



Department of Literature and Languages

SPA334.01E (20115)- Spanish for Heritage Speakers II COURSE SYLLABUS: Spring 2019

Instructor: Inma C. Lyons, Ph.D.

Class schedule: Tuesdays 4:30-7:10 - Room: DTH 305

Office Location: David Talbot Hall 311

Office Hours: Tuesdays and Thursdays 2:00-4:00 p.m. in Commerce; Saturdays 12:30-1:30 in Dallas

Office Phone: 903-468-8774

University Email Address: Inma.Lyons@tamuc.edu (This is the preferred method of communication: I will respond to emails within 24 hours during the work week and by the next business day on weekends and holidays.)

COURSE INFORMATION

Materials – Textbooks, Readings, Supplementary Readings

- Roca, Ana. 2013. *Nuevos Mundos* 3rd. ed. Wiley&Sons (ISBN:978-0-47058898-7).
- Roca, Ana. *Nuevos Mundos, Workbook*.

Course Description

Heritage language learners are those individuals who are proficient in English and who grew up speaking another language at home; they can communicate, to some extent, in more than one language. The main purpose of the Spanish for Heritage Speakers courses at TAMUC is to build upon the language knowledge that students bring to the classroom and advance their Spanish proficiency in multiple contexts. In this course, special attention is given to building advanced vocabulary, acquiring and effectively using learning strategies, and strengthening composition and presentational skills in Spanish. Cultural projects and readings reinforce learners understanding of the multiple issues related to the Hispanic cultures in the USA and abroad. Taught exclusively in Spanish, this course is designed for heritage or native speakers only. For students majoring or minoring in Spanish or bilingual education, this course replaces the SPA 332 requirement.

Student Learning Outcomes

Students will be responsible for designing, completing and presenting two multimodal projects on topics related to Hispanics in the US, immigration, identity, multiculturalism and trans-national experiences. Completion of these projects will give students a wider perspective on the Hispanic cultures and their contact with other communities and will increase their understanding of global communities in an interconnected and diverse world. Moreover, these projects will allow students to put into practice the skills, contents, and strategies acquired and practiced during the semester. The following outcomes will be assessed by the evaluation of the two main projects.

- 1) Demonstrate advanced writing skills in Spanish in multimodal communication by organizing, writing, reviewing and editing explanatory and argumentative essays.
- 2) Demonstrate the ability to identify and critically analyze educational, social, and ethical issues in the Hispanic communities in the US and abroad.
- 3) Demonstrate advanced oral skills in Spanish in multimodal communication by organizing and publicly presenting a conference poster.
- 4) Demonstrate a wider understanding of cultural awareness from diverse perspectives by analyzing products and practices from the Hispanic communities in the US.
- 5) QEP learning outcome: Demonstrate advanced cultural awareness by analyzing and comparing products, practices, and perspectives of the Hispanic cultures around the world. By completing these objectives students will be able to demonstrate knowledge of the interconnectedness of global dynamics (issues, processes, trends, and systems).

These learning outcomes will be measured during the semester through each individual project and “fichas de lectura.”

Collection of Data for Measuring Institutional Effectiveness:

In order to measure the level of compliance with the university’s Institutional Effectiveness guidelines, I will collect some of the ungraded materials you will produce for the class. These materials 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 is solely an assessment of program effectiveness and in no way affects students’ course grades or GPAs.

COURSE REQUIREMENTS

1. Attendance & Participation

Participation and attendance are fundamental to succeed in this course. **Attendance is mandatory.** After six absences, you may be dropped from the course, depending on circumstances. Absences due to illness or unexpected situations count as absences. The only justified absences are those resulting from mandatory participation in university events, hospitalization, or duly documented family emergencies of

which the instructor has been notified. After two unexcused absences, your final grade will be reduced by 2 points per absence. Late work is not accepted. Exams and quizzes cannot be made up.

You should arrive on time. Two late arrivals or early departures by more than 15 minutes equal one absence. If a student arrives late, she/he needs to talk to the professor at the end of class to make sure that a tardy mark was registered in the class book instead of an absence. If a student misses 3 consecutive sessions and does not contact the instructor, she/he may be dropped from class. You should not make travel/family /employment plans that interfere with classes or exams since make up exams cannot be made in order to accommodate such plans.

Student athletes, band members and members of other university sanctions should bring a letter from their supervisor or specific department during the first week of class indicating the dates they will miss class.

Students who require special accommodations for religious holidays should make arrangements with their instructor during the first week of class.

2. CULTURAL PROJECTS (60 % of the final grade)

You will complete two individual projects integrating all course material.

Project I (25%) The first project is a digital story in which you will explain a particular topic relevant to the Hispanic communities in the US (content may include any of the topics explored in class and through the readings. You will select a theme, research resources, organize and edit the information and finally record the final version. Please refer to “Project 1 - Instructions and Rubric” for more detailed information.

Project II (35%) The second project is a report on a current social issue (educational, political, health- or gender-related) affecting the Hispanic community in the US and abroad. You will present a short overview of the problem and the consequences, comparing the situation in the US and abroad. The research will be presented as comparative essay and as a conference poster; the poster will then be presented at the ‘Global Issues 2016’ event during the last week of classes. Please refer to the “Project 2 - Instructions and Rubric” for more detailed information.

3. FICHAS DE LECTURA (15% of the final grade).

You will complete ‘fichas de lectura’ for the different readings presented this semester; the ‘fichas’ will allow you to focus on linguistic concepts learned in class, acquire new vocabulary, and give your opinion about the content. You will complete one ‘ficha de lectura’ every other week (8 fichas in total) and turn it in on the due date class (see Schedule for details). The ‘fichas’ will be evaluated according to whether you have completed all the fichas required; completeness (every section must be completed in order to receive full credit); language accuracy; and content. Only two fichas selected at random will count towards the final grade. No late assignments will be accepted (they will receive a 0 (zero) score).

4. FICHAS DE ESTRATEGIAS (15% of the final grade).

During this course we will learn different strategies that will help you to become an autonomous and independent learner. You will complete six ‘ficha de estrategia’ every other week (6 fichas in total) focusing on a particular strategy and a task of your choice (the task can be based on personal readings, movies, videoclips, songs or other materials in Spanish). The strategy and related task will vary each

week (no 'fichas de estrategias' focusing on the same strategy or task will be accepted). Each 'ficha' will be completed and turned in on the due date class (see Schedule for details). The 'ficha' will be evaluated according to whether all fichas required have been completed; completeness (every section must be completed in order to receive full credit); language accuracy; and content. Only two fichas selected at random will count towards the final grade. No late assignments will be accepted (they will receive a 0 (zero) score).

6. PARTICIPATION (10%)

A grade for participation in class will be assigned at the end of the semester. Please note that participating involves the following:

- Being present in all scheduled classes and arriving on time.
- Participating in class discussions by expressing your ideas and opinions on a regular basis.
- Demonstrating that all the required readings have been completed.
- Always turning in all the work on time, in the correct dropbox and completed (see below).

7. COURSE ASSIGNMENTS AND ACTIVITIES.

You should complete all classroom assignments ('ejercicios') by the due date. Classroom assignments include any exercise of the *Workbook* assigned in class as well as peer review editions, and grammar / vocabulary practices and extra readings.

8. EXTRA-CREDIT.

TBA

GRADING

Proyecto 1 (25%)

Justificación y tema	(3%)
Recursos y materiales – version inicial	(8%)
Digital Story -	(14%)

Proyecto 2 (35%)

Borrador (temas, preguntas, justificación)	5%
Reporte escrito	15%
Presentación oral de poster	15%

Fichas de lectura (2 x 7.5%)	15%
Fichas de estrategias (2 x 7.5%)	15%
Asistencia y participación	10%
Total	100%

Grade Scale: A=100-90 B=89-80 C=79-70 D=69-60 F= 59>

COURSE AND UNIVERSITY PROCEDURES/POLICIES

Course Specific Procedures

1. Attendance & Participation

- Participation and attendance are fundamental to succeed in this course. Attendance is mandatory. After six absences, you may be dropped from the course, depending on circumstances. Absences due to illness or unexpected situations count as absences. The only justified absences are those resulting from: mandatory participation in university events; hospitalization; family emergencies of which the instructor has been notified. Please note that there is no participation grade given in this course; however, after three unexcused absences, your final grade will be reduced by 2 points per absence.
- You should arrive on time. Two late arrivals or early departures by more than 10 minutes equal one absence. If a student arrives late, she/he needs to talk to the professor at the end of class to make sure that a tardy mark was registered in the class book instead of an absence. If a student misses 3 consecutive sessions and does not contact the instructor, she/he may be dropped from class. You should not make travel/family /employment plans that interfere with classes or exams since make up exams cannot be made in order to accommodate such plans.
- **No late work will be accepted in this course**, without exceptions. Work should be submitted on the due date provided in the class schedule. Failure to submit an assignment on time will result in a zero (F) grade. In the case of an emergency or other reasonable situation which may affect your submissions or participation in assessments (quizzes, interviews, etc.), please contact me immediately.
- Student athletes, band members and members of other university sanctions should bring a letter from their supervisor or specific department during the first week of class indicating the dates they will miss class.
- Students who require special accommodations for religious holidays should make arrangements with their instructor during the first week of class.

2. 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.

3. Withdraws & Incomplete grade.

A student may drop a course by logging into his/her myLeo account and clicking on the hyperlink labeled "Drop a class" from among the choices found under the myLeo section of the web page.

I reserve the right to drop a student from the course administratively for excessive absences or violations of the Code of Student Conduct. Incomplete grades (grade of "X") are granted only under rare and extraordinary circumstances which are fully documented; students requesting an incomplete grade should contact the instructor as soon as possible, provide all pertinent documentation, and sign the 'X' grade contract which details the coursework they need to complete to pass the class.

4. Grievance procedures.

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 Director of the Spanish Program, Dr. Flavia Belpoliti (flavia.belpoliti@tamuc.edu). If there are still unresolved issues, students need to schedule an appointment with the Department Head, Dr. Hunter Hayes, by completing a Student Grievance Form (available in the Department 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").

5. Extra-credit

The Spanish Program at TAMUC hosts a variety of events each spring, and invites you to actively participate. Up-to 3 extra-points will be granted after attending the event/s and completing the assigned activities.

University Specific Procedures

Student Conduct

All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. The Code of Student Conduct is described in detail in the [Student Guidebook](#).

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

Students should also consult the Rules of Netiquette for more information regarding how to interact with students in an online forum: [Netiquette http://www.albion.com/netiquette/corerules.html](http://www.albion.com/netiquette/corerules.html)

TAMUC Attendance

For more information about the attendance policy please visit the [Attendance](#) webpage and [Procedure 13.99.99.R0.01](#).

<http://www.tamuc.edu/admissions/registrar/generalInformation/attendance.aspx>

Academic Integrity

Students at Texas A&M University-Commerce are expected to maintain high standards of integrity and honesty in all of their scholastic work. For more details and the definition of academic dishonesty see the following procedures:

[Undergraduate Academic Dishonesty 13.99.99.R0.03](#)

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/undergraduates/13.99.99.R0.03UndergraduateAcademicDishonesty.pdf>

[Graduate Student Academic Dishonesty 13.99.99.R0.10](#)

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/graduate/13.99.99.R0.10GraduateStudentAcademicDishonesty.pdf>

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 162

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

Fax (903) 468-8148

Email: Rebecca.Tuerk@tamuc.edu

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

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

Nondiscrimination Notice

Texas A&M University-Commerce will comply in the classroom, and in online courses, with all federal and state laws prohibiting discrimination and related retaliation on the basis of race, color, religion, sex, national origin, disability, age, genetic information or veteran status. Further, an environment free from discrimination on the basis of sexual orientation, gender identity, or gender expression will be maintained.

Campus Concealed Carry Statement

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 the [Carrying Concealed Handguns On Campus](#) document and/or consult your event organizer.

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/34SafetyOfEmployeesAndStudents/34.06.02.R1.pdf>

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 9-1-1.

TENTATIVE COURSE CALENDAR

This course schedule is subject to revisions and changes as the instructor deems necessary. Any changes to the course schedule will be announced in advance.

*NM = *Nuevos Mundos*

Date	Activity	HW
Jan. 15	Presentación del curso Proyecto 1 Instrucciones <u>Lectura inicial:</u> Análisis de ejemplo para ficha de lectura (repasso) <u>Estrategia de comprensión:</u> Análisis de ejemplo para ficha de estrategias (repasso)	Completar la 'Encuesta del estudiante'
Jan. 22	Introducción Cap. 5 Video: "Flamenco is a Music that has no End" <u>Taller de edición:</u> repaso acentos	Ejercicios de edición Ficha de lectura 1, NM pgs. 193-197 (27 enero)
Jan. 29	Debate Ficha de lectura 1 <u>Taller de lengua:</u> dialectos y léxico <u>Taller de edición:</u> repaso acentos Estrategias de comprensión: Tópico-soporte	Ficha de estrategia 1 (tópico-soporte) Ejercicios de lengua y de edición Entrega del proyecto 1 – paso 1 en MyLeo Online DropBox "Proyecto 1 paso 1", fecha límite 3 de febrero antes de las 11:30 p.m.
Feb. 5	<u>Taller de lengua:</u> secuencia temporal del pasado <u>Taller de edición:</u> los acentos y los tiempos del pasado	Ficha de lectura 2, NM pgs. 232-238. (17 febrero) Ejercicios de lengua
Feb. 12	<u>Estrategias de producción:</u> manejo de fuentes <u>Taller de lengua:</u> la citación, puntuación para citar	Ficha de estrategia 2 (manejo de fuentes) Ejercicios de lengua y edición Entrega del proyecto 1 – paso 2 en MyLeo Online, DropBox, fecha límite 17 de febrero antes de las 11:30 p.m.
Feb. 19	Introducción Cap. 6 Debate Ficha de lectura 2 pgs. 232-238 Videos: Conadep /Nunca más https://www.youtube.com/watch?v=T1p8Ks4PQ9s	Ejercicios de lengua

	<p><u>Estrategia de producción</u>: el género expositivo</p> <p><u>Taller de lengua</u>: frases idiomáticas.</p>	
Feb. 26	<p>Debate Ficha de lectura 3</p> <p><u>Taller de lengua</u>: los usos del subjuntivo</p> <p><u>Taller de edición</u>: conjugaciones irregulares en indicativo y subjuntivo</p>	<p>Ficha de lectura 3 pág. 239-247 (3 marzo) También leed: pgs. 258-261</p> <p>Ejercicios de edición y de lengua</p> <p>Entrega Proyecto 1 Paso 3 final - 3 de marzo antes de las 11:30 p.m.</p>
March 5	<p>Video: “Los invisibles”</p> <p>Debate: Ficha de lectura 3</p> <p>Presentación Proyecto 1 en clase</p>	
March 12	<p>Proyecto II – Instrucciones</p> <p>Introducción Cap. 7</p> <p>Video: Las mujeres en la universidad http://www.rtve.es/alacarta/videos/revista-imagenes/mujer-universidad/2867156/</p> <p><u>Estrategia de producción</u>: la cohesión textual</p> <p><u>Taller de lengua</u>: conectores explicativos y argumentativos. <u>Taller de lengua</u>: ordenadores discursivos</p>	<p>Ficha de lectura 4, NM 281-287</p> <p>Ejercicios de lengua</p>
March 18-23	Spring Break	
March 26	<p>Debate Ficha de lectura 4</p> <p><u>Estrategia de producción</u>: la cohesión textual</p> <p><u>Taller de lengua</u>: conectores explicativos y argumentativos. <u>Taller de lengua</u>: ordenadores discursivos</p>	<p>Ficha de estrategia 3 (cohesión)</p> <p>Ejercicios de lengua Ejercicios de lengua</p> <p>Entrega Proyecto 2 Paso 1 (en MyLeo Online DropBox “Proyecto 2 – Paso 1”, fecha límite 31 de marzo antes de las 11:30 p.m.)</p>
April 2	<p><u>Estrategia de producción</u>: la revisión crítica</p>	<p>Ejercicios de edición y de lengua</p> <p>Ficha de estrategia 4 – revisión crítica</p>

	Taller de lengua: las estructuras condicionales	
Ap. 9	<u>Estrategia de interpretación: el punto de vista</u> Taller de edición: mayúsculas y abreviaturas Taller de lengua: las formas pasivas	Ficha de lectura 5 NM 288-293 (14 abril) Ejercicios de edición y de lengua Entrega Proyecto 2 – paso 2 ‘Ensayo comparativo’ (en MyLeo Online DropBox “Proyecto 2”, fecha límite 14 de abril antes de las 11:30 p.m.)
Ap. 16	Debate Ficha de lectura 5 <u>Estrategia de producción: la revisión crítica</u> Taller de lengua: las formas pasivas y ‘se’	Ejercicios de lengua Entrega diseño final del Poster (en MyLeo Online DropBox “Proyecto 2 - Poster”, fecha límite 21 de abril).
Ap. 23	Introducción Cap. 8 Videos: Arte digital https://vimeo.com/81860788 <u>Estrategia de producción: Estrategias expositivas para la presentación oral</u>	Ficha de lectura 6 NM 335-338 (28 abril)
Ap. 30	“Global Issues 2019” (Posters) de mayo, 10am-1pm RSC- Inventions A&B	
May 7	Finals week	

TECHNOLOGY REQUIREMENTS

Browser support

D2L is committed to performing key application testing when new browser versions are released. New and updated functionality is also tested against the latest version of supported browsers. However, due to the frequency of some browser releases, D2L cannot guarantee that each browser version will perform as expected. If you encounter any issues with any of the browser versions listed in the tables below, contact D2L Support, who will determine the best course of action for resolution. Reported issues are prioritized by supported browsers and then maintenance browsers.

Supported browsers are the latest or most recent browser versions that are tested against new versions of D2L products. Customers can report problems and receive support for issues. For an optimal experience, D2L recommends using supported browsers with D2L products.

Maintenance browsers are older browser versions that are not tested extensively against new versions of D2L products. Customers can still report problems and receive support for critical issues; however, D2L does not guarantee all issues will be addressed. A maintenance browser becomes officially unsupported after one year.

Note the following:

- Ensure that your browser has JavaScript and Cookies enabled.
- For desktop systems, you must have Adobe Flash Player 10.1 or greater.
- The Brightspace Support features are now optimized for production environments when using the Google Chrome browser, Apple Safari browser, Microsoft Edge browser, Microsoft Internet Explorer browser, and Mozilla Firefox browsers.

Desktop Support

Browser	Supported Browser Version(s)	Maintenance Browser Version(s)
Microsoft® Edge	Latest	N/A
Microsoft® Internet Explorer®	N/A	11
Mozilla® Firefox®	Latest, ESR	N/A
Google® Chrome™	Latest	N/A
Apple® Safari®	Latest	N/A

Tablet and Mobile Support

Device	Operating System	Browser	Supported Browser Version(s)
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Device	Operating System	Browser	Supported Browser Version(s)
Android™	Android 4.4+	Chrome	Latest
Apple	iOS®	Safari, Chrome	The current major version of iOS (the latest minor or point release of that major version) and the previous major version of iOS (the latest minor or point release of that major version). For example, as of June 7, 2017, D2L supports iOS 10.3.2 and iOS 9.3.5, but not iOS 10.2.1, 9.0.2, or any other version. Chrome: Latest version for the iOS browser.
Windows	Windows 10	Edge, Chrome, Firefox	Latest of all browsers, and Firefox ESR.

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

- Current anti-virus software must be installed and kept up to date.

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

ACCESS AND NAVIGATION

You will need your campus-wide ID (CWID) and password to log into the course. If you do not know your CWID or have forgotten your password, contact the Center for IT Excellence (CITE) at 903.468.6000 or helpdesk@tamuc.edu.

Note: Personal computer and internet connection 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, Starbucks, a TAMUC campus open computer lab, etc.

COMMUNICATION AND SUPPORT

Brightspace Support

Need Help?

Student Support

If you have any questions or are having difficulties with the course material, please contact your Instructor.

Technical Support

If you are having technical difficulty with any part of Brightspace, please contact Brightspace Technical Support at 1-877-325-7778 or click on the **Live Chat** or click on the words "[click here](#)" to submit an issue via email.



System Maintenance

Please note that on the 4th Sunday of each month there will be System Maintenance which means the system will not be available 12 pm-6 am CST.

Interaction with Instructor Statement

Please note: except on weekends, I will respond to your communications within 24 hours.