathematics, Math 151, Community College of Philadelphia, Custom Edition, Pearson**

**The new package includes a printed book and an access code to MyLabsPlus (required in this course).**  Access code can be used only once, so be careful when buying a used book. **The package can be ordered or purchased at the CCP bookstore.**  [**http://ccp.bncollege.com**](http://ccp.bncollege.com)

**Please ask for assistance at the Community College bookstore and give them your section CRN** (42131) **or show your roster. Make sure you are buying a sealed package.**

If you previously had an access code for the same course and same edition you might be able to use it again (some restrictions apply). You may try it in MyLabsPlus on the first day of the semester.

**Option 2: Purchase Access card only available at MyLabsPlus during enroll process.**

**You will be able to purchase an access code from the MyLabsPlus site when signing up or at the end of 14 days temporary access period. (See MyLabsPlus section in the syllabus). Access code will give you an access to the MyLabsPlus and to the interactive e-book, identical to the printed one.**

**Temporary free access code for 14 days.**

**Students will be given 14 days grace period to use MyLabsPlus for free, before purchasing anything. During this time you can compare prices and choose between two options.**

**You can enroll in MyLabsPlus on the first day of the semester, September 3. You will receive instructions how to use temporary access code on the first day of the semester in the “MyLabsPlus Roll In” file in Canvas.**

**After 14 days of grace period, all students will need to have a purchased access code in order to stay in MyLabsPlus and in the course.**

***Please see detailed information for using a temporary access code below, in Part 2, “Temporary Access Code” section and Part 3, “Work in MyLabsPlus” section.***

**Grades**

Final grade will be based on the **weighted average** of quizzes, tests, final exam, and weekly homework and media assignments and will also include attendance points. The assignments account roughly as follows for your final grade:

Weekly media assignments and homework (including the practice final exam): about **8 %** total;

Quizzes: about **24%** total; Tests and Final Exam: about **58 % total** (Tests about 40 % total; Final Exam about 18%);

Attendance (6% Canvas and 4% MyLabsPlus): **10%**

The final grade in the course is assigned roughly as follows:

**A: 90% - 100% B: 80% - 89% C: 70% - 79% D: 60% - 69% F: Less than 60%**

No passing grade for the course will be assigned in case of missing Final Exam.

**No extra-credits /extra assignments available in this course**.

**Missing more than 2 tests and/or more than 3 quizzes without documented excusable reasons will result in grade F for the course (Makeup and Final Exam will not be assigned in this case).**

Gradebook for the course is setup in MyLabsPlus. You can see results of graded assignments and your overall grade at any time of the semester. No gradebook for this section set up in Canvas.

**Incomplete grade** can be assigned if a student failed to complete some course assignments, including final exam, due to the acceptable and **not foreseen** reasons. Incomplete grade can be assigned if **at least 65%** of the total work is completed and a student earned a **passing grade for submitted portion of the work.** Incomplete grade will not be assigned if a student did not contact instructor by the time of the Final exam. An incomplete portion of the work should be completed no later than in 4 weeks after the end of the semester. Incomplete portion of the course should be completed **in person**, at the beginning of the fall semester, in the college, on a computer or on the paper during regular weekday hours by scheduled appointment.

**Students with Special Needs**:

Students registered with the Center on Disability or students who believe they may need an accommodation based on the impact of a disability should contact me privately to discuss their accommodation form and specific needs as soon as possible, but preferably within the first week of class. If you need to request reasonable accommodations, but do not have an accommodation form, please contact the Center on Disability, room BG-39, phone number 215-751-8050

**CCP Support**

**The Learning Lab:** [***http://faculty.ccp.edu/dept/learn\_lab/***](http://faculty.ccp.edu/dept/learn_lab/)***;***  Main Campus, Room B2-36, 215-751-8793; 215-751-8481

The CCP **distance education manager** is Ms. Vaishali Sharma [vsharma@ccp.edu](mailto:vsharma@ccp.edu) 215-751-8415

**For distance education counseling services please contact**

|  |  |
| --- | --- |
| Maureen Rush-Bogutz mrushbogutz@ccp.edu 215.751.8145 Room BG-07, Main Campus | Latoya Langston llangston@ccp.edu 215.751.8159 Room BG-07, Main Campus |

**Part 2. Course Policies and Procedures**

**Course Time Frame**

**(*Please read carefully)***: Every week, on Saturday night a new session opens in **Modules**, on your course site in [**Canvas**](https://ccp.instructure.com/login). Students are expected to read information in the weekly sessions and submit an Attendance quiz by the due date (see “Work in Canvas” in part 3 below)

Every week, you will have a reading assignment, some media assignments, and graded assignments in [**MyLabsPlus**](http://www.ccp.mylabsplus.com/)**.** Weekly homework and a quiz or a test should be submitted for grading in MyLabsPlus by the due date. **Quizzes and tests become unavailable after the expiration date and cannot be reset on individual basis.** Comprehensive Final Exam is given on the week fifteen, the Final Exam week. On- line final exam cannot be taken earlier than scheduled or after the due date. Quizzes and tests not submitted for grading obtain a zero score after the expiration date.

**Weekly schedule of assignments:**

***Opening Dates****:*

**Every Sunday at 12:00 am (Saturday night):**

● In [**Canvas**](https://ccp.instructure.com/login): **A new weekly session opens**

**Attendance Quiz opens**

● In [**MyLabsPlus**](http://www.ccp.mylabsplus.com/) (**MLP**): **Video(s) opens**

**A new Homework opens**

**A Test or a Quiz opens**

***Due Dates***:

**Every Monday at 11:59 pm**

● In [**MyLabsPlus**](http://www.ccp.mylabsplus.com/) (**MLP**): **A Homework due**

**A Test or a Quiz due**

●

In [**Canvas**](https://ccp.instructure.com/login): **Attendance Quiz due**

***Expiration dates*:**

● **In** [**Canvas**](https://ccp.instructure.com/login): **Attendance quiz** expires at the due date **on Monday**

● **In** [**MyLabsPlus**](http://www.ccp.mylabsplus.com/): **A Quiz or a Test expire at 11:59 p.m. on Tuesday**

**Late submission penalties**

10% of total quiz /test score deducted for late submission between due date Monday at 11:59 pm and Tuesday, 11:59 pm.

20% per day of homework score deducted after the due date. Homework assignments expire on the due date for the final exam.

There is no late submission for attendance quizzes in Canvas.

**Detailed schedule of weekly assignments could be found in the**

~ Course outline (Course Information module in Canvas);

~ Weekly session’s description files in Modules, Canvas;

~ MML Homework and MML Quizzes / Tests pages in In [MyLabsPlus](http://www.ccp.mylabsplus.com/)

~ MML Calendar in In [MyLabsPlus](http://www.ccp.mylabsplus.com/) (leftmost column on the course opening page).

**I will also send weekly “End of week “letters in Canvas reminding of current week expiration and due dates.**

**Rules for Quizzes and Tests, and Homework**

**On - line assignments in** In [**MyLabsPlus**](http://www.ccp.mylabsplus.com/) and [**Canvas**](https://ccp.instructure.com/login) **have strict rules**:

**(1)** Generally, there is a time limit 90 minutes for a quiz and 120 minutes for a test.

**(2)** **Quizzes and tests** should be done and submitted for grading **in one take**. ***There is no option “to return to the quiz or test and continue working” in case of interruption for any reasons.* See “Interrupted Quiz /Test “section below for details.**

**(3)** There is a grace period of one day after the due date for resolving any problems with quizzes and tests in MyLabsPlus.

All Quizzes and tests submitted for grading in MyLabsPlus after Monday’s due date are subject to 10% reduction of total score.

**Assignments cannot be reset after 11:59 pm Tuesday on individual basis outside makeup periods for any reasons. (See Makeup section below)**

**(4)** **Homework Assignments**:

There is no time limit or expiration date for the homework (until the due date). 20% per day score reduction applied after the due date. Homework could be submitted and re-submitted several times. See **Makeup** section below for details.

**(5) Attendance Quizzes in** [**Canvas**](https://ccp.instructure.com/login) expire after the due date on Monday. There is no makeup for Attendance quizzes. Attendance quizzes are not graded: you receive points for attendance and participation. However, I will monitor your answers optionally. You can see correct answers for Attendance Quizzes in “Answers to Attendance Quizzes” module in Canvas after the due date.

**(6)** Be aware of a special schedule for the final week (week 15). See **course outline** for details.

**Make up policy**

There will be **two make up periods** during the semester (on week 7 and week 14) for students who missed an assignment for excusable **reasons.**

**Maximum two assignments could be reset during one makeup period, and maximum three, including maximum one test, per semester.**

**On-campus proctored makeups: (1) Students who missed more than three graded assignments in MyLabsPlus (quizzes and /or tests) or more than four attendance quizzes in Canvas during the semester** due to excusable documented reasons will have to come to instructor’s office on week fourteen or fifteen, during regular hours, as scheduled by instructor, to make up missed assignments in MyLabsPlus. Restrictions on the number of assignments as above.

No makeup, on-line or on campus, available for students who missed more than 6 assignments total (in MyLabsPlus and in Canvas) during the semester. In this case, students could be withdrawn from the course or assigned an F grade.

No makeup assignments will be reset on- line after the deadline outside makeup periods.

There is no make up for failed or low-score assignments.

**Homework Assignments:**

There is no makeup for the homework. Homework assignments do not expire. You can correct and resubmit your homework assignment for improving the grade and for learning purposes after the due date as many times as you wish. However, late penalty 20% off per day applies after the due date.

**Tests and Quizzes**

Quizzes and tests not submitted for grading obtain a zero score after the expiration date (11:59 pm Tuesday). There will be two **make up periods** during the week 7 and 14 for students who missed a quiz or a test for excusable reasons and have contacted instructor by mail in Canvas before the expiration date. Make sure you submitted a prerequisite homework before starting makeup quizzes / tests.

**Final Exam**

Final Exam cannot be taken earlier than the scheduled day, and it is not available in MyLabsPlus after the due date. **There is no grace period for on-line Final exam. There is no on-line makeup after the due date for missed final exam for any reasons.** If a student missed a Final Exam without documented reasons a zero score will be assigned for the Final Exam immediately after the due date. Students missing Final without excusable documented reasons will not receive a passing grade in the course. In case of excusable (documented) not foreseen reason for missing Final Exam a proctored on-campus exam (a computer or paper one) could be scheduled by instructor during the Final Exam week only. **Students must contact instructor before the Final Exam deadline.**

Students with excusable not foreseen reasons for missing Final Exam and maintaining at least 65% average score could receive an incomplete grade as an alternative option. Students must contact instructor before the Final Exam deadline to request an incomplete grade. The incomplete grade can be completed only on-campus by taking a scheduled proctored Final Exam at the beginning of the next semester. See incomplete grade rules in Grades section in Part 1 above.

**Attendance Quizzes in Canvas**

There is no makeup for missed attendance quizzes in Canvas.

**Attendance & Participation**

College Policy states that if a student missed an equivalent of two weeks **of work** in fifteen-week semester, he or she can be dropped from the course for lack of attendance or assigned an F grade.

T**hree required components** of attendance are

(1) Reading weekly sessions (modules) and replying to weekly Attendance Quizzes in [**Canvas**](https://ccp.instructure.com/login),

(2) Reading and replying (if required) instructors’ mails through [**Canvas**](https://ccp.instructure.com/login) inbox, and

(3) Submitting on-time weekly assignments in [**MyLabsPlus**](http://www.ccp.mylabsplus.com/).

Missing either of these components will result in unsatisfactory attendance, or withdrawal from the course or an F grade.

If student’s attendance in [**Canvas**](https://ccp.instructure.com/login) is unsatisfactory, access to his or her account in MyLabsPlus may be put on hold. In this case, contact the instructor through [**Canvas**](https://ccp.instructure.com/login) ASAP. Instructor might request a personal on-campus meeting with student during the office hours. In addition, **in case of unsatisfactory attendance and participation, students will have to take any allowed make ups and the Final exam on campus.**

**On - line Final Exam will not be granted in case of missing more than three assignments in MyLabsPlus, or/and more than three attendance quizzes in Canvas**. In this case, student could be dropped from the course or receive an F grade **or** (in case of excusable documented reasons only) will be granted on campus proctored Final Exam during the final week as scheduled by the college and instructor.

**Interrupted Quiz / Test.**

**If you started your test or quiz, and interruption occurred, you won/t be able to return and continue the same assignment.**

**This is a policy in this course for entire section in order to secure academic integrity and it will not be changed for any reasons.**

**In case of interruption, the only possibility, if qualified, would be for instructor to reset a new version of assignment to start over and complete before the expiration date.** This option should be considered as an exception and won’t be applied on the regular basis**.** This option is **only possible if I receive your message in Canvas before the due date**. This option is not available if you opened and observed more than a half of the questions or spent more than a half of allowed time (the system would record time you spent looking at each question even if you have not submitted an answer).

An alternative option would be accepting a score saved by the system.

**Temporary Access Code**

This semester, publishers give you a grace period of 14 days to use [**MyLabsPlus**](http://www.ccp.mylabsplus.com/) before purchasing an access code. If you have not purchased a new required package with the access code and do not have an Access Code yet, **start enrolling in MyLabsPlus following the steps in “MyLabsPlus Roll In” file** (Session 1, or “MyLabsPlus Help Files” module in [**Canvas**](https://ccp.instructure.com/login)).You will be prompted to purchase an access code from the site. If you prefer to buy an access code or a package later, click on “**buy later**" option on the purchase screen. You will be given a **14 days temporary access** from the time you enroll in [**MyLabsPlus**](http://www.ccp.mylabsplus.com/) . The temporary access code will allow you an access to your assignments and course materials. You will also be able to read a textbook on-line from **Multimedia Library** (in the leftmost column of your course page in [**MyLabsPlus**](http://www.ccp.mylabsplus.com/)**).**  After 14 days, you will be prompted again for a new access code. If by this time you have not purchased a custom package from the CCP bookstore yet, you can purchase an access code right from the MyLabsPlus site.

**Please note that after 14 days you will not be able to access MLP without purchasing an access code, and I, as instructor, have absolutely no power to get you in.**

**Communication with Instructor**

On-line communication with the instructor is **through inbox in** [**Canvas**](https://ccp.instructure.com/login) **only. Please don’t send class-related**

**e-mails to my** **regular CCP account unless you don’t have an access to the course site in Canvas.**.

**Students are required to check their inbox in** [**Canvas**](https://ccp.instructure.com/login) **at least twice a week to read instructor’s messages.**

**Academic integrity**: Students are expected to uphold the highest standards of academic integrity. You must work alone on your tests, quizzes and final exam. **I reserve the right, in some special situations (at instructor’s discretion), to request a student to meet with me in my office during regular hours and take an exam or a quiz in my presence**.

**Add / Drop**

No students will be added to this course after the first week of the semester (Friday, Jan 18).

Last day for student’s withdrawal from the course is Monday, **04/08/2019**

**Part 3. Work in the course management computer systems**

**● Work in Canvas**

**(1) Login to** [**Canvas**](https://ccp.instructure.com/login) <http://ccp.instructure.com>

For assistance with **Canvas**, you can use site: <http://guides.instructure.com> or contact your DE manager, Ms. Vaishali Sharma [vsharma@ccp.edu](mailto:vsharma@ccp.edu) ; 215-751-8415.

**(2)** **Reading content of** **Weekly sessions in Canvas**

Every week, at 12:00 am on Sunday (Saturday night), a new session opens for your course in **Modules**, [**Canvas**](https://ccp.instructure.com/login). Reading weekly session’s descriptions and instructor’s letters and Announcements in [**Canvas**](https://ccp.instructure.com/login) **is** a required component of attendance in this class. In weekly sessions, you will find your reading assignments, recommended examples and exercises, reminder for the due dates for weekly graded assignments, weekly Attendance quizzes, and instructor’s hints and notes

In Canvas, you will also find helpful modules: “Course Information” , “Syllabus Highlights”, “MyLabsPlus Help Files”, “Topics in Math 151”, “Letters”, and “Answers to Attendance Quizzes”.

**(3) Submitting Attendance Quizzes in** [**Canvas**](https://ccp.instructure.com/login)**.**

Every week, students have to submit an Attendance Quiz. Attendance Quizzes are located in weekly sessions modules in [**Canvas**](https://ccp.instructure.com/login)**. Submitting Attendance Quizzes is an essential component of attendance and your final grade.**

**(4) Communication with instructor by mail in Canvas.**

On-line communication with the instructor is **through inbox in** [**Canvas**](https://ccp.instructure.com/login)**. Please don’t send class-related e-mails to my** **regular CCP account**. I will regularly post announcements and send messages through [**Canvas**](https://ccp.instructure.com/login) with my comments on the results of the assignments, course information and updates to the entire class and to individuals. **Students are required to check their inbox in** [**Canvas**](https://ccp.instructure.com/login) **at least twice a week**. If you have any questions or there are any problems, send me an email through [**Canvas**](https://ccp.instructure.com/login). I check my inbox in [**Canvas**](https://ccp.instructure.com/login)daily during the weekdays. Messages received after 4:00 pm will be answered on the next weekday. Messages received over weekend, will be answered next Monday.

**Reading instructor’s announcements and messages in** [**Canvas**](https://ccp.instructure.com/login) **on weekly basis is an important component of attendance.** You don’t have to confirm receiving and reading my messages unless requested.

**●●Work in MyLabsPlus**

[**MyLabsPlus**](http://www.ccp.mylabsplus.com/) **( MLP)** is a course management computer system where you will do, submit for grading and review your assignments. Also, in [**MLP**](http://www.ccp.mylabsplus.com/) you will have an access to the course tools, multimedia library and e-book. You will also find your current grades in [**MLP**](http://www.ccp.mylabsplus.com/)**.**

**(1) How to enroll in** [**MLP**](http://www.ccp.mylabsplus.com/)

**You will need an access code to the MyLabsPlus computer system**. This access code is included with the new customized book sold at the Community College bookstore. Access code could be used only once, so a **used book would not work for you if an access code was previously used.**

**All students are required to enroll in** [**MLP**](http://www.ccp.mylabsplus.com/) **during the first week of the semester** and submit the first week assignments on time. If you have not purchased a new access code or a new package yet, you still must enroll using a temporary access provided by publishers (see section “Temporary access code” in Part 2 above.)

If you recently had an access code for current edition of the same customized book and had a MyLabsPlus account, you might be able to register in this course without buying a new access code. (Some restrictions apply).

**Detailed step-by-step instructions on enrolling in** [**MLP**](http://www.ccp.mylabsplus.com/) **are given in “MyLabsPlus Roll in” pdf-file in the attachment in the first session in Canvas.**

**Please note, if you registered for the class and are on the class list in MLP, you only need your j-number and access code to enroll in** [**MLP**](http://www.ccp.mylabsplus.com/)**. No class key is required.**

**If you have troubles with enrolling in MyLabPlus, you have to contact tech support (please see section “In case of tech problems” below)**

**(2) Working in MyLabsPlus**

After you enroll in [**MLP**](http://www.ccp.mylabsplus.com/)click **“Run the MyMathLab Browser Check”** on the opening page to make sure that you have all the components you need on your computer system in order to view the exercises and multimedia in your course. You can also click on “**Review System** **Requirements**” icon to make sure that you have all correct components for using MyLabsPlus.

Explore the home page of your course in MathLabsPlus paying special attention to the options (icons) in the leftmost column on the home page.

All assignments in MLP are graded electronically by the system and could be reviewed by instructor optionally or by student’s request.

You can find more information on how to use MyLabsPlus in the “**MyLabsPlus Help files**” **module** in Canvas.

**●●● In Case of Technical Failure**

**(1) In case of technical problems with MyLabsPlus**

Contact tech support **1-855-875-1797 (24/7 hotline)** while you are on the course webpage. Report the problem. If the problem is not resolved, ask for a **case number**, and forward it to the instructor ASAP with brief description. This is your documentation and the reason for instructor to reset a test or a quiz. You can also send an e-mail to tech support: [*http://247support.custhelp.com/*](http://247support.custhelp.com/)

Write down the above information before taking a quiz or a test.

**(2)** **In case of all other tech problems**

(Computer crash, loss of internet connection or other), students have to notify instructor immediately through inbox in [**Canvas**](https://ccp.instructure.com/login) and fix the problem ASAP. In case of single occurrence of such a problem, quiz or test could be reset (only before the expiration date) or a score based on the saved work would be assigned or makeup during the makeup period would be granted.

In case of repeated computer problems students will be required to come to the main campus during regular work hours to take a proctored test or quiz on paper or on computer, if available.  
This is a part of the course policy related to academic integrity requirements.

**(3) Instructor in this course does not provide tech support** for student’s personal computer, internet connection and internet browser. Since you have chosen on-line course, this is your responsibility to provide a computer with the system meeting requirements and reliable internet connection.

**CCP students with valid ID can use computers in the open computer lab, room B2-33 on the main campus.** You can also check computer’s availability with the CCP regional centers at the locations convenient to you.