

Frequently Asked Questions

Updated March 21, 2020

1. How will polymath be made accessible for students? Currently polymath is only accessible via JEB lab computers, could we make it accessible on VOAL?

Remote access to Polymath v6.2 is available via <https://coe-connect.engr.tamu.edu>. Please note that VPN access is required to login from off campus. Also note that it does take ~30s when applications are first launched, during which there is a gray screen displayed. IT staff are working on providing a visible progress bar during this time, but please be patient; the software is launching. **We ask that students please communicate with their instructors for detailed directions about assignments and access to course-specific software tools.**

2. Will there be a time I can enter the JEB building to access my locker? I have items in my locker that I need for school.

Thank you for your patience as this situation has evolved considerably during the past week. **We are planning to make the rear corridor locker area in JEB accessible for students to collect their belongings between 2-4 PM on Monday and Tuesday (March 23 and 24).** In accordance with current guidelines, we must limit access to no more than 10 people at one time and maintain social distancing (6-ft minimum separation between individuals). Please understand that until we hear otherwise:

- Campus is open only to provide services to students (housing, food, etc.)
- All staff have been instructed to continue working remotely work until May 1 (i.e., advising, instruction, etc. is online only during this time)
- Labs are closed to undergraduate students

Please know we understand that this is inconvenient for everyone. We will all need to be patient and work together to continue moving forward during this time. If you have not already done so, please familiarize yourselves with the resources available at <https://provost.tamu.edu/keep-learning>.

3. I accessed Aspen remotely, and was able to get my CHEN 426 simulation to converge (albeit painfully slow rate). Aspen indicated that economic analysis tools (to determine unit sizing, expenditures, etc.) were not available in this remote access. How should seniors go about accessing Aspen's economic analysis tools? Are there plans to release tutorials to access these tools or future plans to open the JEB computer lab?

We ask that students please communicate with their instructors regarding course-specific questions so that this forum can be reserved for questions that involve the undergraduate student body as a whole. Having said that, I can tell you that all instructors, including those for CHEN 426, are aware of the differences in online vs. face-to-face delivery, and are considering modifications to deliverables that will better adapt them to fulfill course learning objectives in an online instructional format.