

CSSC Guidelines for Springboard Students (2011/2012)

CSSC Coordinator: Olga Murdoch

The Computer Science Support Centre (CSSC) provides a free tutoring service for students taking Computer Science modules in UCD. The School of Computer Science and Informatics in UCD provides great support to their students in the form of lecturers, teaching assistants and demonstrators. The CSSC compliments these supports by providing extra tuition to students if and when needs arise. We work with an aim to enable students reach a standard where they can successfully complete coursework independently. Springboard students may use the centre on a drop-in basis on Fridays from 10am to 4pm. If a student's circumstances mean they can not attend UCD on Fridays and/or a student feels they need additional support they may request a mid-week appointment by emailing cssc@ucd.ie. Please see the appointment request template at the end of this document to ensure you provide enough information when requesting your appointment.

In order to provide the best service we can for all our students we ask that you adhere to the following guidelines:

1. Students should attend all lectures, labs and tutorials provided for each of their modules. Where video/audio lectures are made available students should ensure they keep up to date with the material. Teaching assistants (TA's) and demonstrators should be the first port of call for issues with course material and the time to do this will be set out by the relevant TA's. Combined, these form the primary resources for modules and the CSSC **does not** provide an alternative.
2. Students should not ask tutors in the CSSC to help them directly with any work that is to be assessed. This includes programming practicals and other assignments. Tutors will not look at any attempted solution that has not yet been submitted. Students should attempt to abstract/generalise their problem in order to identify the specific concept(s) they need help with before attending the centre.
 - Students who struggle to do this should talk to a tutor who can help them to tease out the problem and teach them how to do so independently in the future
3. Students attending the CSSC should have attempted the relevant work first and should have identified an issue so they can ask us a specific question. For example having attempted a programming assignment the student..

..may not fully understand what the assignment is asking of them.

..may not fully understand a particular algorithm.

..may not fully understand some pseudo-code provided to them.

If a student has not attempted their work prior to visiting the CSSC they will be asked to return when they have done so.

3. If a student has fallen behind with his/her coursework our aim will be to get them up to speed with the material rather than help them to meet their upcoming deadlines.
4. Student's must use the CSSC as set out in these guidelines - The information on the next page should answer most queries relating to the CSSC. Any further queries should be directed to cssc@ucd.ie

The CSSC does:

1. Provide additional academic support to that provided by the primary resources which are lecturers, teaching assistants (TA's) and demonstrators
2. Provide tuition on a drop-in basis on Fridays only.
3. Allow students to request appointments by emailing cssc@ucd.ie
 - please see the sample appointment request template below
4. Help students to understand course material that they are still struggling with after utilising the primary resources provided (I.e., lecturers, TA's, demonstrators)
5. Work with the aim to enable students to successfully complete coursework independently
6. Answer queries **relating to the CSSC** that are sent to cssc@ucd.ie

The CSSC does not:

1. Provide an alternative to attending lectures/labs/tutorials or reading the relevant material provided
2. Provide support to students who are not making an effort to attempt the work prior to visiting the centre
3. Provide solutions to practicals, tutorials or exam papers
4. Provide an information service - queries should be directed to the relevant resources (e.g., module specific queries should be directed to the relevant lecturer or TA)
5. Provide support over the phone or by email
6. Provide academic resources in the form of books, printing etc
7. Provide computers for completing practical assignments or otherwise
8. Fix computers
9. Approve appointments that are deemed unnecessary and/or where the student can be accommodated by visiting the centre during Friday drop-in hours
10. Tolerate plagiarism

Appointment Request Template:

Student Name: Joe Bloggs

Student Number: 123456789

Module Name: COMP1234

Problem Description: *If there you are having a specific problem with course material you should describe it here. If the appointment request is because you have fallen behind and need help with catching up this should be explained here.*

Attempted Solution(s): *Describe here the steps you have taken to try to solve the problem described*

above

Preferred time/date if appointment is approved: Date + time