**FAQs**. These are the most commonly asked questions about your section of IS 101.

**Click on the hyperlink to find answers.** When you wonder how to handle something or get around a problem, start your troubleshooting here. 90% of the time you will find the answer here and not have to wait one or two days to hear from the instructor. Remember, part of being a good candidate for online classes is that you are willing to work on your problem solving skills.

*If you have a question that is not answered here, please send me a Canvas email. Put a key word in the subject that describes your problem (be specific, do not just say “lost”). In the message state your problem and where you looked to find an answer. This way I can not only help you but I can improve this set of FAQs to better serve all students. Thank you.*

Look here for the [syllabus](#)?

Where are the [Assignments](#)?

Where and [what is my grade](#)?

What is a [syllabus quiz](#)? Read this description in preparation for your first assignment.

What [textbook](#) is needed for this class? Actually, this answer is up to you.

Tell me more about the [recommended textbook](#).

Tell me more about the [alternate textbook](#) choices.

How are the [Study Guides](#) scored for students in the ALT Group?

All students can use the recommended textbook’s supporting [Microsite](#).

What is SAM? How do I [Register for a SAM account](#)?

[SAM Training Tips](#) and suggestions on how to get the most out of it? Note, Students in the ALT Group have a two week grace period that they can use to try SAM, earn some points, and make sure that they would prefer using alternate class materials. Should you decide you would prefer to purchase the textbook bundle with SAM you can change your mind. I want you to be happy with your choice on how you are going to get the most out of this class.

Are you having a [problem with SAM](#)? Here is how you can get help. And there is a special page for MAC users.

What are the [IC3 exams](#) like?

How can I [reserve](#) a place to take an IC3 Exam?

What are [course assignments](#) like and where do I find them?

The [Virtual Office](#) is open most Tuesdays and Wednesdays from 4:00 to 7:00. This is where students drop in to meet the professor, talk about the class and ask questions. Read about how to find the Virtual Office and come by often. Check Announcements for changes to this schedule.
No matter what resources you decide to use for IS 101, good reading skills are key to your success.

I am a repeat student. Do I have to buy the textbook or SAM again? Do I have to pay for vouchers to retake exams that I have already passed? No, no and no. Click on the link to find out more.

Is this the right class for you? Take this quick survey. Decide if you should take an easier pass/fail course first, or if you should I test out of this class.

What’s the scoop on bonus points?

- There is a standing offer that expires at 11:59 pm on January 31st. If you follow the instructions carefully you can earn a maximum of 100 bonus points. If you don’t follow the instructions so well you will earn fewer points.
- Throughout the semester you can earn additional bonus points by passing your IC3 exams ahead of schedule. You will earn 10 points for each day early that you pass an IC3 exam, up to 100 points per exam. For example, all students are expected to sit for and pass the first IC3 exam, Computing Fundamentals, on Saturday, February 20th. Students who pass it a day early, 2/19, will earn 10 bonus points. Students who pass it two days early, 2/18, will earn 20 bonus points. And so on. Students who pass this exam on 2/10 or earlier will earn 100 bonus points. This same formula will be used to award bonus points for the Key Applications and the Living Online IC3 exams.