

Methods of Inquiry for Sustainability and the Built Environment

"If today's students want to compete in this global society, they must be proficient communicators, creators, critical thinkers, and collaborators (the "Four Cs")." – National Education Association (NEA)

Instructor: Hal Knowles | Ph.D.
Lecturer | Program in Sustainability and the Built Environment (SBE)
College of Design, Construction, and Planning (DCP) | University of Florida

Office Location: TBD
Office Hours: Mondays | 1:00 PM to 2:30 PM | or by appointment
Office Correspondence: 352-273-0239 | Canvas email (preferred) | or hknowles@ufl.edu

Course Term & Credits: Fall 2018 | 3 Credits
Course Time & Location: Mondays | Period 5 | 11:45 AM – 12:35 PM | ARCH 0213 | [UF Building #0268](#)
Wednesdays | Period 4-5 | 10:40 AM – 12:35 PM | ARCH 0213 | [UF Building #0268](#)

Course Co/Prerequisite: BCN 1582 (or) IDS 2154 (or) another course approved in the topic area
General Education Credit: N/A
Final Exam Schedule: 12/11/2018 @ 12:30 PM – 2:30 PM

Course Summary

The breadth of methods of inquiry (the process of asking and then answering questions) commonly used by planners, designers and builders, as well as those who study the built and managed environments.

Course Overview & Purpose

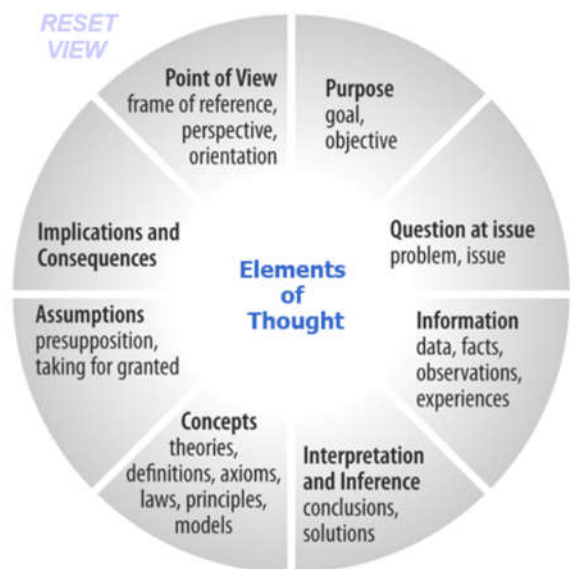
This course provides an overview of the critical thinking process and the scientific method, with an emphasis on techniques pertinent to the field of sustainability in the built environment. Course assignments focus on analyzing and rebutting claims, developing a project management strategy, and gathering and evaluating data regarding each student's interests.

Course Goals & Objectives

- Learn and apply the elements of thought to evaluate claims within your field of interest.
- Utilize critical thinking strategies and research methods to examine contemporary issues in sustainability and the built environment and to develop personal philosophies of science.
- Explore data collection and analysis methods most applicable to different types of research questions.
- Conceptualize and develop a problem statement and a proposal for a research project (e.g., SBE Capstone).

Required Text(s)

Readings will be comprised of online articles, course reserves, handouts, and/or various supplemental, free publications identified for class discussion. Assignments may be supplied in class and/or via the UF Canvas e-Learning portal (<https://lss.at.ufl.edu/>). Students are expected to complete readings as advance preparation for class discussions.



Student Learning Outcomes

Upon completion of this course, successful students will be able to:

- Distinguish sustainability and the built environment from other disciplines and better identify “good” science.
- Formulate and deliver higher quality verbal and written arguments.
- Demonstrate an ability to learn from other fields.
- Interact effectively as a part of a team exploring important issues.

Additional Expenses

Not applicable. However, students may also be expected to procure and use their own mobile file storage and transfer device (e.g., USB thumb drive) or web-based service to present and share information in class.

Teaching Philosophy & Expectations

I have experience in commercial construction management, planning, facilitation, systems ecology, and temporal and spatial analytics of land use change. I am passionate about the thought processes and decision-support strategies necessary to establish and sustain equitable, safe, healthy, and resilient communities adaptive to uncertainty.

- Student expectations of instructor: enthusiasm for the course; engaging lectures; application of knowledge through classroom activities and fieldwork; organized and neat course materials; unbiased guidance; encouragement of critical thought; and reasonable availability to meet with students outside of class.
- Instructor expectations of students: compassionate curiosity; positive attention and intention; willingness to learn with open heart and open mind; consistent attendance; punctual arrival; active participation in our class discussions and activities; advance reading of class content; on-time completion and submission of assignments; proper citation management; adherence to proper netiquette and all University rules and regulations.

Instructional Methods

This course format includes lectures, discussion of assigned readings, viewing of multi-media materials, practical individual and group activities during and outside of class, and student research and writing outside of class. The course may periodically include guest lecturers. Students are encouraged to take content and contextual notes about lectures, guest speakers, and videos, as these materials will also be reference on the exams and within assignment reflections.

Course Communication and Online e-Learning Portal:

This class will primarily utilize the [UF Canvas e-Learning](#) portal to distribute course information and materials. As Canvas is our online “home base,” it is your responsibility to check this e-Learning portal regularly for critical course content and announcements. Readings and changes to the syllabus will be posted on Canvas.

Class handouts, assignments, and slides may be posted on Canvas, and/or submitted in other formats, written or electronic, depending on the topic. Reviewing materials online is never a substitute for class attendance. Lecture slides will be posted as a courtesy of the instructor, are not intended to be a complete study aid, and should be viewed as supplementary to personal notes.

Periodic emails may be sent through Canvas. It is your responsibility to ensure that you either login to Canvas to retrieve these emails or have them set to forward to your University email account. To login to Canvas you will need to provide your GatorLink username and password. If you are new to Canvas or have any problems using Canvas, please contact the Help Desk at 392-HELP. Canvas email is my best (and preferred) method of communication. I will answer your email as quickly as possible but please allow up to 24 hours for a reply. Proper email etiquette is expected.

Assignments and Grading

Grades will be based on evidence that students have completed assigned reading, participated actively in all class discussions and activities, completed writing and presentation assignments, and completed both in-class and outside-of-

class activities throughout the semester. All completed tasks will be evaluated based on pertinence of content, critical thinking, creativity, and communication. Details of each assignment are posted on the Canvas site.

I expect that all students should be able to accomplish the basic requirements for the course – a “C” grade, but will not hesitate to mark lower when a student does not meet the expectations of adequately showing an understanding of the material, attendance, and on-time completion of assignments. “A” grades require performance beyond the minimum or average – e.g., quality, depth, synthesis of ideas, originality, or creativity.

The University standard is for students to expect to study approximately 3 hours for each course credit hour. For example, DCP 3200 is a 3-credit course. Thus, you should expect to study up to 9 hours per week outside of class.

All grades will be posted in the Canvas gradebook. Any discrepancies with points displayed in the gradebook should be addressed directly with the instructor. Course grades will neither be curved, nor rounded up. *Any requests for extra credit (beyond that given in class) or special exceptions to these grading policies will be interpreted as an honor code violation (i.e., asking for preferential treatment) and will be handled accordingly.*

<i>Grading Category</i>	<i>Additional Details</i>	<i>Possible Points*</i>	<i>Percent of Total</i>
Attendance & Punctuality	Required	50	5%
Participation, Engagement, & Readiness	See Rubric	150	15%
Assignments & Projects	Individual	350	35%
Homework	Individual	250	25%
Midterm Exam	In-Class	200	20%
Total		1000	100%

<i>Grade</i>	<i>Points (GPA)*</i>	<i>Percent</i>	<i>Grade</i>	<i>Points (GPA)*</i>	<i>Percent</i>
A	930-1000 (4.00)	93.0-100.0%	C	730-769 (2.00)	73.0-76.9%
A-	900-929 (3.67)	90.0-92.9%	C-	700-729 (1.67)	70.0-72.9%
B+	870-899 (3.33)	87.0-89.9%	D+	670-699 (1.33)	67.0-69.9%
B	830-869 (3.00)	83.0-86.9%	D	630-669 (1.00)	63.0-66.9%
B-	800-829 (2.67)	80.0-82.9%	D-	600-629 (0.67)	60.0-62.9%
C+	770-799 (2.33)	77.0-79.9%	E	000-599 (0.00)	0.0-59.9%

*Extra credit points may be earnable as described by the instructor at various points throughout the term.

For more information on University grades and grading policies, please visit:

- Undergraduate Students: <https://catalog.ufl.edu/UGRD/academic-regulations/grades-grading-policies/>
- Graduate Students: <http://gradcatalog.ufl.edu/content.php?catoid=5&navoid=1054#grades>

Course Schedule

General topics and tasks are summarized below. Official weekly readings will be posted within Canvas.

<i>Week</i>	<i>Topic</i>	<i>Tasks</i>	<i>Task Details</i>
1	Introduction	Assignments	
		Class Activities	<ul style="list-style-type: none"> • Starting exercise. • Getting to know research journals (review work). • Accountability groups.
2	Research Questions, Scientific Methods, & Types of Proof	Assignments	<ul style="list-style-type: none"> • Submit 3 ideas that you think can be scientifically proven. • FiLcHeRS assessment homework due.
		Class Activities	<ul style="list-style-type: none"> • Learning about the library (Jessica Aberly). • Types of Proof: FiLcHeRS and assessment of claims. • Sampling project.

3	Choosing Research Methodologies	Assignments	<ul style="list-style-type: none"> Talk about your research idea to 5 random people, explore their reactions, & summary due.
		Class Activities	<ul style="list-style-type: none"> Combining study designs & data collection methods.
4	Bias, Ethics, Pseudoscience, & Fraud	Assignments	<ul style="list-style-type: none"> Research questions & terms homework due.
		Class Activities	<ul style="list-style-type: none"> Ethics thinking toolkit.
5	Institutional Review Boards (IRBs)	Assignments	<ul style="list-style-type: none"> Complete the IRB-02 online training course.
		Class Activities	<ul style="list-style-type: none"> Protecting the rights and welfare of human research subjects.
6	Presenting Work	Assignments	<ul style="list-style-type: none"> Journal review 1 due.
		Class Activities	<ul style="list-style-type: none"> Using persuasion, writing, and visual aids. Research proposal review (step 1).
7	Sampling Project Presentations	Assignments	<ul style="list-style-type: none"> Step 1 of 3 for the research project proposal due.
		Class Activities	<ul style="list-style-type: none"> Sampling activity. Student presentations.
8	Evaluating Research	Assignments	<ul style="list-style-type: none"> Journal review 2 due.
		Class Activities	<ul style="list-style-type: none"> Research proposal review (step 2).
9	Research Concepts, Designs, & Proposals	Assignments	
		Class Activities	<ul style="list-style-type: none"> Discussion.
10	Research: Surveys, Policy Evaluations, & Content Analysis	Assignments	<ul style="list-style-type: none"> Step 2 of 3 for the research project proposal due.
		Class Activities	<ul style="list-style-type: none"> Research proposal review (step 3).
11	Behavioral Research Presentations & SWOT Analysis	Assignments	<ul style="list-style-type: none"> Behavioral research project report due.
		Class Activities	<ul style="list-style-type: none"> Student presentations. SWOT analysis.
12	Student Policy Evaluation Presentations	Assignments	<ul style="list-style-type: none"> Policy evaluation project report due.
		Class Activities	<ul style="list-style-type: none"> Discussion. Student presentations.
13	Case Study Research	Assignments	<ul style="list-style-type: none"> Journal review 3 due.
		Class Activities	<ul style="list-style-type: none"> Unearthing and evaluating practical peer cases.
14	Project Proposal Presentations	Assignments	<ul style="list-style-type: none"> Step 3 of 3 for the research project proposal due.
		Class Activities	<ul style="list-style-type: none"> Student presentations.
15	Project Proposal Presentations	Assignments	
		Class Activities	<ul style="list-style-type: none"> Student presentations.
16	Wrap-up	Assignments	<ul style="list-style-type: none"> Any outstanding assignments due.
		Class Activities	<ul style="list-style-type: none"> Discussion & review.

- Disclaimer: This schedule represents the prospective plans and objectives for this course. As we go through the semester, those plans may need to change to enhance the class learning opportunity. Such changes, communicated clearly, are not unusual and should be expected.
- Notice: Course activities may require attendance at events that occur outside of our normal class meeting time. Review the schedule carefully. If you have valid reasons for being unable to attend these activities (e.g., team practice schedule, work, another class), then it is your responsibility to inform the instructor of the conflict at the beginning of the semester or as soon as you know of the conflict. Accommodations for alternate assignments may only be made in advance of an assignment.

Final Exam:

If applicable to this course, the final exam will be given on, or due no later than, the regularly scheduled final exam date/time.

Tips for Success:

- Read the material before you come to class. Take notes as you read. Review your notes after each class. Add the notes you take in class. Interact with your notes and materials early and often. Each week's readings build upon the previous week's readings.
- Engage your classmates and study as actively as possible.
- Do not fall behind or procrastinate in your studies. The exams and assignments are rigorous. You cannot cram, nor start writing, the night before and expect to do well.
- Check Canvas announcements/emails daily. I will post important and helpful information as announcements or emails.
- Have a positive attitude! You are learning knowledge and skills that will help you to improve your critical thinking and to become a more engaged citizen in your community, regardless of your career path.

Campus Accessibility Considerations

When driving onto campus, be aware of parking decal restrictions and visit <http://www.parking.ufl.edu/>. When riding transit or using other available commuting methods, visit <http://parking.ufl.edu/transit-commuting/>.

Performance Expectations

Required Attendance:

Attendance is mandatory and participation is graded based on each class period (i.e., missing a multi-period day of class will count as multiple absences in accordance with the number of periods). *Students with four or more unexcused period absences will fail the course.*

According to University policy, absences may be excused due to illness, religious holiday, emergency, death in the family, or participation in official University-sponsored athletic events or scholarly activities. Requirements for class attendance and make-up exams, assignments, and other work in this course are consistent with University policies as found at: <https://catalog.ufl.edu/UGRD/academic-regulations/attendance-policies/>

Please inform the instructor of any anticipated absences as early as possible and be prepared to provide appropriate documentation. You are responsible for contacting a classmate to obtain notes on the materials covered. If you encounter an emergency or illness that requires an extended absence, you may wish to contact the Dean of Students Office (202 Peabody Hall, 392- 1261) for assistance.

Failure to attend class regularly, consistent tardiness, and/or early departure will result in a significant negative affect on your attendance and class participation evaluation. Missing a substantive portion of a class, whether you arrive late or leave early without prior approval, will be considered an unexcused absence. You are expected to be an active participant in the class. This means the following:

- Come to class on time;
- Submit your work on time;
- Complete weekly readings and assignments prior to class discussions; and
- Participate in class and be an active listener (i.e., listen, respond, ask questions, and make comments).

Critical thinking is a part of our daily lives. If an interesting issue in sustainability and the built environment is receiving considerable attention in the newspaper or on television, it may be discussed in class. Similarly, if there are issues, ideas, or readings that you want included in this course, please let the instructor know. This is your course, and together we will make every reasonable attempt to accommodate new ideas. Thus, you should be willing to invest some of your time into finding material and leading discussion on those new ideas.

Class Participation:

Your engagement in, and contribution to, class discussions is essential to the success of this course as both instructors and students benefit from learning from new perspectives. As such, you are expected to be well prepared for each class by keeping up with scheduled readings, completing assignments, and creatively contributing information and commentaries.

Critical thinking requires robust, informed conversation. This class is no different. You are expected to participate and be an active listener and thoughtful conversant. The following rubric will be employed to assign participation points for each class.

<i>Qualities</i>	<i>Preferred (5 pts)</i>	<i>Acceptable (4 pts)</i>	<i>Passing (2 pts)</i>	<i>Disappointing (1 pt)</i>	<i>Unacceptable (0 pts)</i>
Timeliness	Arrives on time	Arrives less than 5 minutes late	Arrives 5-10 minutes late	Arrives more than 10 minutes late (w/o explanation)	Absent
Commentary	Comments are relevant and reflect understanding and good preparation	Comments are mostly relevant, but understanding may be slightly lacking	Comments are minimal (“yeah”, “uh”, “huh”) and demonstrate poor preparation	No comments are made	Disruptive or rude comments are made
Demeanor	Clear enthusiasm	Not overly enthusiastic, but positive	Demeanor is sluggish	Sleeping, texting, online, disengaged	Drawing others into disrespectful behaviors (sharing texts, notes, etc.)

Personal Conduct Policies:

Treat this course as you would a new job. Above all else, the classroom is a place of respect for people and ideas. You are expected to treat your fellow classmates, the instructor, guests, and others with respect, honesty, professionalism, and politeness. Please be on time and prepared to share your informed questions, impressions, and interpretations of the current week’s materials. Tardiness is unacceptable and rude to both the instructor and your fellow classmates. If you need to leave class early, please let the instructor know ahead of time and sit nearer to the door so as not to disrupt class. A break will be provided approximately every 60 minutes for any multi-hour blocks. Students engaging in disruptive behavior will be asked to leave the class and will be marked absent for the day.

Cell Phones:

Cell phones and other electronic devices must be set to vibrate mode during class. Cell phones must be put away during class time. Students who receive or make calls or text messages during class will be asked to leave and marked absent for the day.

Tablets & Laptops:

You may use tablets or laptops to take notes and access course materials. If you are observed using your electronic device for social media, email, messaging, and/or other non-class uses, you will be asked to leave and marked absent for the day.

Make-Up Policies:

There is no make-up policy for exams, quizzes, and in-class activities missed due to unexcused absences. If you are sick or have an emergency that prevents you from taking an exam at the scheduled time, it is your responsibility to contact the instructor as soon as possible. Documentation of the illness or emergency will be required. If you need to schedule a make-up exam, please email the instructor with a detailed explanation and attach documentation. Make-up exams will be given at the instructor’s discretion. Scheduling make-up exams is the responsibility of the student and should be done – if possible – before the scheduled exam time.

If you have a serious emergency or life event, please contact the Dean of Students Office (www.dso.ufl.edu), and they will contact all of your instructors so that you do not have to provide documentation of the emergency/death in order to make-up exams and coursework. You and your instructor may work together to create a schedule for make-up coursework upon your return. See other sections of *Performance Expectations* for more information.

Assignment Policies:

Assignments will be opened on Canvas well in advance of their due dates and must be submitted by their posted deadlines. It is your responsibility to ensure that each assignment has been successfully uploaded to Canvas for instructor grading. If you anticipate being unable to submit an assignment on time for an excusable reason, you must submit the assignment early or notify the instructor as early as possible. Extensions are not granted lightly and must be arranged in advance. *Otherwise, late work will be marked down a grade for each day it is late.*

Additional instructions will be provided with each assignment. You must prepare all written assignments as follows:

- Use 12 point Times New Roman or Arial typeface.
- Double space using 1" margins and number your pages.
- Put your name, assignment title, and date on the first page.
- Proofread and spell check before submitting the assignment. Part of your grade is the use of appropriate grammar, punctuation, and accurate spelling.

A Note on Group Work:

There are two types of assignments in this course – individual and group. Design, construction, and planning (DCP) professions have a long history of collaborative, group-based work (e.g., charrettes), and individual work completed in group settings (e.g., studios). As students in a DCP course, you may be expected to work in multidisciplinary groups. For exams, quizzes, and individual assignments you are expected to conduct yourself in accordance with the University's Honor Code (see statement on academic dishonesty below). For group assignments, you are expected to abide by the Honor Code, plus conduct yourself in the following manner:

- Be a good team member.
 - Be on time. Be respectful. Be responsive with group communication.
- Participate and contribute equally in each assignment.
 - If there are problems with group dynamics or participation/effort levels, please talk to the instructor.

A Note on Canvas Problems:

If you have computer or Canvas problems that prevent you from submitting an assignment, you have the ability to receive an extension if you follow these steps:

- Contact the instructor right away, prior to the assignment due time, should there be a problem.
- If you are having a computer problem (hardware, software), describe the problem to the instructor to work out a plan. Examples of an extension-worthy issue: "I dropped my computer in the parking lot and now it won't turn on." Examples of situations that are not extension-worthy: "I went home this weekend and left my computer behind." "I went to [insert your location here] and there was no internet connection." Plan ahead; practice time-management; be resilient by backing up your work frequently to a back-up drive, jump drive, or the cloud.
- It is your responsibility to submit assignments on time through Canvas. If you are having problems uploading your assignment to Canvas, you must immediately contact the Help Desk (392-HELP (4357) or helpdesk@ufl.edu) to report the problem and receive a ticket to document the problem. I can only extend the submittal deadline if you have contacted the Help Desk ahead of the assignment deadline and received a ticket. The Help Desk is available by phone and email 24 hours a day, 7 days a week.

University and General Policies

Student Responsibilities:

"In 1995 the UF student body enacted an [honor code](#) and voluntarily committed itself to the highest standards of honesty and integrity. When students enroll at the university, they commit themselves to the standard drafted and enacted by students..."

As a student at the University of Florida, you have committed yourself to uphold the Honor Code, which includes the following responsibilities as delineated at <https://catalog.ufl.edu/UGRD/student-responsibilities/>.

- Academic Honesty
 - Preamble
 - The Honor Pledge
 - Student Responsibility
 - Faculty Responsibility
 - Administration Responsibility
- Student Conduct Code
- Alcohol and Drugs
 - What the University Community Can Do to Prevent Alcohol Abuse and Drug Abuse
- Relations Between People and Groups
- Service to Others
- Standard of Ethical Conduct

It is assumed that you will complete all work independently in each course unless the instructor provides explicit permission for you to collaborate on course tasks (e.g. assignments, papers, quizzes, exams). We will be using TurnItIn. Plagiarism is a serious offense and will result in an honor code violation and potential failure of the course. Additionally, any use, access, or handling of technology (e.g., cell phone, smart watch) during an exam will result in an honor code violation and potential failure of the course.

Furthermore, as part of your obligation to uphold the Honor Code, you should report any condition that facilitates academic misconduct to appropriate personnel. It is your individual responsibility to know and comply with all university policies and procedures regarding academic integrity and the Student Honor Code. Violations of the Honor Code at the University of Florida will not be tolerated. Violations will be reported to the Dean of Students Office for consideration of disciplinary action. For more information regarding the Student Honor Code, please see:

<https://www.dso.ufl.edu/sccr/process/student-conduct-honor-code/>

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. As such violations are also against university policies and rules, disciplinary action will be taken as appropriate.

Students with Disabilities:

Students requesting accommodation for disabilities must first register with the Disability Resource Center (DRC). The DRC coordinates the needed accommodations of students with disabilities. This includes registering disabilities, recommending academic accommodations within the classroom, accessing special adaptive computer equipment, providing interpretation services and mediating faculty-student disability related issues.

Upon registering, the DRC will provide documentation to the student who must then provide this documentation to the instructor when requesting accommodation. You must submit this documentation prior to submitting assignments or taking quizzes or exams. Accommodations are not retroactive, therefore, students should contact the office as soon as possible in the term for which they are seeking accommodations. The DRC may be contacted by visiting 001 Reid Hall, calling 352-392-8565, or viewing www.dso.ufl.edu/drc/.

Course Evaluation:

Students are expected to provide feedback on the quality of instruction in this course by completing online evaluations at <https://evaluations.ufl.edu>. Students will be given specific times when the evaluations are available. Typically, evaluations are open during the last two or three weeks of the semester. Summary results of these assessments are available to students at <https://evaluations.ufl.edu/results/>.

Netiquette – Communication Courtesy:

All members of the class are expected to follow rules of common courtesy in all email messages, threaded discussions and chats. Please refer to: <http://biostat.ufl.edu/resources/e-learning-resources/e-learning-basics/etiquette-online/>

Religious Observances:

Please inform the instructor of any religious holidays or other days of special religious significance that may interfere with your participation in this class so that appropriate accommodations can be made.

Special Consideration:

The principle of equal treatment of all students is a fundamental guide in responding to requests for special consideration. No student shall be given an opportunity to improve a grade that is not made available to all members of the class. This policy is not intended to exclude reasonable accommodation of verified student disability or the completion of work missed due to religious observance, verified illness, or absence due to circumstances beyond your control. Reconsideration of subjective judgments of an individual student's work will be done only if all students in the class can be and are given the same consideration.

Sexual Harassment:

Sexual harassment is reprehensible and will not be tolerated by the University. It subverts our academic mission and threatens the careers, educational experience, and well-being of students, faculty, and staff. The University will not tolerate behavior between, nor among, members of this community that creates an unacceptable working environment.

Helpful Campus Resources:

Your well-being is important to our University community. Students experiencing crises or personal problems that interfere with their general well-being or academic performance are strongly encouraged to talk to the instructor and/or to utilize the University's confidential counseling resources, available at no cost to currently enrolled students.

- *University Counseling Center & Wellness Center*, 3190 Radio Rd., 392-1575. Personal and career counseling, as well as therapy for anxiety, stress and mental health issues. <http://www.counseling.ufl.edu/cwc/>
- *Dean of Students Office*, 202 Peabody Hall, 392-1261. Among other services, the DSO assists students who are experiencing situations that compromises their ability to attend classes. This includes family emergencies and medical issues (including mental health crises). <https://www.dso.ufl.edu/care>
- *Teaching Center*, Broward Hall, 392-2010 or 392-6420. General study skills and tutoring. <http://teachingcenter.ufl.edu/>
- *Writing Studio*, 302 Tigert Hall, 846-1138. Help brainstorming, formatting, and writing papers. <http://writing.ufl.edu/writing-studio/>
- *Library Support*. Provides various ways to receive assistance with respect to using the libraries or finding resources. <http://cms.uflib.ufl.edu/ask>
- *E-Learning Technical Support*, 352-392-4357 (select option 2) or e-mail to Learning-support@ufl.edu. <https://elearning.ufl.edu/student-help-faqs/>
- *UF Information Technology | Computing Help Desk*, 352-392-HELP (4357) or e-mail to helpdesk@ufl.edu. <http://helpdesk.ufl.edu/>
- *Sexual Assault Recovery Services (SARS)*, Student Health Care Center, 392-1161. Sexual assault counseling.
- *Career Resource Center*, Reitz Union, 392-1601. Career assistance and counseling. <http://www.crc.ufl.edu/>
- *University Police Department*, 392-1111 (or 9-1-1 for emergencies). <http://www.police.ufl.edu/>