#### **Data Science for ECE**

EEL 4930 Sections 0003/0004

*Class Periods:* Section 0003 – MWRF, period 4, 10:40 AM – 11:30 AM

Section 0004 – MWRF, period 7, 1:55 PM – 2:45 PM

Location: Online via synchronous Zoom meetings

Offering Mode: online
Academic Term: Fall 2020
Canvas Course Site

**Instructor:** Dr. Catia S. Silva

Office: NEB 467

• Phone: (352) 392-6502

• Email: catiaspsilva@ece.ufl.edu

• Office Hours\*\*: Mondays, Wednesdays and Fridays 3:00 PM – 4:00 PM, or by appointment

#### Course Description

(4 credits) Analysis, processing, simulation, and reasoning of data. Includes data conditioning and plotting, linear algebra, statistical methods, probability, simulation, and experimental design.

# Course Pre-Requisites / Co-Requisites

- MAC 2312 (Calculus 2)
- Other: Students are expected to bring a portable computer to class meetings. Students need basic computer programming skills.

# Course Objectives

Upon completion of this course, the student will be able to:

- 1. Generate visualizations to expose meaning in data
- 2. Generate and understand the meaning and uses of summary statistics of data
- 3. Model random phenomena using random variables
- 4. Generate random variables with specified densities or distributions
- 5. Conduct hypothesis tests using simulations and analysis
- 6. Understand and use conditioning to simplify problems
- 7. Estimate parameters of distributions from samples
- 8. Understand dependence and independence among random phenomena
- 9. Use statistical tests to determine or characterize dependence among random phenomena
- 10. Design experiments to understand random phenomena
- 11. Understand the difference between Bayesian statistics and classical statistics
- 12. Use simulation to calculate Bayesian statistics
- 13. Apply linear algebra for data processing and statistical calculations

The main goal of this course is to equip the students with a data science mindset for successful practical implementations, in particular: understand, analyze, and design an approach to work with a data science or electrical engineering problem.

#### Materials and Supply Fees:

None

*Class Meetings:* We will meet synchronously via Zoom. Zoom meetings will be recorded and available to you through Canvas.

<sup>\*\*</sup>office hours will be conducted via Zoom.

#### **Professional Component (ABET):** 4 credits of Engineering Science

### Relation to Program Outcomes (ABET):

Ou	tcome	Coverage*
1.	An ability to identify, formulate, and solve engineering problems by applying principles of engineering, science, and mathematics.	High
2.	An ability to apply both analysis and synthesis in the engineering design process, resulting in designs that meet desired needs.	High
3.	An ability to develop and conduct appropriate experimentation, analyze and interpret data, and use engineering judgment to draw conclusions.	High
4.	An ability to communicate effectively with a range of audiences	
5.	An ability to recognize ethical and professional responsibilities in engineering situations and make informed judgments, which must consider the impact of engineering solutions in global, economic, environmental, and societal contexts.	
6.	An ability to recognize the ongoing need for additional knowledge and locate, evaluate, integrate, and apply this knowledge appropriately.	
7.	An ability to function effectively on teams that establish goals, plan tasks, meet deadlines, and analyze risk and uncertainty	

# Required Software

The required software for this course is:

- A computer with the following software installed:
  - o Python 3.4.3 or later
  - o Anaconda
  - o **Zoom app**
  - o Git
  - o <u>UF Gatorlink VPN service</u>
  - o (recommended) GitHub Desktop
  - o (recommended) Explain Everything app
- Equipment: Webcam, headset/speakers, stable internet connection

Please see the <u>computer requirements</u> for minimum hardware requirements.

# Required Textbook

The required textbooks for this course are:

- Introduction to Probability
  - o Dimitri P. Bertsekas, John N. Tsitsiklis
  - o 2nd edition
  - o Athena Scientific, 2008
  - o ISBN: 978-1-886529-23-6

An <u>e-book version</u> will be cheaper and is perfectly fine for this course: you can access it for free <u>here</u>

# • Introduction to Applied Linear Algebra - Vectors, Matrices, and Least Squares

- o Stephen Boyd
- o Cambridge University Press, 2018
- o ISBN: 978-1-316518-96-0

An <u>e-book version</u> will be cheaper and is perfectly fine for this course: you can access it for free <u>here</u>

- Additional readings will be listed in <u>Canvas</u>
- All reading materials are electronically available via **Course Reserves**

### Course Schedule:

The following course schedule is tentative and may vary due to time constraints

Day	Week	Module	Topic/s
M 08/31 W	1	1. Introduction to Data Science and Python	<ul> <li>What is Data Science?</li> <li>Course description</li> <li>Discussion of expectations and logistics</li> <li>Introduction to Git and Jupyter Notebooks</li> <li>Introduction to Python and random module; first simulations</li> </ul>
09/02 R	1		<ul> <li>Counting and visualizing data; introduction to NumPy and Matplotlib</li> <li>(Video) Introduction to functions in Python</li> <li>Fair experiments and simulations</li> </ul>
09/03 F 09/04	1		<ul> <li>Relative frequency and probability</li> <li>(Video) Random experiments, sample spaces, and set operations</li> <li>Probabilistic models</li> </ul>
M 09/07	2		Holiday: Labor Day
W 09/09	2	2. Sample Space	Conditional Probability
R 09/10	2	and Probability	<ul><li>Total Probability</li><li>Bayes' Rule</li></ul>
F 09/11	2		<ul> <li>Total Probability applications: binary communication channel, error probabilities, Monty Hall problem</li> <li>Frequentist vs Bayesian decision rule</li> </ul>
M 09/14	3		Independence
W 09/16	3		• Counting
R 09/17	3	3. Exploratory Data Analysis	<ul> <li>(Video) Introduction to Pandas</li> <li>Summary statistics: average, median, mode, standard deviation, variance</li> <li>Summary visualization: histograms, pie chart and scatter plots</li> </ul>
F 09/18	3	4. Hypothesis Testing and	<ul><li>Binary hypothesis testing</li><li>Permutation Tests</li></ul>
M 09/21	4	Confidence Intervals	<ul><li>The Bootstrap</li><li>Confidence intervals</li></ul>
W 09/23	4	5. Estimation	<ul> <li>Maximum Likelihood Estimation (MLE)</li> <li>Maximum A Posteriori (MAP)</li> </ul>
R 09/24	4		<ul><li>Bayesian hypothesis testing</li><li>Decision Rules</li></ul>
F	4		Introduction to random variables

00/05			D 1 100 14 D 14 (D10)
09/25			Probability Mass Function (PMF)  (GDF)
			Cumulative Distribution Function (CDF)
			Survival function
M	5		Discrete random variables: Bernoulli, Binomial, Geometric
09/28			Introduction to SciPy
W	5	6. Random	Discrete random variables continued: Poisson
09/30	3	Variables	Properties of CDFs
R	_	variables	Continuous random variables: uniform, exponential
10/01	1 5		Probability Density Function (PDF)
F	-		Holiday, Homogoming (tantative Event 1 verview)
10/02	5		Holiday: Homecoming (tentative Exam 1 review)
M	6		Control Limit Theorem
10/05	0		Central Limit Theorem
	Exam 1 (t	tentative): Tuesday, O	october 6, 2020 @ 6:00 PM – 8:00 PM (covers modules 1-5)
W	4		Continuous Random Variables: Gaussian
10/07	6		Case studies of Gaussian random variables
R		6. Random	Expected value
10/08	6	Variables	Introduction to SymPy
F	_		(Video) Kernel density estimation
10/09	6		Moments
M			Analytical hypothesis tests
10/12	7		Binary T-tests
W			Errors and performance trade-offs in hypothesis testing
10/14	7		ROC curves
R			
	7		(Video) Conditioning with random variables and optimal decisions  Point Conditioning
10/15		7. Experimental	Point Conditioning  A Party in it Park helitimes
F	7	Design,	A Posteriori Probabilities
10/16		Decision and	Maximum Likelihood decisions
M 10/19	8	Analysis	Testing goodness of fit for discrete random variables
TAT			Introduction to multi-dimensional data
W	8	8	Categorical data
10/21			Contingency Tables
R	0		Testing independence
10/22	8		Testing consistency
F	_		
10/23	8		Vectors and vector operations
M	_		Moments of vectors
10/26	9	8. Introduction to	Matrices
W		Vectors	
10/28	9	Vectors	(Pearson's) correlation
R	9		Testing correlation and nonlinear relationships
10/29	,		
F	_	•	• Norm
10/30	9		Distance
-		9. Clustering	Angle between vectors
M	10		Clustering with K-Means
11/02	10		
W	10		Vector correlation
11/04	10		Projection

			Span and bases	
R 11/05	10	10. Feature	<ul><li> Gram-Schmidt Process</li><li> Linear Dependence</li><li> Dimensionality</li></ul>	
F 11/06	10	Selection	Exam 2 review	
M 11/09	11		<ul><li>Feature selection and weighting</li><li>Rotation matrices and matrix multiplication</li></ul>	
Exam 2 (tentative): Tuesday, November 10, 2020 @ 6:00 PM - 8:00 PM (covers modules 6-9)			•	
W 11/11	11		Holiday: Veterans Day	
R 11/12	11		<ul><li>Feature selection in higher dimensions</li><li>Matrix operations and linear equations</li></ul>	
F 11/13	11		<ul> <li>System of linear equations</li> <li>Row echelon</li> <li>Gauss-Jordan elimination</li> </ul>	
M 11/16	12		<ul><li>Matrix inverses</li><li>Determinant</li></ul>	
W 11/18	12		Matrix pseudo-inverse	
R 11/19	12		Least Squares	
F 11/20	12	11. Data Fitting	<ul> <li>Least Squares data fitting: Linear Regression</li> <li>Least Squares validation: cross-validation</li> </ul>	
M 11/23	13			
W 11/25	13		Holiday: Thanksgiving	
R 11/26	13		Holiday: Thanksgiving	
F 11/27	13		Holiday: Thanksgiving	
M 11/30	14		Jointly Gaussian random variables	
W 12/02	14		<ul><li>Covariance matrix</li><li>Eigen-decomposition</li></ul>	
R 12/03	14	12. Dimensionality	<ul><li>Orthogonal bases</li><li>Decorrelating data</li></ul>	
F 12/04	14 Reduction		Principal Component Analysis	
M 12/07			<ul><li>Curse of Dimensionality</li><li>Applications of Dimensionality reduction</li></ul>	
W 12/09	15		• Final Exam review  1: Friday December 18, 2020 @ 7:30 AM - 9:30 AM (covers modules)	

Final Exam for Section 0003 (scheduled): Friday, December 18, 2020 @ 7:30 AM - 9:30 AM (covers modules 10-12)

Final Exam for Section 0004 (scheduled): Wednesday, December 16, 2020 @ 3:00 PM - 5:00 PM (covers modules 10-12)

Video: refers to asynchronous recordings to watch as a preparation for class meetings

#### Online Course Recording

Our class sessions may be audio visually recorded for students in the class to refer back and for enrolled students who are unable to attend live. Students who participate with their camera engaged or utilize a profile image are agreeing to have their video or image recorded. If you are unwilling to consent to have your profile or video image recorded, be sure to keep your camera off and do not use a profile image. Likewise, students who un-mute during class and participate orally are agreeing to have their voices recorded. If you are not willing to consent to have your voice recorded during class, you will need to keep your mute button activated and communicate exclusively using the "chat" feature, which allows students to type questions and comments live. The chat will not be recorded or shared. As in all courses, unauthorized recording and unauthorized sharing of recorded materials is prohibited.

#### **Course Policies and Procedures**

This class will be presented online using Zoom and requires access to a working webcam and stable internet connection. I prefer that students keep their camera on during the class so that I can see you as I would during normal face-to-face classes. Studies show that if we can see each other's faces then we will have more engagement, more student success, and more faculty success. However, this is not a requirement. I understand if on certain days you can't have your camera on due to internet bandwidth limitations, other family members, health issues, or any other reasons.

Please read carefully the following 8 topics; please let me know if you have any questions.

# 1. Course Communications

**General information: (a)** The primary means to get help with a problem, other than office hours, will be the Canvas discussion boards. We will check the board daily, to answer inquiries. Other students should feel free to post responses to these questions as well within the guidelines discussed in the sections on collaboration and course etiquette.

- **(b)** Questions about grades or personal issues may be emailed to me at <u>catiaspsilva@ece.ufl.edu</u> or within Canvas this will protect your <u>FERPA rights</u>. You are welcome to use the telephone (352.392.6502), talk with me during office hours, or set up an appointment.
- **(c)** We have a Slack page for the course: <a href="https://uf-eel4930-fall2020.slack.com/">https://uf-eel4930-fall2020.slack.com/</a>. This is an optional resource for students to discuss the course amongst each other and occasionally with the Professor. This resource is intended to supplement office hours and student interactions. No official communication/submission happens over Slack. No assignments submissions will be accepted over Slack.

**Expectations:** if you have an issue or need help, do not wait to ask about it! Problems are generally easier to solve sooner rather than later. You are expected to contribute to the ongoing constructive feedback that is an essential part of the learning process. Please review the classroom etiquette guidelines at the end of this section.

# 2. Attendance Policy

**General information:** attendance is not required though summative and cumulative assessments, such as practice quizzes, collaborative teamwork, graded exercises, and participation, will happen during class.

**Expectations:** I will prepare course materials with the expectation that students will attend class and bring a computer to follow along with any practical implementations.

#### 3. Grading Policy

**General information: (a)** all assignments will have a grading rubric and submissions will be graded based on the assignment's rubric. For maximum credit, students must submit correct and elaborated answers that follow instructions. For assignments that require code, clean, easy to read, easy to run, and well commented Python 3.4.3+ code is required.

**(b)** Individual assignments <u>will not</u> be graded on a curve. Final grades course grades <u>will</u> be graded on a curve.

**Expectations:** I will expect that students will complete all assignments with care, ensure that submissions are complete and illustrate the understanding of the concepts being assessed.

#### 4. Late Work

**General information:** all submissions are accepted <u>if</u> the assignment solutions have not yet been posted but will lose the "on-time" points listed in the rubric.

**Expectations:** I will expect students to follow all deadlines. In case of conflict, I expect that students will communicate with me and let me know well in advance about any conflicting issues.

#### 5. Make-Up Policy

**General information: (a)** if you feel that any graded assignment needs to be re-graded, you must discuss this with the instructor within one week of grades being posted for that assignment. If approved, the entire assignment will be subject to complete evaluation.

**(b)** if you have an academic conflict with any assignment or exam date/time, please let me know well in advance so we can make the necessary changes and make the appropriate accommodations available.

**Expectations:** I will expect students will communicate with me about any requests and conflicts well in advance of any assignment.

Excused absences must be consistent with university policies in the undergraduate catalog (<a href="https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx">https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx</a>) and require appropriate documentation.

### 6. Collaboration

**General information:** in solving any individual assignments, healthy discussion and collaboration amongst classmates is encouraged. Healthy collaboration includes: (a) discussing and explaining general course material; (b) discussing assignments for better understanding; (c) aiding for general programming and debugging issues.

**Expectations:** if another student contributes substantially to your understanding of a problem, you should cite this student to let myself and the teaching assistants be aware of your similar interpretations of a problem. You will not be negatively judged for citing another student.

### 7. Cheating and Plagiarism

**General information:** while collaboration is encouraged, you are expected to submit your own work and follow the <u>student honor code</u>. Submitting work completed by another student is considered <u>plagiarism</u> and will be dealt according to university policy. In general, if you do not understand your solution, the work is not your own. Examples of plagiarism include: (a) copying (or allowing someone to copy), even partially, an assignment solution or program from the course; (b) submitting material, particularly code, using material taken from another source without proper citation; (c) obtaining solutions to assignments or exams through inappropriate means. Note that I may elect to use a plagiarism detection service in this course, in which case you will be required to submit your work to such a service as part of your assignment.

**Expectations:** I expect all students to be bound to the honor pledge as indicated in the <u>student honor code</u>. If you are suspected of dishonest academic activity, I will invite you to discuss it further in private. Academic dishonesty will likely result in grade reduction, with severity depending on the nature of the dishonest activity. I am obligated to report on academic misconduct with a letter to the department, college and/or university leadership. Repeat offences will be treated with significantly greater severity.

#### 8. Course Etiquette

- Be present. This will allow you to get the most out of class time as well as for your classmates to get the most out of their collaborations with you.
- Put your cell phone away unless you are actively using it to further the class activities.
- Be prepared. The readings and videos are carefully chosen to support the in-class activities.
- Listen carefully and do not interrupt others.

- Give quality feedback. What constitutes "quality" will be discussed in class.
- Respect the opinions of others, even when you do not agree.
- Keep an open mind, embrace the opportunity to learn something new.
- Avoid monopolizing the discussion. Give others a chance to contribute and be heard.
- Do not be afraid to revise your ideas as you gather more information.
- Try to look at issues from more than one perspective.
- Respect others by learning and using the name and pronoun they prefer.
- Do not use offensive language.

# **Evaluation of Grades**

raucs			
Assignment	<b>Total Points</b>	Percentage of Final Grade	
Homework	100 each	20%	
Participation	5 each	10%	
Short assignments	10 each	10%	
Exam 1	100	20%	
Exam 2	100	20%	
Final Exam (Exam 3)	100	20%	
		100%	

### **Assignment descriptions:**

- **Homework:** will consist of practical and theoretical understanding of the topics covered in class. A typical homework will have two components: Part I consists of a quiz that will access theoretical understanding; Part II consists of practical problem/s to be implemented in Python.
- **Participation:** throughout the course I will ask for participation on a given topic in the form of class discussion boards. Participation points will be awarded for those posts/discussions and participation in class. Instructions on participation points will be discussed in the first lecture. The first participation points are awarded in week 1 and 2, so please keep an eye out for these.
- **Short Assignments:** will typically consist of short simulation implementations or short analytical derivations. Some of these assignments will be in-class assignments but the majority will be assigned at the end of class and due the following class.
- Exams: (1) will be conducted via Honorlock. (2) Will offer Zoom link to ask questions during the exam. (3) The exams will be drawn evenly from all lectures, assignments, and readings that occurred up to that point in the course. The content to be covered in the exams are listed in the schedule above: exam 1 covers modules 1-5, exam 2 covers modules 6-9 and the final exam covers modules 10-12. None of the exams will cover any other topics outside of the ones listed, although some concepts are in nature cumulative. You are responsible for all assigned material. A full practice exam(s) will be posted in canvas. Students should have a notebook up and running for the exam to assist with validating answers to code completion problems.

#### Online Proctoring with Honorlock

Your exams this semester will be proctored by Honorlock. Honorlock is an online proctoring service that allows you to take your exam from the comfort of your home. Honorlock is available 24/7 all you need is a computer, webcam, and a stable internet connection. You DO NOT need to create an account, download software or schedule a proctoring appointment.

Once a quiz has been published to Canvas, all you need to do is log into Canvas and click on the quiz you need to take. You will be prompted to add the Honorlock Chrome Extension, which is required to take your exam. You are required to use Google Chrome as your browser. Then you will need to take a picture, show your ID, and scan your room. Honorlock will be recording you via webcam and they will be recording your screen. They also have integrity algorithm that can detect search-engine use, so do not attempt to cheat or look up answers, even if its secondary device.

Please read the <u>Student Exam Preparation information document</u> carefully as it provides information about any expectations and requirements to use Honorlock.

**Grading Policy** 

Percent	Grade	<b>Grade Points</b>
93.4 - 100	A	4.00
90.0 - 93.3	A-	3.67
86.7 - 89.9	B+	3.33
83.4 - 86.6	В	3.00
80.0 - 83.3	B-	2.67
76.7 - 79.9	C+	2.33
73.4 - 76.6	С	2.00
70.0 - 73.3	C-	1.67
66.7 - 69.9	D+	1.33
63.4 - 66.6	D	1.00
60.0 - 63.3	D-	0.67
0 - 59.9	Е	0.00

More information on UF grading policy may be found at:

https://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx

# **Students Requiring Accommodations**

Students with disabilities who experience learning barriers and would like to request academic accommodations should connect with the disability Resource Center by visiting <a href="https://disability.ufl.edu/students/get-started/">https://disability.ufl.edu/students/get-started/</a>. It is important for students to share their accommodation letter with their instructor and discuss their access needs, as early as possible in the semester.

#### **Course Evaluation**

Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals. Guidance on how to give feedback in a professional and respectful manner is available at <a href="https://gatorevals.aa.ufl.edu/students/">https://gatorevals.aa.ufl.edu/students/</a>. Students will be notified when the evaluation period opens, and can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals, or via <a href="https://ufl.bluera.com/ufl/">https://ufl.bluera.com/ufl/</a>. Summaries of course evaluation results are available to students at <a href="https://gatorevals.aa.ufl.edu/public-results/">https://gatorevals.aa.ufl.edu/public-results/</a>.

### **University Honesty Policy**

UF students are bound by The Honor Pledge which states, "We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honor and integrity by abiding by the Honor Code. On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied: "On my honor, I have neither given nor received unauthorized aid in doing this assignment." The Honor Code (<a href="https://sccr.dso.ufl.edu/policies/student-honor-code-student-conduct-code/">https://sccr.dso.ufl.edu/policies/student-honor-code-student-conduct-code/</a>) specifies a number of behaviors that are in violation of this code and the possible sanctions. Furthermore, you are obligated to report any condition that facilitates academic misconduct to appropriate personnel. If you have any questions or concerns, please consult with the instructor or TAs in this class.

# Commitment to a Safe and Inclusive Learning Environment

The Herbert Wertheim College of Engineering values broad diversity within our community and is committed to individual and group empowerment, inclusion, and the elimination of discrimination. It is expected that every person in this class will treat one another with dignity and respect regardless of gender, sexuality, disability, age, socioeconomic status, ethnicity, race, and culture.

If you feel like your performance in class is being impacted by discrimination or harassment of any kind, please contact your instructor or any of the following:

- Your academic advisor or Graduate Program Coordinator
- Robin Bielling, Director of Human Resources, 352-392-0903, rbielling@eng.ufl.edu
- Curtis Taylor, Associate Dean of Student Affairs, 352-392-2177, taylor@eng.ufl.edu
- Toshikazu Nishida, Associate Dean of Academic Affairs, 352-392-0943, nishida@eng.ufl.edu

#### Software Use

All faculty, staff, and students of the University are required and expected to obey the laws and legal agreements governing software use. Failure to do so can lead to monetary damages and/or criminal penalties for the individual violator. Because such violations are also against University policies and rules, disciplinary action will be taken as appropriate. We, the members of the University of Florida community, pledge to uphold ourselves and our peers to the highest standards of honesty and integrity.

### **Student Privacy**

There are federal laws protecting your privacy with regards to grades earned in courses and on individual assignments. For more information, please see: <a href="https://registrar.ufl.edu/ferpa.html">https://registrar.ufl.edu/ferpa.html</a>

# Campus Resources:

#### **Health and Wellness**

#### U Matter, We Care:

Your well-being is important to the University of Florida. The U Matter, We Care initiative is committed to creating a culture of care on our campus by encouraging members of our community to look out for one another and to reach out for help if a member of our community is in need. If you or a friend is in distress, please contact <a href="mailto:umatter@ufl.edu">umatter@ufl.edu</a> so that the U Matter, We Care Team can reach out to the student in distress. A nighttime and weekend crisis counselor is available by phone at 352-392-1575. The U Matter, We Care Team can help connect students to the many other helping resources available including, but not limited to, Victim Advocates, Housing staff, and the Counseling and Wellness Center. Please remember that asking for help is a sign of strength. In case of emergency, call 9-1-1.

**Counseling and Wellness Center:** <a href="http://www.counseling.ufl.edu/cwc">http://www.counseling.ufl.edu/cwc</a>, and 392-1575; and the University Police Department: 392-1111 or 9-1-1 for emergencies.

#### Sexual Discrimination, Harassment, Assault, or Violence

If you or a friend has been subjected to sexual discrimination, sexual harassment, sexual assault, or violence contact the **Office of Title IX Compliance**, located at Yon Hall Room 427, 1908 Stadium Road, (352) 273-1094, title-ix@ufl.edu

#### Sexual Assault Recovery Services (SARS)

Student Health Care Center, 392-1161.

**University Police Department** at 392-1111 (or 9-1-1 for emergencies), or <a href="http://www.police.ufl.edu/">http://www.police.ufl.edu/</a>.

### <u>Academic Resources</u>

**E-learning technical support**, 352-392-4357 (select option 2) or e-mail to Learning-support@ufl.edu. <a href="https://lss.at.ufl.edu/help.shtml">https://lss.at.ufl.edu/help.shtml</a>.

Career Resource Center, Reitz Union, 392-1601. Career assistance and counseling. https://www.crc.ufl.edu/.

**Library Support**, <a href="http://cms.uflib.ufl.edu/ask">http://cms.uflib.ufl.edu/ask</a>. Various ways to receive assistance with respect to using the libraries or finding resources.

**Teaching Center**, Broward Hall, 392-2010 or 392-6420. General study skills and tutoring. <a href="https://teachingcenter.ufl.edu/">https://teachingcenter.ufl.edu/</a>.

**Writing Studio, 302 Tigert Hall**, 846-1138. Help brainstorming, formatting, and writing papers. <a href="https://writing.ufl.edu/writing-studio/">https://writing.ufl.edu/writing-studio/</a>.

**Student Complaints Campus**: <a href="https://care.dso.ufl.edu">https://care.dso.ufl.edu</a>.

On-Line Students Complaints: <a href="http://www.distance.ufl.edu/student-complaint-process">http://www.distance.ufl.edu/student-complaint-process</a>.