The University of Texas at El Paso
College of Science
Department of Mathematical Sciences

Note: some pedagogical and technological features of the course are new for fall 2022 and may require slight updates to the syllabus as they are implemented

COURSE BASICS
Course Number: MATH 1320-133; CRN 17211 [put this number in any email you send me]
Course Title: Mathematics for Social Sciences I
Credit Hours: 3
Term: Fall 2022
Meeting and Location: virtual (this class is online and asynchronous)
Prerequisite Courses: Math 0311 or placement by testing services

INSTRUCTOR INFORMATION
Instructor: Dr. L. Lesser (yes, it rhymes with Professor)
Office Location: I have an office in Bell Hall 213, but for maximum flexibility of access for students in an online course, office hours will be held on Zoom

Contact
Instructor e-mail: I prefer that you send me a Message within our Blackboard course shell (so I can keep things related to our course gathered in one place) but if Blackboard is down or if it is extremely time-sensitive, you may also email me at lesser@utep.edu if you: (1) make sure the subject line is meaningful (not just one word like “question” or “quiz”, but something specific like “MATH 1320 Chapter 8 Quiz extension request” so I have a chance of finding that email later if necessary, (2) have the body of the email include your full name and our specific 5-digit CRN (or 3-digit section number) because I teach a lot of students across multiple sections of this course, and (3) send it from your miners.utep.edu email address because it provides more security, minimizes the chance the UTEP server rejects it, and because I’m banned from discussing confidential information such as grades if you don’t.
Course coordinator: Samantha Patterson (sjohnson5@utep.edu)
Math Department: mathdept@utep.edu

Optional office hours are offered (using Zoom links posted in Blackboard) by your instructor TTh 9:05-9:55am Mountain Time and by appointment, and by your Teaching Assistant Dawa Gyalpo (dwgyalpo@miners.utep.edu) 12-3pm Mondays. Changes will be announced or posted in Blackboard.
To help optimize how “office hour”-type resources available to you are used, here is some guidance:

If your question involves general technology (e.g., an issue with a browser, connectivity, or Blackboard), contact the UTEP HelpDesk.

If your question involves accessing or navigating WebAssign, contact Cengage. Cengage offers Digital Course Support and Training resources, technical support (you create a support case), 24/7 Phone Support (1-800-354-9706). Cengage offers office hours specifically for UTEP students during the opening weeks of the course.

If your question involves prerequisite content, work through the corresponding PTL (Preparing to Learn) homework and associated resources, and contact the UTEP math tutoring center (MaRCS).

If your question is about a specific WebAssign exercise (and you’ve viewed the associated video and PowerPoint and textbook material), contact the UTEP math tutoring center (MaRCS) or click ‘Ask Your Teacher’ on the blue bar for the exercise you are struggling on, and our Teaching Assistant or I can see not only your question but also the work you did so far and respond to you within the WebAssign environment, which will be a much more efficient way to help you than all of us creating from scratch lots of separate messages outside WebAssign. Please note that MaRCS, your TA, and your instructor are not allowed to just give you answers or full solutions to your assigned graded homework questions, so be prepared to articulate your process and what piece of it is an obstacle for you, so that you can be helped with the concept and the process, not just the answer.

If you have sustained or general content questions: contact our course Teaching Assistant, me, or the UTEP math tutoring center (MaRCS).

If your question involves course policy, grades, or big picture stuff about your major/career/life, contact me. Office hour conversations are available using Zoom (the specific link is posted in our Blackboard course shell) for several advantages: privacy (e.g., grades discussed in person could be overheard from a hallway), capacity (when more people have the same question than could reasonably fit in my office), flexibility (e.g., to accommodate everyone’s busy work schedules by meeting outside normal business hours if needed), and convenience (since it’s easy to pull up and display material with a better view than would be possible in person if either of us felt the need for social distancing). If you know you’ll be dropping in during scheduled office hours, try to give me a heads up by emailing (Lesser@utep.edu) about 15-60 minutes in advance so I can make sure my Zoom window is not covered up by, say, a window for responding to a student’s email. To make a Zoom appointment for a different day/time, send me several possible times that would work for you so I can reply with which of those options works in my schedule for that week. Other options for live conversations by appointment could include an outdoor conversation on campus or a phone call where I would call you at a domestic phone number at a pre-arranged time from my personal number (that will be blocked from showing up on your Caller ID, so you would have to be prepared to accept that call on your phone) or my UTEP office phone.

Office hours are held only during the normal university schedule. Please allow one business day for the return of e-mails. During off-scheduling (Finals week) or condensed scheduling (late start, closed university), hours will be adjusted appropriately. Emails received during evenings, weekends or holidays will be attended to on the next regular business day (unless it is a religious holiday) and other times at the instructor’s discretion.
REQUIRED TECHNOLOGY AND MATERIALS

Textbook

**Required**
You must have the WebAssign access code. This gives you full access to both the assignments and the e-book. This can be obtained either from either the UTEP Bookstore or from Cengage.

**Optional**
A hard copy of the textbook is available, but not required for the class. The e-book is adequate and comes with the required access code.

Calculator
You are required to have access to a calculator with a key or command for doing permutations and combinations such as the scientific calculator TI-30XIIS and even more preferable is a graphing calculator such as a TI-83 or TI-84. You do not have to buy one if you do not already own one, because you can simply use a free online graphing utility and calculator such as Desmos Graphing Calculator. Tech Guides are provided in our Blackboard course shell to support your use of technology in this course.

Online Components
You are required to have a WebAssign homework account.

You will also have access to other resources in Blackboard, see the Activities and Assignment subsection below.

Ensure your UTEP e-mail account is working and that you have consistent access to the internet and a stable web browser. Mozilla Firefox, Google Chrome, and Safari are the most supported browsers for both Blackboard and WebAssign. The UTEP HelpDesk continues to offer you technical support and you can test your Internet connection from your location and make sure your upload and download speeds are at least 1-2 Mbps.

You will need to have regular access to a computer or laptop. Your cell phone is not sufficient for doing coursework, since the homework program is not optimized for mobile viewing.

- Microsoft Office (available for free through UTEP: UTEP Microsoft Office 365),
- Adobe,
- Windows Media Player or QuickTime Player, and
- Java.

Blackboard
We will be using the Ultra version of the Blackboard learning management system. Inside our Blackboard course shell, you will be able to find announcements and many course materials and resources. (Other resources and assessments and your grades will be housed in WebAssign.) For convenience, this course is designed using a modular format—that is, for each chapter of the book, all the materials, lecture handouts, resources, are bundled together.
WebAssign

WebAssign is an online Course Management System of Cengage, the publisher of our text. You must have reliable internet to take this course. Use the instructions below to access and register for WebAssign using your official UTEP email account. **You will have a 14-day free trial (from the start of classes) so that you may access your coursework immediately,** but be sure to pay for the access code before that grace period ends (on Sept. 4).

Instructions to access and register for WebAssign:
To enter your course on WebAssign, go to [www.webassign.net](http://www.webassign.net) and follow these steps:

1) Click on "Enter Class Key"
2) Enter the class key given by your instructor (via email and posted in our Blackboard shell) for this section. Be sure to include all 12 characters. It is in the form of: `utep #### ####`
   For security purposes, it can’t be written in this publicly-posted syllabus, but is instead in the Announcements section of our Blackboard course shell.
3) We have a lot of sections and each one has its unique Class Key, so be sure to verify the section number and instructor name, then enter your information. Use your UTEP miners e-mail and remember the password you create.
4) The next time you log in, click on "Log In" and enter your UTEP miners e-mail and the password you created.

Please note that your class key is different from your access code. You are required to purchase an access code (from Cengage or the UTEP Bookstore) to log in as soon as possible and before the grace period ends on Sept. 4. When entering the access code, enter all the words and characters in the boxes appropriately. Here is a [video](#) that was offered last year about this process.

COURSE OVERVIEW

Course Objectives and Learning Outcomes

Math for Social Sciences I is a pre-calculus course designed for liberal arts, business, and non-science majors.

At the successful completion of this course:

I. A student will be able to make meaningfully reflective connections between the mathematics of finance and the student’s own situation and/or community engagement

II. A student will be able to apply fundamental set and probability properties to calculate the probability for a given situation and utilize this to make decisions on the likelihood of outcomes including the expected value of a random variable. (Chapters 7, 8, 9.1, and 9.3)

III. A student will be able to model a situation utilizing an appropriate fundamental function (linear, quadratic, exponential, logarithmic) and solve for an unknown variable. (Chapters 1 & 2)

IV. A student will be able to validate a mathematical model algebraically and graphically, (Chapters 1 & 2)

V. A student will be able to model basic financial functions associated with interest, annuities, and loans and solve for an unknown variable. (Chapter 3)
VI. Students will be able to construct and solve systems of linear equations utilizing multiple techniques. (Chapter 4)

VII. Students will be able to construct and graphically solve systems of linear inequalities and linear programming problems (Chapters 6.1 and 6.2)

Activities and Assignments:
You will find all assignments on www.webassign.net. Please use Mozilla Firefox, Google Chrome, or Safari since WebAssign works best with these browsers. All work, including homework (including Preparing to Learn HW), quizzes (including Reflections), and exams, will take place through WebAssign.

Three unit exams and a comprehensive final exam will be given. For each of the 3 unit exams, you will have an optional retake opportunity and the higher of the two scores will be what counts.

Wintermester and Test Out:
If a student receives a grade of "D" or "F," they may register for the Wintermester workshop or take a comprehensive Test Out exam. A grade of 70% or better in the Wintermester course or a 70% or better on the comprehensive Test Out exam will replace a failing course grade with a grade of "C." (A grade change form will be signed and submitted by the coordinator for Math 1320, Mrs. Samantha Patterson).

Resources:
You will have access to Cengage lecture videos and PowerPoint files through the Resources section at the bottom of your WebAssign homepage. In Blackboard, we may post additional resources such as Worksheets, Tech Guides, multi-modal learning experiences (games, songs, etc.), and an FAQ page for common questions, and shorter engaging videos made by UTEP faculty (which are also available at this YouTube playlist).

Tutoring
The UTEP math tutoring center (MaRCS) offers free tutoring for math classes; their website has more information: https://www.utep.edu/science/math/marcs/

There are several useful features in WebAssign designed to give extra help. These include "Watch it" and "Master it" links. These are publisher-created and are enabled (except during exams) for any homework question in which they are available.

And remember from earlier in the syllabus that you also have the resource of office hours from me or our course Teaching Assistant.

Website
UTEP Math 1320 website: http://www.math.utep.edu/classes/math1320/

Class Activity Settings
Homework Assignments
All homework will be completed on WebAssign. Each question has 5 attempts. I recommend you get help after the third incorrect submission rather than waiting until you are out of attempts to get help.
The “Ask Your Teacher” feature of WebAssign is the best way to ask questions about your homework as it shows me (or the Teaching Assistant) the entire problem. You are encouraged to use this as the first method of contact whenever you have homework questions.

**PTL (Preparing to Learn)**
In addition to regular homework assignments, you will have some pre-work to complete. These assignments cover review topics (order of operations, exponent rules, etc.) and are intended to help you prepare for the upcoming lesson. PTLs have the same settings as regular homework (5 attempts, no time limit) and will count as homework grades, so be sure you complete them!

**Quizzes**
After each chapter covered, you will have a 60-minute timed quiz with five (5) questions from that material. The quizzes may contain problems you have not seen previously, but they will be based on the same concepts.

The password for all quizzes is the word **ready**.

Each question has 2 attempts. If you choose to start a quiz less than 60 minutes before the due date, the quiz will conclude at the due date, and your answers will be auto-submitted. Be sure to keep an eye on your time to help prepare for exams (the per question time is less for an exam)

**Reflection Assignments**
There are 3 brief written reflection assignments throughout the course (i.e., 1 per unit). These reflections ask you to extend course topics beyond what is covered in the book. The instructions and grading rubric can be found in WebAssign.

Completing a reflection assignment will count as a quiz grade. They are optional in the sense that there is no penalty for not completing the assignment, but there is a possibility of improving your quiz average because you may replace a low (or not done) quiz grade for each of the three written reflections you submit.

**Exams**
To review for each exam, keep thorough notes about your homework and quizzes. You will see similar problems on the exam. You may also want to use some of the additional material in WebAssign, such as Personal Study Plan, which allows you to take practice quizzes and gives you tailored feedback on what you need to work on the most. The regular unit exams will be available on WebAssign for 24 hours on the date specified by the course calendar and listed below, and will have a link to an online scientific calculator. The final exam has special settings, which you can find below. You have two (2) attempts at each problem. You may use other online resources, such as calculators and graphing utilities, but be aware the ‘Watch it,’ ‘Master it,’ and ‘Ask My Teacher’ features of WebAssign will not be available. **You may not consult an answer website (e.g., CourseHero, Chegg, etc.) or another person for help and it will be handled as a (possible) violation of Academic Integrity if you do.**

- **Exam 1:** Friday September 23
  - covers 7.1 – 7.4; 8.1– 8.5; 9.1, 9.3
  - Available from 12:01 AM until 11:59 PM Mountain Time
- **Exam 2:** Tuesday October 25
  - covers 1.1– 1.4; 2.1– 2.3
  - Available from 12:01 AM until 11:59 PM Mountain Time
- **Exam 3:** Tuesday, November 29
  - Available from 12:01 AM until 11:59 PM Mountain Time
- covers 3.1 – 3.3; 4.1 – 4.3; 6.1, 6.2
- Final Exam: December 5 – 7   Available from 12:01 AM (Dec. 5) until 11:59 PM (Dec. 7) Mountain Time
  - covers all material for semester

The password for all exams is the word ready.

The exam is timed at 120 minutes (two hours) once you begin, but if you choose to start an exam less than 120 minutes before the due date, the exam will conclude at the due date, and your answers will be auto-submitted. Also, be aware of the UTEP help desk hours (8am – 5pm) on weekdays and your instructor’s availability during the exam, so you can plan properly.

Exam Retakes
A retake exam, for improvement, will appear on WebAssign after the original exam according to the class calendar and listed below. A retake opportunity is available for the three regular exams, but not the final exam. The better grade of the two will be recorded. You do not have to take the retake exam if you are satisfied with your original exam score. The retakes will be available on WebAssign for several days specified below. The exam timed at 120 minutes (two hours) and will have a link to an online scientific calculator. You will have two attempts at each problem.

- Exam 1 Retake: Open from Tuesday September 27th 12:01 AM to Wednesday September 28th 11:59 PM Mountain Time
- Exam 2 Retake: Open from Friday October 28th 12:01 AM to Saturday October 29th 11:59 PM Mountain time
- Exam 3 Retake: Open from Thursday December 1st 12:01 AM to Saturday December 3rd 11:59 PM Mountain time

The password for all retake exams is the word ready.
If you choose to start an exam less than 120 minutes before the due date, the exam will conclude at the due date and your answers will be auto submitted.

Final Exam
The final exam will be available for three days during final exams week. This is a comprehensive exam and is required for all students. Remember, the final exam is worth 25% of your overall course grade. The final exam is timed at 165 minutes (2hr 45min) and will have an accessible scientific calculator. You may use other online resources, such as calculators and graphing utilities. You may not ask another person or answer website (e.g., CourseHero, Chegg, etc.) for help and it will be handled as a (possible) violation of Academic Integrity if you do. You have two (2) attempts at each problem.

The password for the final exam is the word ready.
The final exam will open on Monday December 5, 2022 at 12:01 AM and closes on Wednesday, December 7, at 11:59 PM Mountain Time.
Timed Assignments:
For all timed assignments, the clock begins once you open the assignment. This clock will not stop for any reason, not even if you log out. For this reason, it is important to check for any updates on your computer before beginning the timed assignments. The due date will change to reflect the time limit for timed assignments once you begin the quiz or exam. *Please note: should you have circumstances beyond your control preventing you from completing the exam or quiz in the allotted time, you may email your instructor for more time, but be prepared to provide supporting documentation – such as a screenshot of the issue, or internet outage report for your area.*

Course Schedule:
A comprehensive course schedule is attached as the last pages of this syllabus. Semester highlights are included.

- August 22      First Day of Classes
- September 7    Census Day (Last day to drop without a W)
- October 28     Drop Day (Last day to drop with a W)
- November 24 & 25 Thanksgiving Holiday (no classes)
- December 1     Last Day of Classes
- December 5– 9  Final Exams Week

Grading Policy
You will be graded on homework, quizzes, in-class exams, and a final exam

15%  Homework Assignments (Includes PTLs)
15%  Quizzes (Includes Reflection Assignments), with up to 3 lowest scores dropped
15%  Exam I (or its retake, if better)
15%  Exam II (or its retake, if better)
15%  Exam III (or its retake, if better)
25%  Final Exam

Letter grades are determined according to the following scale:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Score</th>
</tr>
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<tbody>
<tr>
<td>A</td>
<td>90-100</td>
</tr>
<tr>
<td>B</td>
<td>80-89</td>
</tr>
<tr>
<td>C</td>
<td>70-79</td>
</tr>
<tr>
<td>D</td>
<td>60-69</td>
</tr>
<tr>
<td>F</td>
<td>&lt;60</td>
</tr>
</tbody>
</table>

Drop Policy
The Drop Date for this semester is Friday, October 28, 2022, before 5 PM Mountain Time. No drops will be approved after this.
Students who decide to drop the course must process a drop form by e-mailing records@utep.edu by October 28 before 5 PM MDT. Please note that the College of Science will remain aligned with the university and **will not approve any drop requests after that date.**

**Incomplete Grade Policy**

Incomplete grades may be requested only in exceptional circumstances after you have completed at least half of the course requirements. Talk to me immediately if you believe an incomplete is warranted. If granted, we will establish a contract of work to be completed with deadlines.

**COURSE COMMUNICATION:**

How we will stay in contact with each other

Because this is an asynchronous online class, we won’t be having in-person or regularly scheduled group meetings. But this course has a fairly full schedule of deadlines to make sure you keep up with regularly putting in time and there are several ways we can keep the communication channels open:

- **Office Hours:** as mentioned on pages 1-2 of this syllabus.
- **Messages within Blackboard or Email:** as mentioned on pages 1-2 of this syllabus.
- **Announcements:** Check WebAssign and the Blackboard announcements frequently for any updates, deadlines, or other important messages.

**ADDITIONAL COURSE POLICIES AND STATEMENTS**

**Make-up Policy**

**Homework**

An automatic homework extension can be requested within 2 days after the due date. To do so, log in to WebAssign and click on My Assignments. Scroll to the assignment you want to extend and click Request Extension. Select “Automatic” and “Accept” the extension. The new due date will be 72 hours from the time the extension is requested. Note, this means that **due time** will also change. No penalty will be applied to problems submitted after the original due date.

You may not view the answer key to a homework assignment prior to requesting the automatic extension for it.

**All homework and quizzes must be completed prior to when the final exam opens (on Dec. 5)**

**Quiz**

There are no automatic extensions for quizzes. Quizzes are available before their due date. Please make plans to take the quiz early if you have a conflict.

If you feel like you have some extenuating circumstance or have an excused absence that will keep you from completing the assignment or quiz in a timely manner, please contact me right away and be prepared to show supporting documentation – such as a university travel letter, medical documentation, military orders, etc.

Otherwise, recall that you can replace up to 3 missed or low quiz scores by doing the Reflection assignments.
University Sponsored Events: These include conferences, student-athletes' competitions, etc. The student needs to inform me of any traveling conflicts before leaving and plan to make adequate arrangements to make up the missed material with one week of returning. Failure to do so will result in the forfeiture of points.

Exams
An opportunity to take an exam (or retake exam) outside of the designated window will only be granted in extraordinary circumstances such as severe illness or death in the family, and with appropriate documentation (e.g., doctor's note, military orders, notice of representation on UTEP events such as athletics).

Alternative Means of Submitting Work in Case of Technical Issues
I strongly suggest that you submit your work with plenty of time to spare if you have a technical issue with the course website, network, and/or your computer. I also suggest you save all your work (answers to homework, quizzes, and exams) in a separate Word document or hand-written notebook as a back-up. This way, you will have evidence that you completed the work and will not lose credit. If you are experiencing difficulties submitting your work through the course website, please contact the UTEP Help Desk.

You can email me your back-up document as a last resort. You must also have proof of the technical issue with either a screenshot of the WebAssign issue or email from your internet provider of an outage in your area.

Attendance Policy:
You are expected to work toward the completion of the course assignments daily. Attendance in this course is measured by the completed tasks. Failing to complete tasks in a timely manner is equivalent to being absent. Failure to complete assignments for two or more weeks without appropriate communication may result in you being dropped from the course. You are expected to check Blackboard and your UTEP miners e-mail regularly for announcements as well as the WebAssign Announcement section.

Academic Integrity Policy:
The University policy is that all suspected cases or acts of alleged scholastic dishonesty must be referred to the Dean of Students for investigation and appropriate disposition. Any student who commits an act of scholastic dishonesty is subject to discipline. Scholastic dishonesty includes, but is not limited to cheating, plagiarism, collusion, the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, and any act designed to give an unfair advantage to a student or the attempt to commit such acts.

I strongly discourage the use of sites such as Chegg, CourseHero, etc. in this class. If found to have consulted or contributed any material related to this class, you will be automatically reported to the Office of Student Conduct and Conflict resolution as this could be considered a violation of the H.O.O.P. The HOOP can be found here Handbook of Operation Procedures.

Each student is responsible for notice of and compliance with the provisions of the Regents' Rules and Regulations, which are available for inspection electronically at Regents' Rules and Regulations.
All students are expected and required to obey the law, comply with the Regents' Rules and Regulations, with System and University rules, with directives issued by an administrative official during his or her authorized duties, and observe standards of conduct appropriate for the university. A student who enrolls at the university is charged with the obligation to conduct himself/herself in a manner compatible with the university's function as an educational institution.

Any student who engages in conduct that is prohibited by Regents' Rules and Regulations, U. T. System or University rules, specific instructions issued by an administrative official or by federal, state, or local laws is subject to discipline, whether such conduct takes place on or off-campus or whether civil or criminal penalties are also imposed for such conduct.

As you will be taking online exams this semester, please take a moment to review this list of activities considered cheating by the Office of Student Conduct and Conflict Resolution (OSCCR). Ways to Cheat

Course Netiquette Policy:

All correspondence with your instructor, TA, and other students should be conducted in an appropriate and professional manner. Please be considerate of your tone and word choice when conducting correspondence.

Accommodation Policy:

The University is committed to providing reasonable accommodations and auxiliary services to students, staff, faculty, job applicants, applicants for admissions, and other beneficiaries of University programs, services and activities with documented disabilities in order to provide them with equal opportunities to participate in programs, services, and activities in compliance with sections 503 and 504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act (ADA) of 1990 and the Americans with Disabilities Act Amendments Act (ADAAA) of 2008. Reasonable accommodations will be made unless it is determined that doing so would cause undue hardship on the University. Students requesting an accommodation based on a disability must register with the UTEP Center for Accommodations and Support Services (CASS). Contact the Center for Accommodations and Support Services at 915-747- 5148, or email them at cass@utep.edu, or apply for accommodations online via the CASS portal.

COVID-19 Precautions

To reduce the spread of COVID-19, any person who is sick, feels ill, or experience symptoms consistent with COVID-19 should stay home and should get tested for COVID-19. If anyone tests positive, they must self-isolate and report their results to COVIDAction@utep.edu where an Environmental Health and Safety representative will contact the individual and offer additional guidance and instructions.

Testing options at UTEP can be found via the link. Covid Testing Website

Please contact me immediately if you fall ill during the semester so that we can work together to formulate a strategy to help you get caught up as soon as you are physically able.

Military Statement:
If you are a military student with the potential of being called to military service or training during the semester, you are encouraged to contact me as soon as you receive your orders.

Copyright Statement:

Course Materials
All materials used in this course are protected by copyright law. The course materials are only for the use of students currently enrolled in this course and only for the purpose of this course. They may not be further disseminated.

Class Recordings

[While an asynchronous class does not have regular scheduled meetings, this policy would apply if we, for example, tried offering an optional live review session, recording it and posting the recording.] The use of recordings will enable you to have access to class lectures, group discussions, and so on in the event you miss a synchronous or in-person class meeting due to illness or other extenuating circumstance. Our use of such technology is governed by the Federal Educational Rights and Privacy Act (FERPA) and UTEP’s acceptable-use policy. A recording of class sessions will be kept and stored by UTEP, in accordance with FERPA and UTEP policies. Your instructor will not share the recordings of your class activities outside of course participants, which include your fellow students, teaching assistants, or graduate assistants, and any guest faculty or community-based learning partners with whom we may engage during a class session. You may not share recordings outside of this course. Doing so may result in disciplinary action.

COURSE RESOURCES
Where you can go for assistance UTEP provides a variety of student services and support:

Academic and Technology Resources

• **Help Desk:** Students experiencing technological challenges (email, Blackboard, software, etc.) can submit a ticket to the UTEP Helpdesk for assistance. Contact the Helpdesk via phone, email, chat, website, or in person if on campus, Academic Resources.

• **UTEP Library:** Access a wide range of resources including online, full-text access to thousands of journals and eBooks plus reference service and librarian assistance for enrolled students.

• **Math Tutoring Center (MaRCS):** Ask a tutor for help and explore other available math resources.

Individual Resources

• **Military Student Success Center:** Assists personnel in any branch of service to reach their educational goals.

• **Center for Accommodations and Support Services:** Assists students with ADA-related accommodations for coursework, housing, and internships.

• **Counseling and Psychological Services:** Provides a variety of counseling services including individual, couples, and group sessions as well as career and disability assessments.