# 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 and expect a response within 24-48 hours.
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| 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/>
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| 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
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| 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.
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| 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
* Online Help Centre: <http://www.algonquincollege.com/itshelp/>
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| What if I know that I will not finish an assignment on time? | Image of clock | * I need to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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| 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
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| 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
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| 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
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| 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
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| 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
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| 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.)
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| 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
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