INTRODUCTION

Welcome to the Developmental Mathematics Program. The DMAT courses will help strengthen your mathematical skills. Although there are no lectures in a lab setting, you will need to attend class regularly, just as with any other class. In order to complete the course, you will also need to study several hours each week outside of class. Your instructor is here to help you with any questions or problems which you may have in the course. To get started, read this handout carefully, It explains what you must do to succeed in DMAT.

BEFORE YOUR NEXT CLASS MEETING:

1. Read this handout very carefully
2. Buy your course material
   a. Text book (listed in the notes on pages 7 and 8 of this syllabus)
   b. MyMathLab (here after known as MML) student access kit. This kit will either come bundled up with new textbooks or can be purchased separately.
   c. Scantrons form number F-10981-DCCCD and spiral notebook.
   d. Headphones or earpiece when watching the lesson videos.
3. Students enrolled in 0305 and 0310 classes may use a graphing calculator. TI 83 or 84 recommended
4. Register in MML to begin working the HOMEWORK PROBLEMS—Instructions on the last page of this syllabus.

HOW DO I PROCEED THROUGH THE COURSE?

The material for each DMAT course has been divided into several tests (six tests + the final exam for 0305, five tests + the final exam for 0310). In order to complete your course, you will need to maintain the pace shown on the separate schedule/homework sheet. Before each test you will need to:

Step 1 – Getting Ready
A. Begin each unit by completing and submitting the Getting Ready Quiz. Please note that some units may not have a Getting Ready Quiz. In that case, you may proceed directly to Step 2.

   B. After taking the Getting Ready Quiz, an individualized Getting Ready Assignment will be built for you over the material your quiz results indicated you have not mastered. You must complete this assignment with 100% correct before you may access the assignments over the lessons and assignments in the Unit.
Step 2: Work through the Chapters

A. For each section, view the section video. These videos are prerequisite for the homework.
B. Work all of the problems for that section. You will need to have a minimum of 85% score on each exercise set before you are allowed to take a test
   • Ask your instructor for assistance as you need help.
   • Study and take notes on all explanations and examples in the chapter(s).
C. As you work through the online problems for each section note that all of those problems must be worked out neatly and completely in your spiral notebook

Step 3: Complete your homework assignments

A. When working on the homework, you have multiple attempts at each problem and you may also do a “similar problem” to get full credit for the problem. There are also help aides available if you get stuck, but you should use these sparingly or you will not really be learning the material well enough to do well on the test. You must make at least an 85% on each lesson in a Unit before you can take the test over that Unit. (You should strive to make 100% on each lesson by redoing the problems you might have missed) Remember, your instructor is also there to help you!

Before testing, you must:
   • Study for the test by reviewing the homework problems that you worked out in your notebook

Step 4: Fill In Your Scantron

A. Fill in a scantron with the information listed below
   1. Your name, Student ID number and the section number
   2. Your course number is “305”, or “310”. The test form is “A”, and the exam number is 1, 2, 3, etc (this number is filled placed in the 2nd column under exam number.
B. Show your instructor the scantron and completed homework problems, which you have worked out in your notebook.
C. Your instructor is the only person who can initial to take Form A of the test.
D. Make sure your instructor gives you the “permit” (goldenrod form) to take the test.

Step 5: Take the Test in the TESTING ROOM M-111 (you may test during class time or later)

A. Allow at least 45 minutes to take a test because you cannot come back later to finish it.
B. Show your test permit, scantron and PICTURE ID (No picture I.D., No test) to the grading assistant who will then give you the test you need.
C. Work the test on your paper at a desk in the testing room
D. Tests are multiple-choice tests, but in order to receive credit you must show your work on your paper.
E. Return your completed test and scratch paper to the grading assistant who will grade it for you.

Notes:
1. Calculators are not allowed on the first test in DMAT 0305.
2. Points will be deducted for not taking tests by the due date shown on your schedule. The table below indicates points deducted (max. of 12 pts) for each class period that the test is not taken.

<table>
<thead>
<tr>
<th>Test points deducted for each class period test not taken</th>
<th>M/W/F</th>
<th>M/W OR T/R</th>
<th>FR/SAT</th>
<th>SUMMER</th>
<th>May/Winter</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2 pts</td>
<td>3 pts</td>
<td>6 pts</td>
<td>4 pts</td>
<td>8 pts</td>
</tr>
</tbody>
</table>

MAY I RETAKE A TEST?
The Final Exam can only be taken once. If you did not do well on a unit test, you may improve your grade as follows:

<table>
<thead>
<tr>
<th>Test Grade (form A)</th>
<th>0 – 39</th>
<th>40 -79</th>
<th>80 - 100</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note:</strong> You MUST inform your instructor if you desire to use the CSM option to improve your test grade.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Go to CSM and view and formally write up Chapter Test Prep Videos over chapters on the test.
2. Give purple sheet from CSM to instructor and present Chapter Test Prep video work to instructor.
3. Complete “Form B review” problems that are online in MyMathLab homework. You must score 100% correct on these.
4. Take Form B test before the next test’s due date. The higher of the two scores will count.

Procedures to take Form B test(retest)

1. Go to CSM, go over test and bring purple sheet to instructor.
2. Complete “Form B review” problems that are online in MyMathLab homework. You must score 100% correct on these.
3. Take Form B test before the next test’s due date. The higher of the two scores will count.

If you retake the test, the higher grade between the first test grade and the retest grade will be the grade that is counted.

**Notes:**
- No tests will be sent to the CSM during the last two weeks of a regular semester. Any test that had been sent previously can still be reviewed up until the Friday that campus wide final exams start.

**HOW OFTEN SHOULD I TAKE A TEST?**

You should take the tests as rapidly as you can, but there are also Due Dates for tests indicated on your “course schedule”. You must take every test in order and each test by the Due Date or points will be deducted (see step 4 above).

**MAY I GET HELP AT TIMES OTHER THAN MY CLASS TIME?**

Yes, you may come other times to your developmental math classroom to get help, but students enrolled in that class have first priority with the instructor in that class. Also, you may go to the tutoring center in M-216 for drop-in tutoring, or you may visit the CSM to receive more extensive help.

**WHAT ABOUT A FINAL EXAM?**

There is a mandatory comprehensive final exam for all DMAT courses. The final exam may be taken only once and the grade will count twice in figuring your course grade. You can take your final exam as soon as you are ready for it after finishing all the unit tests. To prepare for the final exam, work the final exam Homework Problems either listed at the end of the homework page or found under “Reviews for Finals” at https://richlandcollege.edu/lead/developmental-math/

**Note:** If you are taking the final exam early (before final exam week) it must be taken before Wednesday of the last week of classes. If you have not taken the final exam before then, you must wait until the time that it was scheduled to be taken during final exam week.

**IS IT POSSIBLE TO COMPLETE MORE THAN ONE COURSE IN A SEMESTER?**

Yes, since you can work at your own pace, you may be able to finish your DMAT course before the end of the semester. If you do finish your course early, then you have two choices:

1) You may choose to stop coming to class, or
2) You may choose to begin work on the next level DMAT course. If you begin the next level DMAT course and not able to complete the entire course in the same semester, then if you enroll in that course no later than the next regular term (fall or spring), you may take up where you left off with the next test.

If you spend a great deal of time on your math, you may actually be able to finish both DMAT courses in one semester. To also receive a grade for the extra DMAT course after completing it during the same semester, you must (1) get a “DMAT Course Completion Form” from your instructor, (2) pay a $25.00 fee to the Business Office located in the Thunderduck Hall, and take the form back to your instructor who will verify that you have completed that course and will assign you a performance grade. Your instructor will retain the form and turn it in to the Registrar’s office. Credit for both courses will eventually appear on your transcript for the same semester.
Academic Progress

Students are encouraged to discuss academic goals and degree completion with their instructors. Specific advising is available throughout the semester. Check Step 6 - Advisement and Registration at www.richlandcollege.edu/admissions/process.php for more details.

Richland College's Quality Enhancement Plan ~ Learning to Learn: Developing Learning Power

Richland College is piloting its Quality Enhancement Plan (QEP) in select classes. The QEP provides techniques, practices, and tools to help students develop the habits, traits or behaviors needed to be effective and successful lifelong learners in college and in life. For more information, please log onto http://www.richlandcollege.edu/qep2013/.

WITHDRAWING FROM (DROPPING) A CLASS

If you are unable to complete this course, it is your responsibility to withdraw formally. The withdrawal request must be received in the Registrar’s Office by the official drop date (see the Academic Calendar). Failure to do so will result in a performance grade, usually an “F”. If you drop a class or withdraw from the college before the official drop deadline, you will receive a “W” (withdraw) in each class dropped.

Stop Before You Drop!

For students who enrolled in college level courses for the first time in the fall of 2007 or after, Texas Education Code 51.907 limits the number of courses a student may drop. You may drop no more than 6 courses during your entire undergraduate career unless the drop qualifies as an exception. Your campus counseling/advising center will give you more information on the allowable exceptions. Remember that once you have accumulated 6 non-exempt drops, you cannot drop any other courses with a “W”. Therefore, please exercise caution when dropping courses in any Texas public institution of higher learning, including all seven of the Dallas County Community Colleges. For more information, you may access: https://www1.dcccd.edu/coursedrops

HOW IS MY GRADE FOR THE COURSE DETERMINED?

<table>
<thead>
<tr>
<th></th>
<th>DMAT 0305</th>
<th>DMAT 0310</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit tests</td>
<td>600 possible</td>
<td>500 possible</td>
</tr>
<tr>
<td></td>
<td>points</td>
<td>points</td>
</tr>
<tr>
<td>Homework (MML)</td>
<td>50 possible</td>
<td>50 possible</td>
</tr>
<tr>
<td>Attendance</td>
<td>50 possible</td>
<td>50 possible</td>
</tr>
<tr>
<td>Final Exam</td>
<td>200 possible</td>
<td>200 possible</td>
</tr>
<tr>
<td>Total</td>
<td>900 possible</td>
<td>800 possible</td>
</tr>
</tbody>
</table>

Your grade for the course will be calculated by dividing the total possible points by 9 for DMAT 0305, and by 8 for DMAT 0310. The percentage will determine your grade:

A – Average of 90-100       B – Average of 80-89       C – Average of 70-79       F – Average below 70

NOTE: Students who make an “F” or who withdraw from the course with a “W” must start over from the beginning when reenrolling.

ACADEMIC HONESTY:

Students should follow the testing room’s policy when testing. All test papers and scratch papers must be turned in at the end of your test. Scholastic dishonesty is a violation of the Code of Student Conduct. Scholastic dishonesty includes, but is not limited to cheating on a test, plagiarism, collusion. As a college student, you are considered a responsible adult. A student who is caught cheating is subject to receiving a zero on the work in question. With a zero on a major test, it is almost impossible to pass a course. Your enrollment indicates acceptance of the DCCCD Code of Student Conduct published in the DCCCD Catalog at https://www1.dcccd.edu/cat0809/ss/code.cfm

ATTENDANCE:

You are expected to attend class punctually and regularly. You will receive an attendance grade at the end of the semester that will count 50 points of your course grade. You will start this semester with an attendance grade of 56
points. Each absence will reduce your attendance grade by the amount shown in the table below. Those students who arrive after time for class will be marked tardy and 2 tardies will count as one absence. If you arrive more than 5 minutes tardy for your class, you will be counted absent. In order to be counted present, you must work on your math for the whole class period. You may not work on other subjects or visit with your classmates during class time. If you take a test, which does not take up the whole class period, you are expected to return to the classroom to work on math for the rest of the period. IT IS YOUR RESPONSIBILITY TO MAKE SURE THAT YOUR INSTRUCTOR HAS COUNTED YOU PRESENT.

<table>
<thead>
<tr>
<th># of points deducted for each absence</th>
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### Financial Aid Attendance and Participation Requirements:
Your instructor is required by law to validate/certify your attendance in your on-campus or online course(s) in order for you to receive financial aid. To meet the attendance requirement, you must attend and participate in your on-campus or online course(s) prior to the course certification date and continue beyond the course withdrawal date. You must participate in an academic related activity pertaining to the course such as but not limited to the following examples: initiating contact with your instructor to ask a question about the academic subject studied in the course; submitting an academic assignment; taking an exam; completing an interactive tutorial; participating in computer-assisted instruction; attending a study group that is assigned by the instructor; or participating in an online discussion about academic matters relating to the course. In an online class, simply logging in is not sufficient by itself to demonstrate academic attendance. You must demonstrate that you are participating in your online class and are engaged in an academically related activity such as in the examples described above.

### USE OF ELECTRONIC DEVICES:
Before entering the classroom students will turn off their cell phones. If a cell phone rings during class, this will be considered a disruption of the class and may lead to the offending student being dismissed from the remainder of class. If a student’s cell phone causes frequent, loud and persistent disruptions, discipline actions as listed in the Student Code of Conduct will be considered.

Use of a cell phone during any testing or graded work conducted within the classroom or testing center will be considered an act of academic dishonesty and be subject to the penalties specified in this syllabus under the heading of Academic Honesty.

### OBTAINING FINAL COURSEGRADES USING eCONNECT:
Final course grades are not mailed. Grades are available through Richland’s Touchtone Telephone System at 972-613 1818 or online through eConnect at [http://www.econnect.dcccd.edu](http://www.econnect.dcccd.edu). Grades will also be printed on your Student Advising Report, which is available in the Admissions and Student Records Office (T-170)

### ADA STATEMENT:
If you are a student with a disability and/or special needs who requires accommodations, please contact the college Disability Services Office T-120, 972-238-6180.

### RELIGIOUS HOLIDAYS:
Absences for observance of a religious holy day are excused. A student whose absence is excused to observe a religious holy day is allowed to take a make-up examination or complete an assignment within a reasonable time after the absence. Students who will be absent from class for the observance of a religious holy day must notify the instructor in advance.

### FINANCIAL AID:
Students who are receiving any form of financial aid should check with the Financial Aid Office prior to withdrawing from classes. Withdrawals may affect your eligibility to receive further aid and could cause you to be in a position of repayment for the current semester. NOTE: Students who fail to attend or participate after the drop date are also subject to this policy.

### INCLEMENT WEATHER:
In case of inclement weather, you may call 972-238-6196 or visit the Richland College website to learn if the campus is closed.

**REPEATING THIS COURSE:**

Effective for the fall semester 2005, the Dallas County community Colleges will charge additional tuition to students registering the third or subsequent time for a course. All third and subsequent attempts of the majority of credit and Continuing Education/Workforce Training courses will result in additional tuition to be charged. Developmental Education and some other courses will not be charged additional tuition. Third attempts include courses taken at any of the Dallas County Community Colleges since the fall 2002 semester. Visit [http://www.dcccd.edu/thirdcourseattempt](http://www.dcccd.edu/thirdcourseattempt) for a list of courses and additional information.

**THE TEXAS SUCCESS INITIATIVE (TSI):**

The Texas Success Initiative (TSI) is a statewide program designed to ensure that students enrolled in Texas public colleges and universities have the basic academic skills needed to be successful in college-level course work. The TSI requires assessment, remediation (if necessary), and advising of students who attend a public college or university in the state of Texas. The program assesses a student's basic academic skills in reading, writing, and math. Passing the assessment is a prerequisite for enrollment in any college level classes such as English 1301/1302, History 1301/1302, Math 1414, etc. Students who do not meet assessment standards may complete prerequisite requirements by taking developmental courses in the deficient area and passing them with a grade of C or higher. In some cases retesting will also be required. It is up to each student to be aware and informed about requirements that are subject to change. Additional information is available from the TSI Office in T170T or T170S (phone number 972-238-6115 or 972-238-3787) or at [www.rlc.dcccd.edu/regi/resource/tsi.htm](http://www.rlc.dcccd.edu/regi/resource/tsi.htm).

**CHILDREN ON CAMPUS:**

Minors should not be brought to campus in lieu of appropriate childcare. A student will not be allowed to attend class when minors are accompanying the student. Minors should not be brought into classrooms, laboratories, the Test Center, Center for Tutoring and Learning Connections, Library, or Academic Computing areas because of disruption of instruction or study, exposure to material unsuitable for minors, and possible danger to minors.

**CAMPUS EMERGENCY OPERATION PLAN**

Richland College and the Dallas County Community College District have developed policies and procedures for dealing with emergencies that may occur on campus. To familiarize yourself with these procedures, please take time to watch the overview video: [http://video.dcccd.edu/rtv/DO/emergency_dcccd.wmv](http://video.dcccd.edu/rtv/DO/emergency_dcccd.wmv). The complete Emergency Operations Plan can be viewed and printed at the following website: [http://www.rlc.dcccd.edu/emergency](http://www.rlc.dcccd.edu/emergency). If you have questions or concerns, please contact the Richland College Office of Emergency Management. This office can be reached by phone (972/238-3794) or by e-mail (rlcoem@dcccd.edu).
DMAT 0305  Developmental Mathematics


Prerequisite: An appropriate assessment test score.

Course Description: This is a course in algebra which includes operations on real numbers, polynomials, special products and factoring, and linear equations. Also covered are graphs, systems of linear equations, exponents, quadratic equations and an introduction to complex numbers. (3 Lec.)

Student Learning Outcomes:
Upon successful completion of this course, students will:
1. Perform the four fundamental operations on the set of real numbers.
2. Solve linear equations.
3. Solve applications of linear equations including stated problems, formula manipulation and proportion problems.
4. Graph linear equations in two variables.
5. Solve systems of linear equations in two variables using the graphing, addition and substitution methods.
6. Solve stated problems involving systems of linear equations.
7. Apply the definition and laws of integer exponents to simplify expressions.
8. Perform the four fundamental operations on polynomials.
9. Factor difference of square polynomials, perfect square polynomials, and general trinomials or with greatest common factor.
10. Solve quadratic equations.
11. Applications of quadratic equations
12. Linear inequalities

DMAT 0310  Intermediate Algebra


Prerequisite: An appropriate assessment test score or DMAT 0305

Course Description: This course is a study of relations and functions with special emphasis on linear and quadratic expressions and equations, including complex solutions. Also covered are absolute value, polynomial, radical and rational expressions and equations, and linear and absolute value inequalities. (3 Lec.)

Student Learning Outcomes:
Upon successful completion of this course, students will:
1. Define, represent, and perform operations on real and complex numbers.
2. Recognize, understand, and analyze features of a function.
3. Recognize and use algebraic (field) properties, concepts, procedures (including factoring), and algorithms to combine, transform, and evaluate absolute value, polynomial, radical, and rational expressions.
4. Identify and solve absolute value, polynomial, radical, and rational equations.
5. Identify and solve absolute value and linear inequalities.
7. Connect and use multiple strands of mathematics in situations and problems, as well as in the study of other disciplines.

Notes:
You may want to have a GRAPHING CALCULATOR in DMAT 0310. The TI-83, TI-83 plus, or TI-84 is recommended. (Note, the TI-89 or higher is not allowed in any DMAT course)
STUDENT RESOURCES:

Student ID – Go to T-141
Student email account to http://www.dcccd.edu/netmail/home.html

DMAT RESOURCES

The Learning Center M216:  972.238-6226
Need tutoring? You are entitled to free tutoring at Richland in each of your subject areas.

Computer Labs:
  M125 – DMAT Classroom for classes taught by Computer Assisted Instruction. This room is also available for drop-in work on DMAT computer assisted courses.
  D228 and M216 – these rooms are available for drop-in work on DMAT computer assisted courses.

DMAT WEBB PAGE…………….http://www.rlc.dcccd.edu/devmath/
Lost your syllabus, course schedule, or homework page? Want to review for a DMAT final exam?

DMAT Test Room M111
Testing room for taking DMAT test.

ACADEMIC and ENROLLMENT RESOURCES

Advising Center T180………………………………972.238-3767
Need Academic or Career Advising?

Computer Lab D229 ………………………………972.238-6317
Need to write a paper or print something you wrote at home?

Ecampus ………………………………………….http://ecampus.dcccd.edu/

Having trouble with econnect or getting on ecampus?

Econnect:………………………………………..http://econnect.dcccd.edu/
Want to register, check your previous semesters’ grades, check financial information, etc.

Internet Services L102 or B217-218.
Need to do some research?

Student Records T170……………………………972.238-6100
Need to get a transcript? Change a mailing address?

MIND-BODY-HEALTH RESOURCES

Crisis Counselor C243…………………………..972.238-6230
Stressed out or having a real problem? See a counselor free of charge.

Fitness Center G102…………………………….972.238-3735
Work out in a state of the art fitness center for a minimal charge per semester. Great for your mind and emotions as well as your body.

Health Center T110……………………………..972.238-6135
Not feeling well or want to talk to a nurse about a health issue?

Labyrinth (East Side of Campus behind Fannin Hall)
Stressed out and want some quiet time to calm down? Walk our outdoor labyrinth.

Meditation Garden (West side of campus behind Horticulture)
Go outside and study or just sit in our beautiful Japanese garden outside of Sabine.

GENERAL CAMPUS RESOURCES

Adult Resource Center C165…………………………972.238-6331
Are you an adult over 25 returning to school to pursue a Technical Occupation degree or a single parent in a Technical Occupation program?

Career Information/Placement E093………………972.238-6921
Need a job? Check out our free placement service.

College Police (Also Lost and Found) ………….On Campus: 911, Off Campus: 972-860-4290

Disability Services T120…………………………972.238-6180
Need some special assistance to be successful in school?

Emeritus Program C120…………………………972.238-6393
Want to know about all the services available to emeritus students?

ESOL Lab WH261………………………………972.238-6901
Having problems with English?

Financial Aid T130………………………………972.238-6188

Lost your syllabus, course schedule, or homework page? Want to review for a DMAT final exam?
Worried about money so you can stay in school? Check out financial aid. Much is available that is turned back to the state every year because qualified students don't apply for it.

**Inclement Weather Hotline**.................................972.238-6196
Wondering if we are going to have school because of bad weather?

**Library (LRC) L102**............................................972.238-6081
Books, tapes, magazines, Internet access. A great place to study. If you want to reserve a private study room upstairs to work with a collaboration group, just call ahead. At the Reference Desk in the library you can get help with research (print or electronic). You also have access to a scanner in the library for scanning pictures into your papers/Projects/portfolios/PowerPoint presentations and for scanning material from reference books. Ask for the loan of a disk if you need to save anything from a computer file.

**Multicultural Center. T150**.................................972.238-6900

**Richland Chronicle (Student Newspaper) E036**........972.238-6079

**Sanctuary (N129)**
Need a quiet place to go and sit in silence? Neches 129 has been reserved as a space of quiet meditation any time of the day

**Student Programs (SPAR) E040**..............................972.238-6130
Want to go hear a speaker but can't remember the time and place of the event? Want to join a campus club?

**Note:** The instructor reserves the right to amend this syllabus as necessary.
Welcome Students!

**MyMathLab** is an interactive website where you can:

- Self-test & work through practice exercises with step-by-step help to improve your math skills.
- Study more efficiently with a personalized study plan and exercises that match your book.
- Get help when YOU need it. MyMathLab includes multimedia learning aids, videos, animations, and live tutorial help.

**Before You Begin:**
To register for MyMathLab, you need:

- **A MyMathLab student access code** (packaged with your new text, standalone at your bookstore, or available for purchase online)
- **Your instructors’ Course ID:**
- **A valid email address**

**Student Registration:**

- Enter [www.pearsonmylab.com](http://www.pearsonmylab.com) in your web browser.
- Under Register, click **Student**.
- Enter your **Course ID** exactly as provided by your instructor and click **Continue**. Your course information appears on the next page. If it does not look correct, contact your instructor to verify the Course ID.
- Sign in or follow the instructions to create an account. Use an email address that you check and, if possible, use that same email address for your username. Read and accept the License Agreement and Privacy Policy.
- Click **Access Code**. Enter your **Access Code** in the boxes and click **Next**. If you do not have an access code, you can get a temporary access without payment for 14 days.

Once your registration is complete, a **Confirmation** page appears. You will also receive this information by email. Make sure you print the Confirmation page as your receipt. Remember to **write down your username and password**. You are now ready to access your resources!

**Signing In:**

- Go to [www.pearsonmylab.com](http://www.pearsonmylab.com) and click **Sign in**.
- Enter your **username** and **password** and click **Sign In**.
- On the left, click the name of your course.

The first time you enter your course from your own computer and anytime you use a new computer, click the **Installation Wizard** or **Browser Check** on the Announcements page. After completing the installation process and closing the wizard, you will be on your course home page and ready to explore your MyMathLab resources!

**Need help?**
Contact Product Support at [http://www.mymathlab.com/student-support](http://www.mymathlab.com/student-support) for live CHAT, email, or for phone support (priority phone number for faculty and students for tech support at Richland) call **1-855-875-1797**.