Request for Help

Please carefully follow these procedures. Doing so will ensure your issue is routed quickly to the correct person.

1. How to Get Help

1. ***Request for Help***

   Complete the form below and post it to Campuswire. A TA will clone your repository, take a look at the issue, and respond with suggestions to address the issue.

   When in doubt, you probably should use this option.

2. ***10 Minutes Zoom Meeting Request***

   See the process below to schedule a 10 minute Zoom meeting with a TA.

   We do not have the resources/capacity to schedule and hold regular Zoom meetings for all students in the course. **We are asking that you use the Zoom meeting option only when you need it.** Otherwise, please use Campuswire to request help.

   Please keep in mind that Zoom meetings are limited to 10 minutes. We likely cannot help you in the allotted time with vague requests like, "I'm frustrated and my code doesn't work." It is important that you learn to debug your own code. The Campuswire help request form is designed to help you develop this skill.

   Zoom meetings are probably better suited for content clarifying questions that build your mental models. For example: "I've look at x and y in the notes/textbook and I don't understand SQL parameter markers."

3. ***Ad Hoc* Zoom Office Hours**

   Once the TAs are done processing your *requests for help* and their scheduled 10 minute Zoom meetings, **the TAs will hold ad hoc Zoom office hours for anyone to join** during the remainder of their scheduled office hours.

   When ad hoc Zoom office hours are being held, the TA will post on Campuswire a link to the Zoom office hours room. You will be placed into the virtual waiting room. When it's your turn, the TA will add you to the Zoom room. Each meeting with the TA is limited to 10 minutes.

4. **Email info2300-prof@cornell.edu**

   When to use:

   - Accommodations
   - Contact the instructor
   - Schedule a Zoom meeting the instructor
   - Other requests (regrades, grade clarification, etc.)

2. Campuswire Request for Help

Use this process to request help *except* for 10 minute Zoom meetings.

Instructions:

1. Commit and push **all** of your work to Cornell's GitHub.

   We will clone your repository and review your code to help you. We cannot help if your code is not pushed!

2. **Copy and paste the following form into Campuswire.**

3. **Use a descriptive title.**

   Yes! "database fails to initialize on error"

   No! "request for help" or "project 2"

4. **Complete the form and post your question *publicly* or *privately*.**

Rules:

- You may include a maximum of 1 line of code in your request.
- **DO NOT SCREENSHOT CODE!** Copy and paste the line of code into the request.

Form:

```
1. What assignment do you need help with? (e.g. lab06, p2fin, p3m1, etc.)
   > TODO
2. What is your NetID? (we need to locate your Git repository)
   > TODO
3. Verify that your work was pushed by visiting your repository at
<https://github.coecis.cornell.edu/info2300-2020sp>
   > [] I have confirmed that I have pushed my all changes.
4. Briefly describe the behavior you expect to see.
   > TODO
5. Briefly describe the behavior you are seeing. (attach screenshot of browser if necessary)
   > TODO
6. List the steps that you believe that the code is going through that produces this issue.
   > 1. TODO
   > 2. TODO
   > 3. TODO
7. What step in question (6) is causing the problem?
   > TODO
8. Copy any errors from VS Code's PHP Console here:
   ```
   TODO: copy errors here
   ```

9. Carefully read the errors from question (8) and patiently try to interpret them. What do you
believe the problem is?
   > Hint: `Uncaught PDOException: SQLSTATE` errors mean your SQL query is likely incorrect.
   > TODO
```

3. 10 Minute Zoom Meeting Request

Use this process for requesting a 10 minute Zoom meeting.

Instructions:

1. **Request must be made at least 12 hours in advance.** Last minute meetings may not be possible.
2. Commit and push **all** of your work to Cornell's GitHub.
3. **Copy and paste the following form into an email to info2300-prof@cornell.edu.**
4. **Set email's subject to "Zoom Meeting Request".**
5. **Complete the form and send your email.**

Rules:

- **DO NOT SCREENSHOT CODE!** Copy and paste the line of code into the request.

Form:

```
1. What assignment do you need help with? (e.g. lab06, p2fin, p3m1, etc.)
   > TODO
2. What is your NetID? (we need to locate your Git repository)
   > TODO
3. Verify that your work was pushed by visiting your repository at
<https://github.coecis.cornell.edu/info2300-2020sp>
   > [] I have confirmed that I have pushed my all changes.
4. Briefly describe the behavior you expect to see.
   > TODO
5. Briefly describe the behavior you are seeing. (attach screenshot of browser if necessary)
   > TODO
6. List the steps that you believe that the code is going through that produces this issue.
   > 1. TODO
   > 2. TODO
   > 3. TODO
7. What step in question (6) is causing the problem?
   > TODO
8. Copy any errors from VS Code's PHP Console here:
   ```

     TODO: copy errors here
   ```
9. Carefully read the errors from question (8) and patiently try to interpret them. What do you
believe the problem is?
   > Hint: `Uncaught PDOException: SQLSTATE` errors mean your SQL query is likely incorrect.
   > TODO
10. Refer to the office hour calendar. Identify 3 office hours time slots **12 HOURS IN
ADVANCE** for when you are available for a Zoom meeting.
   > 1. Monday, 4/6, 2-3pm
   > 2. TODO
   > 3. TODO

(To schedule with the instructor: tell us you want to meet with the instructor and specify three
times when you're available.)
```