



**ENGLISH 503.01W**  
**Marginalized Literatures:**  
**Race in American Science Fiction**  
**COURSE SYLLABUS: SPRING 2018**

**NOTE: This class runs February 1 - May 11, 2018**

**Instructor:**

Dr. Robin Anne Reid

**Office:**

Hall of Languages 125

**Office Hours:**

Online: 10:00 a.m.-Noon Monday & Wednesday

Online: Noon-2:00 p.m. Tuesday & Thursday

Face to Face: 2:00-4:00 p.m. Fridays

By appointment: Mondays & Wednesday afternoons

Time Zone: Central United States

**Email:**

Robin.Reid@tamuc.edu

I check the Virtual Offices in my course shells daily. I check my email several times a day. Questions posted in the Virtual Office or emailed to me will be answered within 24 hours. If you would like to meet with me in my office, please email 48 hours in advance with a day and time.

English 503.01W is a fully online course with specific assignments and due dates: the class is not self-paced.

**COURSE TEXTBOOKS**

**REQUIRED (6) (not in order of reading)**

Butler, Octavia E. *Kindred*. Marco Book Company. 2009. ISBN-10: 0-7848-0694-2. ISBN-13: 978-0-7848-0694-4. Hardback.

Delany, Samuel R. *Stars in My Pocket Like Grains of Sand*. Wesleyan University Press. 2004. ISBN-10: 0-8195-6714-0. ISBN-13: 978-0-8195-6714-7. Paperback.

Heinlein, Robert A. *The Moon is a Harsh Mistress*. Tom Doherty Associates. 1997. ISBN-10: 0-312-86355-1. ISBN-13: 978-0-312-86355-5 Paperback.

Jemisin, N. K. *The Fifth Season*. Little, Brown & Company. 2015. ISBN-10: 0-316-22929-6. ISBN-13: 978-0-316-22929-6. Paperback.

Lavender, Isiah III. *Race in American Science Fiction*. Indiana University Press. 2011. ISBN-10: 0-253-22259-1. ISBN-13: 978-0-253-22259-6. Paperback.

Schuylar, George S. *Black No More*. Penguin. 2018. ISBN-10: 0-14-313188-5. ISBN-13: 978-0-14-313188-5. Paperback.

## **RECOMMENDED (1)**

Modern Language Association. *MLA Handbook* 8<sup>th</sup> ed. Modern Language Assoc. ISBN 10: 1-60329-262-4. ISBN-13: 978-1-60329-262-7.

"Required" means you are expected to use the book for a number of class assignments. You may buy the edition I ordered through the university bookstore or another edition or format (i.e. e-books). "Recommended" means that the book might provide additional information to help you succeed in the class, but no assignments require the use of the texts. The MLA handbook is recommended in many literature courses.

If you do not wish to buy the MLA handbook, you may use the Purdue OWL resources: <https://owl.english.purdue.edu/owl/resource/747/01/>

## **COURSE DESCRIPTION**

*Graduate Catalog:* A study of emergent or historically marginalized literatures that considers the relationship between important social categories such as class, race, nationality or sexuality and imaginative works that represent these categories in a range of historical, cultural, and national contexts. The course may focus on contemporary or historical literatures from any world culture, and the primary focus will be on considering the limits of modernity, group identity, and national consciousness as objects of literary and cultural analysis. May be repeated for credit when the emphasis changes."

*Spring 2018 Emphasis Race in American SF:* The emphasis of our work this semester will be based on an in-depth reading of Isiah Lavender III's ground-breaking work on the black/white binary constructions of race in selected science fiction novels by American authors. Four of the five novels are ones Lavender analyzes; the sixth, by N. K. Jemisin, was published after his monograph. The class assignments will be intersectional, incorporating discussions of race, gender, and sexuality.

## **Learning Outcomes**

Learners will demonstrate that they can:

1. Engage in scholarly discussion with peers about:
  - a. The main arguments and concepts from a scholarly monograph;
  - b. Major structural elements and themes relating to race, gender, and sexuality in assigned novels;
  - c. Their own responses to the readings.

Assessed by: selected discussion posts.

2. Communicate complex and/or ambiguous ideas from secondary sources clearly and effectively in written work through summaries and paraphrases without relying on multiple direct quotes.

Assessed by: DDES assignments and short papers.

3. Attribute material from primary and secondary sources according to appropriate documentation conventions from the Modern Language Association's (MLA) guidelines (Handbook, 8th edition) and the DDES handouts.

Assessed by: DDES assignments and short papers.

4. Produce original analytical arguments that engage with existing scholarly arguments.

Assessed by: short papers.

5. Demonstrate the ability to apply current theoretical approaches to literary texts.

Assessed by: short papers.

## **Assignments and Extra Credit Points**

| <b>Assignments and Grade Weights</b> |  |
|--------------------------------------|--|
| 5%                                   | Discussion 1 (Introductory Post)                     |
| 40%                                  | Reading Discussions (10: 1 post, 1 response in each) |
| 45%                                  | 3 short papers (5 pages)                             |
| 10%                                  | Self-Assessment (2)                                  |
| <b>Extra Credit Assignments</b>      |  |
| 4%                                   | DDES pre-test and post-test                          |
| 1%                                   | Extra Credit Error Reports                           |

### ***My Class Procedures***

**Administrative Drop Policy:** The university allows instructors to submit a request for an administrative drop for "excessive absences" from a class.

Online classes do not require attendance on a set schedule, but there are assignments which must be turned in on assigned due dates in order to pass the class.

My policy is to file a request for an administrative drop after a student has missed turning in assignments for three weeks in a row **\*without emailing me to request an extension or to offer reasons for their inability to complete the work along with a plan for catching up.\***

Before submitting the form, I email students once to notify them that they will be dropped if they do not contact me to work out a plan to turn in missing work.

**Due Dates:** All assignments are due on Fridays by 11:30 p.m., U. S. Central Time.

A significant portion of the work in this class requires timely completion of assignments by all class members. Discussions require participation. Reading assignments are scheduled most weeks; when there are no reading assignments, a short paper is due. Falling behind significantly reduces the chance of success in the class.

Submission dates always fall on the Friday at the end of each week. If circumstances demand the late submission of work, there will be no penalty *as long as the work is submitted over the weekend*. If the work for the week is submitted before the next week begins (Monday mornings at 9:00 a.m.), there is no need to contact me.

If a medical condition, temporary emergency, or some other situation (professional or personal) interferes with your ability to complete the work, please email me as soon as possible. If the problem will interfere with your ability to turn work in for five or more days, then please submit external documentation. After the next week begins, work from the previous week will be accepted only at my discretion.

If technical difficulties prevent you from submitting your work in a timely fashion, you must contact Technical Support with the problem. Contact me regarding a technical problem only after you have contacted tech support and have the case number assigned to the problem.

**Plagiarism Definition and Course Procedure:** Students must acknowledge and document all sources (summarized, paraphrased, or quoted) used in **all** discussions and papers written for the class.

The acknowledgement and documentation must use the MLA Handbook (8<sup>th</sup> edition) guidelines. If you do not own a copy of the 8<sup>th</sup> MLA Handbook, you may get help at the Writing Center in David Talbot Hall or use the Purdue Online Writing Center resource at:

<https://owl.english.purdue.edu/owl/resource/747/01/>

There are some specific requirements covered in the "Diving Deep and Engaging with Source" (DDES) assignments which introduce the criteria and handouts which are required for the discussions and papers. Summaries must provide source attribution be provided in the first sentence rather than relying solely on parenthetical attribution. Works Cited pages are required for the short papers.

Failure to provide attribution in the text of the assignments and in a Works Cited page is plagiarism. Plagiarism is not excused by saying "I did not mean to do it!" Unintentional plagiarism is still plagiarism.

If information is summarized from a source without textual attribution, it is still plagiarism even if a Works Cited page is provided.

Having no Works Cited page at all is also a type of plagiarism since full information about sources is not provided.

*Plagiarism Grade Penalties:*

The first instance of plagiarism on a discussion or paper will result in a 0 for that assignment. However, the student may submit a revision for regrading by completing a Plagiarism Prevention Exercise (PPE). The PPE documentation must be turned in with the revision.

The second instance of intentional or unintentional plagiarism will result a 0 for the discussion or paper assignment that cannot be removed or made up.

The third instance of intentional or unintentional plagiarism will result in an F for the class and in Dr. Reid filing the form required by the university's Academic **Dishonesty Reporting Procedure** as described in Appendix A.

## CLASS CALENDAR

### Syllabus Change Policy

The syllabus is a guide. Circumstances and events, such as student progress, may make it necessary for the instructor to modify the syllabus during the semester. Any changes made to the syllabus will be announced in advance on the course website in advance of the week in which the change will occur and will be sent out by the class email.

Because of the flex term semester, our week "numbers" differ from the regularly scheduled classes. In addition, our first "week" of class starts on a Friday (February 1). I am keeping the week numbers from the full semester because many of us will be teaching a class or classes that started January 16!

**2/1/2018 (Friday of Week 3) through 5/11/2018 (Finals Week)**

**Week 3 Jan 29-Feb 1**

Introduction to class: Discussion 1

**Week 4 Feb 5-9**

Lavender Introduction: Mapping the Background

Discussion 2 (1 post; 1 response)

DDES Pre-Test

**Week 5 Feb 12-16**

Lavender Chapter 1: Raceing Science Fiction

Discussion 3 (1 post; 1 response)

**Week 6 Feb 19-23**

Lavender Chapter 2: Meta-slavery

Butler: *Kindred*

Discussion 4 (1 post; 1 response)

**Week 7 Feb 26-Mar 2**

Paper 1

Self Assessment 1

**Week 8 Mar 5-9**

Lavender Chapter 3: Jim Crow Extrapolations

Schuyler: *Black No More*

Discussion 5 (1 post; 1 response)

**Week 9 Mar 12-16** Spring Break

**Week 10 Mar 19-23**

Lavender Chapter 4: Ailments of Race

Discussion 6 (1 post; 1 response)

DDES Post-Test

**Week 11 Mar 26-30**

Lavender Chapter 5: Ethnoscapes

Delaney: *Stars in My Pocket Like Grains of Sand*

Discussion 7 (1 post; 1 response)

**Week 12 Apr 2-6**

Paper 2

**Week 13 Apr 9-13**

Lavender Chapter 6: Technologically Derived Ethnicities

Discussion 8 (1 post; 1 response)

**Week 14 Apr 16-27**

Lavender Epilogue: Science Fictionining Race

Heinlein: *The Moon is a Harsh Mistress*

Discussion 9 (1 post; 1 response)

**Week 15 Apr 30-May 4**

Jemisin: *The Fifth Season*

Discussion 10 (1 post; 1 response)

**Week 16 May 7-11**

Paper 3

Self Assessment 2

*ADA Statement: Students with Disabilities*

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities.

If you have a disability requiring an accommodation, please contact:

Office of Student Disability Resources and Services

Texas A&M University-Commerce

Gee Library- Room 132

Phone (903) 886-5150 or (903) 886-5835

Fax (903) 468-8148

Email: [Rebecca.Tuerk@tamuc.edu](mailto:Rebecca.Tuerk@tamuc.edu)

Website: [Office of Student Disability Resources and Services](http://Office of Student Disability Resources and Services)

Congratulations for reaching this point in the syllabus! You should now have a good sense of the due dates and basic assignments in the class. You might notice there are a \*lot\* more pages following this one.

Pages 9-15 contain all the official procedures and policies that the Texas state legislature and the university require faculty to have on our syllabi. These are important to know \*when\* they apply to you, but otherwise, I think most students never bother to read them. This text box contains a list of what is covered in the following pages so you can access the information if you need it.

You can now earn some extra credit points even if you have not found an error in the syllabus: post a report to the Extra Credit Error Reports dropbox to let me know you have read the first eleven pages of the syllabus and have looked at what is contained in the rest of the document and can find it if you need it. You can earn additional extra credit reports if you include a good question (meaning one that cannot be answered by copying text from the syllabus you have just read!) Robin

**Attachments:**

Appendix A: University Procedures

- Academic Dishonesty Policy
- Academic Dishonesty Reporting Procedure
- Campus Carry
- Collection of Data for Measuring Institutional Effectiveness
- Drop Policy
- Incomplete Grades
- Nondiscrimination Notice

Appendix B: Department of Literature and Languages (DLL)  
Procedures

- DLL Plagiarism Procedure
- Student Grievance Procedure

Appendix C: Technology Requirements

- Hardware and Software
- Access and Navigation
- Pearson LearningStudio Student Technical Support
- Policy for Reporting Problems with Pearson LearningStudio

## **APPENDIX A: UNIVERSITY PROCEDURES**

*Academic Dishonesty: The text below is copied from the university procedure: 13.99.99.R0.10*

### Graduate Academic Dishonesty Definitions

Academic dishonesty includes the commission of any of the following acts.

This listing is not, however, exclusive of any other acts that may reasonably be called academic dishonesty.

Clarification is provided for each definition by listing some prohibited behaviors

**ABUSE AND MISUSE OF ACCESS AND UNAUTHORIZED ACCESS:** Students may not abuse or misuse computer access or gain unauthorized access to information in any academic exercise.

**CHEATING:** Intentionally using or attempting to use unauthorized materials, information, notes, study aids or other devices or materials in any academic exercise. Unauthorized materials may include anything or anyone that gives student assistance, and has not been specifically approved in advance by the instructor.

**COMPLICITY:** Intentionally or knowingly helping, or attempting to help, another to commit an act of academic dishonesty.

**FABRICATION:** Making up data or results, and recording or reporting them; submitting fabricated documents.

**FALSIFICATION:** Manipulating research materials, equipment, or processes, or changing or omitting data or results such that the research is not accurately represented in the research record.

**FORGERY:** Making a fictitious document, or altering an existing document, with the intent to deceive or gain advantage.

**MULTIPLE SUBMISSIONS:** Submitting substantial portions of the same work (including oral reports) for credit more than once without authorization from the instructor of the class for which the student submits the work.

**PLAGIARISM:** The appropriation of another person's ideas, processes, results, or words without giving appropriate credit. [See the Department of Literature and Languages Plagiarism Statement for further details and information on the requirements for MLA attribution which apply in this course and the Course Policy on Plagiarism.]

**SPECIAL NOTE REGARDING GROUP PROJECTS:** If someone in a group commits academic misconduct, the entire group could be held responsible for it as well. It is important to document clearly who contributes what parts to the joint project, to know what group members are doing, and how they are acquiring the material they provide.

**UNIVERSITY RULES ON RESEARCH:** Students involved in conducting research and/or scholarly activities at Texas A&M University-Commerce must also adhere to standards set forth in 15.99.03.R1 Ethics in Research and Scholarship.

**VIOLATION OF DEPARTMENTAL OR COLLEGE RULES:** Students may not violate any departmental or college rule relating to academic matters.

*Academic Dishonesty Reporting Procedure 13.99.99.R0.10*

The faculty member will submit a copy of the Graduate Student Academic Dishonesty Form to the Office of Graduate Studies with copies sent to the student, student's major Department Head/Director, the Academic Dean/Director of School, and the Provost's office as soon as is practicable, preferably within ten (10) university business days of discovery of the alleged incident.

If the Office of Graduate Studies determines this alleged incident is a first offense, the faculty member will be notified. If student accepts responsibility for charge, and accepts/agrees with penalty (as determined by faculty member which may be a grade reduction for course, a zero for the assignment, requirement for extra requirements or training, or a combination of the above), then that concludes the disciplinary action.

The faculty member must send the records of the penalty by submitting the Faculty/Staff Adjudication of First Offense of Graduate Student Academic Dishonesty Form to the Provost Office, Academic Dean/Director of School, and Department Head/Director as soon as practicable, preferably within five (5) days of the agreement.

A student may appeal the charge or the penalty by writing to the Department Head/Director, and then to the Academic Dean/Director of School. The decision of the Academic Dean/Director of School regarding the student's appeal of a first offense is final. The Academic Dean/Director of School must include the decision on the Student's Appeal of First Offense of Graduate Academic Dishonesty Form, submit the form and a copy of the records of the appeal for the first offense to the Provost Office as soon as practicable, preferably within five (5) university business days of the appeal decision.

If the Office of Graduate Studies determines that the student has a previous finding of academic dishonesty on file, the disciplinary process will immediately be transferred to the jurisdiction of the Academic Dean/Director of School. (See section 2.8). A second offense may result in separation (suspension or expulsion) from the University. The Academic Dean/Director of School adjudicates all such cases via the hearing process in section 3 and may impose less severe sanctions if the circumstances warrant.

*Campus Carry*

Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in Texas A&M University-Commerce buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and A&M-Commerce Rule 34.06.02.R1, license holders may not carry a concealed handgun in restricted locations. For a list of locations, please refer to (<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/34SafetyOfEmployeesAndStudents/34.06.02.R1.pdf>) and/or consult your event organizer).

Pursuant to PC 46.035, the open carrying of handguns is prohibited on all A&M-Commerce campuses. Report violations to the University Police Department at 903-886-5868 or 9-1

**Collection of Data for Measuring Institutional Effectiveness**

In order to measure the level of compliance with the university's Institutional Effectiveness guidelines, throughout the semester, I will collect some of the ungraded texts you produce. The texts will be part of a portfolio created on your behalf and will be measured to ensure that our program "promotes practices that result in higher student academic achievement; an enhanced student experience; aligned and transparent decisions; and readily available information for improvement, accountability, and accreditation"

See "Department of Institutional Effectiveness:  
<http://www.tamuc.edu/aboutus/institutionalEffectiveness/default.aspx>.

This collection of data is solely an assessment of program effectiveness and in no way affects students' course grades or GPAs.

### *Drop Policy*

The university drop procedure allows for an online drop process.

**Students who are eligible may drop their classes through MyLeo with a "Q" drop grade without Instructor approval.**

The online drop process steps are:

- Go to MyLeo
- Go to Registration, Records & Grades
- Registration
- Register/Add or Drop Classes
- Select a Term
- Under "Action," click on Course Drop
- Click on "Submit Changes" at bottom form

**NOTE:** The process of dropping is manually done at the Registrar's office and is not automatically posted when you submit the form through MyLeo.

This procedure does not apply to students with advising holds (Athletes, International Students, Honor Students, University College students etc.). If you have an advising hold, you will have to complete a Drop/Add form and get approvals manually in order to turn the form in to the Registrar's Office for processing.

The Manual Drop/Add Form can be found online at: [TAMUC Drop Form](#)

<http://www.tamuc.edu/admissions/registrar/documents/2012AddDropForm.pdf>

If you only are enrolled in one class or need to drop all your classes, you will not be able to drop through the online procedure and must use the [Withdrawal Form](#). These forms must be turned in to the Registrar's Office for processing.

### **Incomplete Grades**

The Incomplete grade is reserved for those students who have been active in class and have maintained a passing grade until nearly the end of the course. If circumstances in the last few weeks of the semester make it impossible for a student to hand in the last assignments(s), then the Incomplete can be granted. The student must request the incomplete grade and supply documentation concerning the circumstances that have made it impossible for course work to be completed. The instructor will complete the form and submit for required signatures (department head and Dean of CHSSA).

Students who have failed to turn in assignments in earlier weeks are \*not\* eligible for an Incomplete and will not be granted one. Anyone who is unable to complete the majority of work in the semester they are enrolled will not be able to do it alone in the following term.

If the missing work is not handed in by the end of the following year, the grade automatically goes to an F in accordance with university policy. There is no appeal for that grade change.

As this class is an online class you should be aware of the following university policy: You will be required to complete the course outside of the Pearson Learning Studio (eCollege) platform. The class platform is available for student access for only two weeks after the close of each semester.

## **APPENDIX B: DEPARTMENT OF LITERATURE AND LANGUAGES POLICIES**

### *Department of Literature and Languages Procedures*

DLL Plagiarism Procedure: Instructors in the Department of Literature and Languages do not tolerate plagiarism. Instructors uphold and support the highest academic standards, and learners are expected to do likewise. Penalties for learners guilty of plagiarism can include disciplinary probation, suspension, and expulsion. (Texas A&M University-Commerce Code of Student Conduct 5.b [1, 2, 3])

The Department of Literature and Languages defines plagiarism as occurring when a writer deliberately uses someone else's language, ideas, or other original (not common-knowledge) material without acknowledging its source both in the text of the essay or paper and in a Works Cited page.

Student Grievance Procedure: DLL Students who have concerns regarding their courses should first address those concerns with the assigned instructor in order to reach a resolution.

Students who are unsatisfied with the outcome of that conversation or have not been able to meet individually with their instructor, whether in-person, by email, by telephone, or by another communication medium, should then schedule an appointment with the Department Head or Assistant Department Head by completing a Student Grievance Form (available in the main office, HL 141).

In the event that the instructor is the Department Head, the student should schedule a meeting with the Dean of the College of Arts, Sciences, and Humanities after following the steps outlined above; if the instructor is the Assistant Department Head, students should schedule a meeting with the Department Head. Where applicable, students should also consult University Procedure 13.99.99.R0.05 ("Student Appeal of Instructor Evaluation").

### Departmental Chain of Command:

#### Graduate ENG courses:

1. Professor
2. Director of Graduate Program:
  - a. MA/MS-English: Dr. Hunter Hayes
  - b. MA/MS-Applied Linguistics with TESOL emphasis: Dr. Lucy Pickering
  - c. PhD-English: Dr. Karen Roggenkamp
3. Dr. Hunter Hayes, Department Head

## APPENDIX C: TECHNOLOGY REQUIREMENTS

### *Hardware and Software*

- To fully participate in online courses you will need to use a current Flash enabled browser. For PC users, the suggested browser is Google Chrome or Mozilla Firefox. For Mac users, the most current update of Firefox is suggested.
- You will need regular access to a computer with a broadband Internet connection. The minimum computer requirements are:
  - 512 MB of RAM, 1 GB or more preferred
  - Broadband connection required courses are heavily video intensive
  - Video display capable of high-color 16-bit display 1024 x 768 or higher resolution
- You must have a:
  - Sound card, which is usually integrated into your desktop or laptop computer
  - Speakers or headphones.
  - \*For courses utilizing video-conferencing tools and/or an online proctoring solution, a webcam and microphone are required.

- Both versions of Java (32 bit and 64 bit) must be installed and up to date on your machine. At a minimum Java 7, update 51, is required to support the learning management system. The most current version of Java can be downloaded at: JAVA web site

<http://www.java.com/en/download/manual.jsp>

- Current anti-virus software must be installed and kept up to date.
- Run a browser check through the Pearson LearningStudio Technical Requirements website. Browser Check

[http://help.ecollege.com/LS\\_Tech\\_Req\\_WebHelp/en-us/#LS\\_Technical\\_Requirements.htm#Browsset](http://help.ecollege.com/LS_Tech_Req_WebHelp/en-us/#LS_Technical_Requirements.htm#Browsset)

Running the browser check will ensure your internet browser is supported.

Pop-ups are allowed. JavaScript is enabled. Cookies are enabled.

- You will need some additional free software (plug-ins) for enhanced web browsing. Ensure that you download the free versions of the following software:

- Adobe Reader <https://get.adobe.com/reader/>
- Adobe Flash Player (*version 17 or later*)  
<https://get.adobe.com/flashplayer/>
- Adobe Shockwave Player <https://get.adobe.com/shockwave/>
- Apple Quick Time <http://www.apple.com/quicktime/download/>

- At a minimum, you must have Microsoft Office 2013, 2010, 2007 or Open Office. Microsoft Office is the standard office productivity software utilized by faculty, students, and staff. Microsoft Word is the standard word processing software, Microsoft Excel is the standard spreadsheet software, and Microsoft PowerPoint is the standard presentation software. Copying and pasting, along with attaching/uploading documents for assignment submission, will also be required. If you do not have Microsoft Office, you can check with the bookstore to see if they have any student copies.

- For additional information about system requirements, please see: System Requirements for LearningStudio <https://secure.ecollege.com/tamuc/index.learn?action=technical>

### *Access And Navigation*

#### **Pearson LearningStudio (eCollege) Access and Log in Information**

This course will be facilitated using Pearson LearningStudio, the learning management system used by Texas A&M University-Commerce. To get started with the course, go to MyLeo.  
<http://www.tamuc.edu/myleo.aspx>

**You will need your CWID and password to log in to the course. If you do not know your CWID or have forgotten your password, contact Technology Services at 903.468.6000 or helpdesk@tamuc.edu.**

It is strongly recommended you perform a "Browser Test" prior to the start of your course. To launch a browser test, login to Pearson LearningStudio, click on the "My Courses" tab, and then select the "Browser Test" link under Support Services.

#### *Pearson LearningStudio Student Technical Support*

Texas A&M University-Commerce provides students technical support in the use of Pearson LearningStudio.

Technical assistance is available 24 hours a day/ 7 days a week.

If you experience LearningStudio (eCollege) technical problems, contact the LearningStudio helpdesk at 1-866-656-5511 (toll free) or visit Pearson 24/7 Customer Support Site  
<http://247support.custhelp.com/>

The student help desk may be reached by the following means 24 hours a day, seven days a week.

- Chat Support:** Click on '*Live Support*' on the tool bar within your course to chat with a Pearson LearningStudio Representative.
- Phone:** 1-866-656-5511 (Toll Free) to speak with Pearson LearningStudio Technical Support Representative.

**Accessing Help from within Your Course:** Click on the '*Tech Support*' icon on the upper left side of the screen inside the course. You then will be able to get assistance via online chat, email or by phone.

**Note:** Personal computer problems do not excuse the requirement to complete all course work in a timely and satisfactory manner. Each student needs to have a backup method to deal with these inevitable problems. These methods might include the availability of a backup PC at home or work, the temporary use of a computer at a friend's home, the local library, office service companies, an Internet cafe, or a bookstore, such as Barnes & Noble, etc.

#### *Policy for Reporting Problems with Pearson LearningStudio*

Should students encounter Pearson LearningStudio based problems while submitting assignments/discussions/comments/exams, the following procedure **MUST** be followed:

1. Students must report the problem to the help desk. You may reach the helpdesk at 1-866-656-5511.
2. Students **MUST** file their problem with the helpdesk and obtain a helpdesk ticket number
3. Once a helpdesk ticket number is in your possession, students should email me to advise me of the problem and to provide me with the helpdesk ticket number
4. At that time, I will call the helpdesk to confirm your problem and follow up with you

**PLEASE NOTE:** Your personal computer/access problems are not a legitimate excuse for filing a ticket with the Pearson LearningStudio Help Desk. You are strongly encouraged to check for compatibility of your browser **BEFORE** the course begins and to take the Pearson LearningStudio tutorial offered for students who may require some extra assistance in navigating the Pearson LearningStudio platform. **ONLY** Pearson LearningStudio based problems are legitimate.

*MyLeo Support*

Your MyLeo email address is required to send and receive all student correspondence. Please email [helpdesk@tamuc.edu](mailto:helpdesk@tamuc.edu) or call us at 903-468-6000 with any questions about setting up your MyLeo email account. You may also access information at MyLeo. <https://leo.tamuc.edu>

*Learner Support*

Go to the following link for the One Stop Shop:

<http://www.tamuc.edu/admissions/onestopshop/>

Go to the following link for the Academic Success Center:

<http://www.tamuc.edu/campusLife/campusServices/academicSuccessCenter/>

*Free Mobile Apps*

The Courses apps for phones have been adapted to support the tasks students can easily complete on a smaller device. Due to the smaller screen size course content is not presented.

The Courses app is free of charge. The mobile Courses Apps are designed and adapted for different devices. **App Title:**  
**Operating System:**

**iPhone** – Pearson LearningStudio Courses for iPhone  
**Android** – LearningStudio Courses - Phone  
**iPhone** - OS 6 and above  
**Android** – Jelly Bean, Kitkat, and Lollipop OS

**iPhone App URL:**

<https://itunes.apple.com/us/app/pearson-learningstudio-courses/id977280011?mt=8>  
<https://play.google.com/store/apps/details?id=com.pearson.lsphone>