

1) Dates and Hours:

Stat Help Center: January 25 until April 23 | Monday and Wednesday ONLY | 10:00-3:00.

The Center is closed during the study break: February 15-19

2) Virtual Format:

Here are some details:

- The Center operates entirely online. No in-person service is offered.
- The Center continues to operate on an appointment basis this Winter rather than the usual first-come, first-served basis.
- The booking page is:

<https://outlook.office365.com/owa/calendar/MathHelpCentre@uottawa.onmicrosoft.com/bookings/>

- The booking page contains four services: one for French service only, one for English service only, one for students who do not mind being served in either French or English, and a fourth one for help with statistics (that's the one you'll go to for this course).
- Once an appointment is booked, you will receive a confirmation e-mail. At some point before the appointment, a staff member will send you a link to join a Microsoft Teams meeting at the scheduled time.
- You can only book appointments using your uottawa e-mail address. Appointments made from other email addresses will be canceled.
- You must include the course code they are looking for help with.
- You can book appointments up to one day in advance through the booking page.
- There is a limit of 10 minutes per student. However, if there are no bookings occurring right after your appointment, the TA may be able to stay with you until their next booking. After the 10 minutes are done, you can book another time (if one is available).
- No overbooking allowed. On any given day, you cannot book multiple appointments at once. Multiple Bookings coming from the same uottawa account will be canceled.
- The TA might be late as they are wrapping up a previous appointment.
- You will have the option to cancel an appointment and book another time slot.

3) Suggestions:

- You should familiarize yourself with Microsoft Teams.
- Come prepared with clear and specific questions; explaining a whole section of a course is not in the mandate of the Help Center.
- You are encouraged to have your questions written and ready to share (pdf, doc, image) from your desktop before the meeting starts.
- If you are seeking help with assignment questions, you should not expect a full solution from staff. In this case a staff member can only clarify some aspects of the question in order to put you on the right track. In particular, staff of the Help Center cannot help you with technical issues in Mobius.
- You should not wait until the day before a test/midterm to ask for help. Those days are usually busy.
- The role of the consultants in the Help room is not only to give a "solution" or an "answer" to a specific problem, but also to engage you in a discussion about the problem. You are expected to explain the method they tried to approach the problem.
- This is uncharted territory for everyone: please be patient as the consultants are trying their best to make this work.