

Frequently Asked Questions 2

Updated March 17, 2020

Classes

1. May you please provide instructions on how to remotely access Aspen? Is there a limit to the number of students who can access Aspen remotely?
Briefly, remote access to Aspen is available via <https://coe-connect.engr.tamu.edu>. VPN access may also be required for those logging in from off campus. Detailed directions for remote access of this and other software resources will be communicated through the instructors of courses where the software is used.
2. Is there any ability (set up time slots for groups for example) for seniors to work in the lab to access Aspen in JEB personally? The remote access of Aspen takes a significantly longer time to run a simulation than in JEB.
Access to JEB computer labs is currently restricted. We will evaluate access at a later stage. While we recognize difficulties with remote access, the safety of our students and their family members is our top priority. Opening the labs poses a risk at this point. We are continually evaluating the situation, but given the extremely rapid pace at which events are evolving we cannot at this time provide a more definitive answer about when access to these facilities will be restored. We understand that this is an inconvenience to everyone, and we ask for your patience and recognition of the broader health considerations involved.
3. For a course like PCHEM (not within the CHEN department, but is all CHEN students) are there different guidelines for the whole online transition process?
I'm not sure exactly what you mean by "different guidelines", but in general the it is up to the CHEM course instructors to manage the delivery of their classes, whether in-person or online. Therefore, I suggest for students to communicate with their instructors to make sure that there is clarity about expectations for lectures, deliverables, exams, etc.

JEB/Misc.

4. What are the restricted hours JEB is open to students?
JEB is effectively closed for undergraduate students this week (March 16 – 22). As stated above in the response to question #2, we are continually evaluating the situation to consider when access can be restored, but we cannot provide a timeline at this stage. We understand that this is one of many inconveniences that all of us must adapt to during the coming weeks. For now, we ask all students to please understand that that we are in the midst of an unrepresented global health situation that is immensely changing all aspects of our daily lives. There is not a playbook or set schedule we can follow for this kind of event, making it (understandably) a confusing and overwhelming time for everyone. **Therefore, as of now, we strongly urge all students to follow guidance to limit group interactions, engage in social distancing, and practice recommended hygiene and sanitation procedures, regardless of whether they are located on campus or off campus.**

5. Will we still be able to meet with advisors in person to talk about things like degree plans and questions regarding class schedules if we make an appointment?

In consideration of the health and safety of our advising staff (and family members with whom they are in contact), we ask that meetings occur virtually for the time being. Advisors are available to students by phone, email or virtual appointment without the need to visit campus. Please feel free to email or call with any questions, or to reserve a specific time to visit virtually.