Discord Office Hours - Student Instructions

Getting Started

Go to: https://discordapp.com/ and either download discord or use the web browser. One note is that on Linux, if you go the download route, you may experience some crashes, but typically the web browser is stable. If you use the web browser version, you will have to allow access to your microphone when it asks.

When registering an account, set your username to whatever you want. Use the invite link to join the server.

Invite Link: https://discord.gg/t9DQxey

Once that's done, when you click on the ece20875 office hours server icon in discord, at the top left, click the drop down arrow next to "ECE20875 Fall 2020 Office Hours" and select "Change Nickname" and change it to "<Your first name> <Your last name>". Be professional and please follow this. This only shows for this discord server and not elsewhere so don't worry about exposing yourself here. Failure to comply will either have you kicked from the server until you do so, or we reserve the right and have the ability to change your nickname to whatever comes to mind.

You will have the ability on discord to join one text channel and one voice channel simultaneously.

Text channels (information is exchanged through typing):

"announcements" will have general information posted by TAs about the assignment (i.e. common error fixes, etc, like we would write on whiteboards.

"give me help" allows students to type 'I need help' so that a TA can pull the students into the voice channels.

"student discussion" allows the students to type messages amongst each other. These are public, however. You'll notice on some channels your permissions change (you can type on student discussion, but not on announcements). If it seems it's being used in a bad way like possible cheating or slander, we will take it away.

Voice channels (where you communicate via microphone)**:**

"General" will not allow you to talk. This channel serves as a default waiting room for you to go to while you are not being helped or have just finished being helped.

"TA channels" will be occupied by TAs from this course. You can click on the icon of the user in there to verify they are a TA based on if their name is "name TA" and their summary when click them says their role is @staff. TAs can kick people from these channels freely.

00/02 capacity means no one is staffed in the channel at that time and so no one will be helping you in it. If any student pretends to be a TA, we can verify this, and there will be severe consequences (i.e. if you make your nickname "name TA" you will get in serious trouble).

01/02 capacity means that there is a TA in the channel. After you have followed the How to Get Help Steps listed below, and the TA has not pulled you into their channel, feel free to join the channel.

02/02 capacity won't allow you to join at that time. If all currently staffed channels are like this, you simply have to wait for one to free up.

How to Get Help:

ECE 20875 TA Office hours are M-F 13:00-14:00 and 17:00 - 20:00 EST.

Here are the steps to getting help on Discord:

1. First join the "give-me-help" voice channel. You must be in a voice channel already for us to be able to drag you to into our TA voice channels.

2. Write "I need help" in the 'give-me-help' text channel so that a time stamp is left. We can see time stamps and will thumbs up your post before helping you so that those that have been helped are marked. If you put your name in more than one time before being helped, we will delete all but the earliest post.

3. Wait for a TA to add you to their channel.

4. Move out of the TA channel after receiving the required help (click the "General" voice channel or a TA will remove you).

Note: Any time stamps we see written outside of office hour times will be neglected.

Screen sharing with a TA:

When in one of the TA voice channels, you will have the ability to "**go live**" which is screen sharing. This is activated by clicking the icon in the bottom left next to "Voice Connected" that looks like a monitor with an arrow. This feature is nice in that you can choose to only share a specific application, however, typically we'll want the whole screen shared in case we need to switch between terminal, code, readme, etc. when helping you. This is the main way we will help you debug. While you are in this channel with the TA, no one else can enter it and it will be private.