For the rest of the Winter semester the Decima Robinson Support Centre will no longer be meeting face-to-face with students. Instead, we will do our best to provide support online through Google Meet. The hours of the support will remain the same:

Math help: Monday to Friday 9:00am to 3:00pm
Stats help: Tuesday to Thursday 12:00pm to 3:00pm

How students get drop-in help

Note: These instructions seem to work best with google chrome.

Tips to do **before** requesting help in order to have a smooth session with the TA:

- Have Google Chrome or the Google Meet App downloaded on your device before requesting drop-in help.
- Ensure your camera, microphone, and speakers are working properly before your session.
- Have your question already printed out so you can share it with the TA immediately.
- After joining the queue, keep refreshing your email. A TA will only wait about three minutes for you to join their meeting before going to the next student. If you miss your session you will have to rejoin the queue again.
- Please be aware that we have a limited number of TAs and we will not be able to handle large volumes of student inquiries. We recomment that you do your best to also use other resources such as your course notes, textbooks, instructor's email, etc.

<u>Directions:</u>

1. Scroll down, click the button **"Join Queue"**, and enter your infomation into the Google form.
2. Monitor your @ualberta.ca email for an invitation to join a Google meeting with the teaching assistant who will provide some help. You can click the link "**View Waiting List"** to get an idea of how long it will take before it is your turn for help. Be aware that the email will not arrive in your inbox until it is your turn for a session.
3. Once you recieve the meeting invitation in your email, click "Join Meeting", and then click "Join now".