Fall 2011 CSC Help Desk Information
Starting August 29, 2011

Teaching assistants maintain a help desk in MSC 292 to support students in courses taught by the Department of Computing Sciences. These assistants focus on programming and basic system issues. Each of the assistants can help with Java or C programming and may be able to help with almost anything dealing with undergraduate courses.

Help will be provided on a first come-first serve basis. When you arrive for help you must first sign the sign-in sheet. Please be sure to bring everything you can to make your help session productive, for example your textbook, an assignment handout, and/or a printout of your program. These assistants have been instructed to help you learn. Although they will provide assistance with problems they will not solve the problems for you – they will help you discover the solution.

Note that sometimes the door to the Help Desk room becomes locked by mistake. Do not assume that means nobody is there. Just knock firmly on the door.

If you have any questions or concerns about the Help Desk, please talk to your instructor or contact Dr. Joyce (MSC 167C, daniel.joyce@villanova.edu).

Here is the current schedule (coverage begins Monday, August 29). If it changes you will be notified. The schedule is also posted off the department web site under Support.

Mondays
   12:00 PM – 4:00 PM   Casey Burkhardt

Tuesdays
   12:00 PM – 2:00 PM   Greg Doerfler
    2:00 PM – 6:00 PM   Tom Carpenter

Wednesdays
    2:00 PM – 6:00 PM   Lakshmi Popuri

Thursdays
    2:00 PM – 6:00 PM   Greg Doerfler