# Help Sheet

| SITUATION | VISUAL | POTENTIAL SOLUTION |
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| What if I need to contact my professor? | Image of email icon | * I can e-mail him/her at [\_\_\_\_\_\_\_@algonquincollege.com](mailto:_______@algonquincollege.com) and expect a response within 24-48 hours. |
| What if I don’t understand course material or need help with an assignment? | Question mark | * I can go to my professor’s office hours, which are:   **Date:**  **Time:**  **Location:**   * I can ask a **classmate** * I can book a **peer tutor** through <http://www.algonquincollege.com/peer-tutoring/> |
| What if I don’t know an **assignment’s due date** or **the date of a test**? | http://www.staples-3p.com/s7/is/image/Staples/s0071697_sc7?$splssku$ | * I can look it up on Blackboard.   Go to **[INSERT COURSE] 🡪 Course Information Tab 🡪 Course Section Information Document (CSI)**   * If I have questions, I can ask my instructor |
| What if I start feeling uncomfortable in class? | Impage of empty chair | * I can speak with my instructor about it after class and come up with an exit strategy for future classes so that my professor is not worried and I do not disturb my classmates. |
| What if my computer, Internet, or Algonquin Network ID are not working? | Image of laptop | * I can contact **Algonquin’s ITS**: * Room: A143D-F * Phone: (613) 727-4723 ext. 5555 * E-mail: [5555@algonquincollege.com](mailto:5555@algonquincollege.com) * Online Help Centre: <http://www.algonquincollege.com/itshelp/> |
| What if I know that I will not finish an assignment on time? | Image of clock | * I need to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| What if no one shows up for class? | Image of stick figure thinking | * I can check **Blackboard** and my **Algonquin e-mail** for announcements and updates to see if:   + Class was cancelled   + Room was changed * I can e-mail my instructor for clarification |
| What if I get to class late and the **door is closed**? | Image of closed door | * I can quietly open the door and take a seat * I will make sure to arrive on time for classes regularly |
| What if I **miss a class**? | Image of confused face | * I can **e-mail my instructor** before class to let him/her know that I will not be attending * I will **get copies of class notes or course materials** discussed during that class **from a fellow classmate** * For prolonged absences, I may need to provide a documentation for my absence |
| What if I have trouble with a fellow classmate? | Image of people working as a group | * I can speak with my instructor during his/her office hours * I can discuss the issue with my support people |
| What if I do not **hand-in my assignment on time?** | Image of clock | * I might not be able to receive a grade for that assignment * I might be penalized for late submissions * I can speak to my instructors if I miss a deadline |
| What if **I fail a test**? | Image of test with grade of F | * I can arrange a meeting with the instructor as soon as the test results are provided * I can meet with one of my support people (Learning Strategist, Peer Tutor, etc.) |
| What if my **group members do not do their work?** | Unhappy face | * I can speak to my instructor about my concerns \_\_\_\_ days before the assignment is due |