

Cover Sheet: Request 11289

EEL4XXX Smart Grid for Sustainable Energy

Info

Process	Course New Ugrad/Pro
Status	Pending
Submitter	Chillingworth,Shannon M schill@ece.ufl.edu
Created	11/10/2016 2:29:24 PM
Updated	2/23/2017 9:04:22 AM
Description of request	Survey of power grid operations and markets for students with interest in power systems and/or sustainable energy. Characteristics of traditional and new energy resources; how resources impact the grid; control on many time-scales; how the power grid and power markets of tomorrow will differ from those of today.

Actions

Step	Status	Group	User	Comment	Updated
Department	Approved	ENG - Electrical and Computer Engineering 011905000	Fox, Robert M		11/14/2016
No document changes					
College	Approved	ENG - College of Engineering	Caple, Elizabeth		12/2/2016
No document changes					
University Curriculum Committee	Comment	PV - University Curriculum Committee (UCC)	Case, Brandon	Added to the January agenda.	12/16/2016
No document changes					

Step	Status	Group	User	Comment	Updated
University Curriculum Committee	Recycled	PV - University Curriculum Committee (UCC)	Case, Brandon	<p>- Please clarify the specific differences between the undergraduate and graduate class.</p> <ol style="list-style-type: none"> 1. Is the main difference higher % for homework and lower % of project? The UCC form and the syllabus are unclear. 2. Please provide the graduate syllabus. 3. Please bring make-up policy in line with UF policy. <ol style="list-style-type: none"> a. Clarify, parts of the policy seem unnecessarily convoluted. 4. Is each exam worth 35% of the final grade? (Listed as 70%, if so please break up exam percentages and list) 5. Please provide a percentage breakdown for the undergraduate and graduate grades for the course. <ol style="list-style-type: none"> a. This may be done within the syllabus or another document detailing the differentiation may be uploaded to the request. 6. If the project for the undergraduates "only requires a written report", what is required for the graduate students? <ol style="list-style-type: none"> a. Based on the syllabus topic listing for weeks 14-16, it is presumed grad students must also do an oral presentation but it's unclear. b. Will there be enough students in the course to hold 2+ weeks of class with just [grad] student presentations? 7. UCC form lists textbooks as required, the syllabus lists them as recommended, please clarify and/or change the form to say 'recommended' but not required. 8. Syllabus says "One sheet of notebook paper (8.5"x11", both sides), is permitted in the first exam. For the second exam, two sheets of 	1/18/2017

Step	Status	Group	User	Comment	Updated
No document changes					
College	Recycled	ENG - College of Engineering	Caple, Elizabeth	Please address comments made by the UCC. thank you.	1/18/2017
No document changes					
Department	Approved	ENG - Electrical and Computer Engineering 011905000	Fox, Robert M	Syllabus modified to address concerns.	2/13/2017
Replaced 4XXX Smart Grid - ucc1 syl.docx					2/13/2017
Added 4XXX Smart Grid - ucc1 syl update.docx					2/13/2017
Added 5XXX Smart Grid - ucc1 syl Update.docx					2/13/2017
College	Approved	ENG - College of Engineering	Caple, Elizabeth		2/23/2017
No document changes					
University Curriculum Committee	Pending	PV - University Curriculum Committee (UCC)			2/23/2017
No document changes					
Statewide Course Numbering System					
No document changes					
Office of the Registrar					
No document changes					
Student Academic Support System					
No document changes					
Catalog					
No document changes					
College Notified					
No document changes					

Course|New for request 11289

Info

Request: EEL4XXX Smart Grid for Sustainable Energy

Description of request: Survey of power grid operations and markets for students with interest in power systems and/or sustainable energy. Characteristics of traditional and new energy resources; how resources impact the grid; control on many time-scales; how the power grid and power markets of tomorrow will differ from those of today.

Submitter: Chillingworth, Shannon M schill@ece.ufl.edu

Created: 2/13/2017 9:59:35 AM

Form version: 2

Responses

Recommended PrefixEEL

Course Level 4

Number XXX

Category of Instruction Advanced

Lab Code None

Course Title Smart Grid for Sustainable Energy

Transcript Title Smart Grid

Degree Type Baccalaureate

Delivery Method(s) On-Campus

Co-Listing Yes

Co-Listing Explanation This course is co-listed with the graduate class.

The homework portion of the graduate section will involve additional work and more advanced concepts with respect to the undergraduate section in the form of one additional problem in some assignments. The exams will involve more advanced concepts with respect to the undergraduate section, in the form of one additional question in each exam. Graduate students will prepare a project report and presentation. Attendance at graduate student presentation is required by all students.

Effective Term Fall

Effective Year 2017

Rotating Topic? No

Repeatable Credit? No

Amount of Credit 3

S/U Only? No

Contact Type Regularly Scheduled

Weekly Contact Hours 003

Course Description Survey of power grid operations and markets for students with interest in power systems and/or sustainable energy. Characteristics of traditional and new energy resources; how resources impact the grid; control on many time-scales; how the power grid and power markets of tomorrow will differ from those of today.

Prerequisites EEL 4657C

Co-requisites None

Rationale and Placement in Curriculum This technical elective introduces the student to the area of traditional and new energy sources as well as emerging power markets.

Course Objectives The student will be able to explain the supply and demand of a power system; to design and analyze innovative policy, regulation, and business models in order to implement the next-generation grid architectures.

Course Textbook(s) and/or Other Assigned Reading No Required Textbooks.

Recommended Reading -

- a. Title: Renewable and Efficient Electric Power Systems
- b. Author: Gilbert M. Masters
- c. Publication date and edition: 2004, Wiley
- d. ISBN number: 978-1-118-14062-8

- a. Title: Sustainable Energy-without the hot air
- b. Author: David MacKay
- c. Publication date and edition: available free online: <http://www.withouthotair.com/>
- d. ISBN number: N/A

- a. Title: Power Generation, Operation and Control
- b. Author: Allen J. Wood, Bruce F. Wollenberg, Gerald B. Sheblé
- c. Publication date and edition: 3rd edition, 2013, Wiley
- d. ISBN number: 978-0471790556

Weekly Schedule of Topics Week Topics Reading Homework

1 Course overview. Role of generation beyond electric power. Dynamics and costs of traditional generators; characteristics of renewables. Why are power markets so volatile and hostile?

MacKay, WWS Ch. 1 & 2

2 Grid architecture today: ISOs, RTOs, FTRs & CCAs. Some review: AC and DC Power Flow Review and WWS

3 Convex optimization for resource allocation: Basic optimization theory will be developed throughout the course. WWS Ch. 3 Appendix and handouts
#1: Optimization and power flow

4 Economic dispatch and Lagrangian relaxations WWS Ch. 3

5 Dispatch, Markets, Competitive Equilibrium Theory WWS Ch. 3 / Lecture notes
#2 Lagrangian decomposition

6 Locational Marginal Prices and the role of dynamics in markets Lecture notes
#3 Economics and probability review

7 Basics of Unit Commitment. Exam 1 WWS Section 4.1

8 Reserves, value of lost load, probability of blackout: science and critique. Some basic probability is needed - to be reviewed in lecture. Handouts #4 Optimal reserves and control review

9 Introduction to grid dynamics WWS Section 10.2

10 Primary control and grid modeling WWS Section 10.5 #5 Grid level control design

11 Review of classical control and introduction to Automatic Generation Control (AGC) Lecture notes

12 AGC and secondary control WWS Section 10.5-10.7

- 13 Demand Response today and the role of federal policy. How to create grid services from flexible loads. Lecture notes #6 Storage and demand response
- 14 Energy Storage, Demand Dispatch: Buildings as batteries and automated demand response. The role of policy. Lecture notes

15 Grid architectures of the future - how should resources and control architecture change? Exam 2

16 Conclusions and student presentations

Links and Policies Attendance and Expectations - Cell phones and other electronic devices are to be silenced. No text messaging during class or exams. All exams are closed-book. Calculators are allowed.

Requirements for class attendance and make-up exams, assignments, and other work in this course are consistent with university policies that can be found in the online catalog at: <https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx>

Grading Scale -

A	A-	B+	B	B-	C+	C	C-	D+	D	D-
	E									
93-100	60-62	90-92	87-89	83-86	80-82	77-79	73-76	70-72	67-69	63-66
		0-59								

"A C- will not be a qualifying grade for critical tracking courses. In order to graduate, students must have an overall GPA and an upper-division GPA of 2.0 or better (C or better)." Note: a C- average is equivalent to a GPA of 1.67, and therefore, it does not satisfy this graduation requirement. For more information on grades and grading policies, please visit: <https://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx>

Make-Up Exam Policy - If you have a University-approved excuse and arrange for it in advance, or in case of documented emergency, a make-up exam will be allowed and arrangements can be made for making up missed work. University attendance policies can be found at: <https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx>

Otherwise, make-up exams will be considered only in extraordinary cases, and must be taken before the scheduled exam. The student must submit a written petition to the instructor two weeks prior to the scheduled exam and the instructor must approve the petition.

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

Accommodation for Students with Disabilities – Students requesting classroom accommodation must first register with the Dean of Students Office. That office will provide documentation to the student who must then provide this documentation to the course instructor when requesting accommodation.

UF Counseling Services – Resources are available on-campus for students having personal problems or lacking clear career and academic goals. The resources include: UF Counseling & Wellness Center, psychological and psychiatric services, 3190 Radio Rd, 392-1575, online: <http://www.counseling.ufl.edu/cwc/Default.aspx>, Career Resource Center, Reitz Union, career and job search services, 392-1601. University Police Department, 392-1111 or 911 for emergencies

Software Use – All faculty, staff and student 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.

Course Evaluation – Students are expected to provide feedback on the quality of instruction in this course based on 10 criteria. These evaluations are conducted online at: <https://evaluations.ufl.edu>. Evaluations are typically open during the last two or three weeks of the semester, but students will be given specific times when they are open. Summary results of these assessments are available to students at: <https://evaluations.ufl.edu/results>.

Grading Scheme Grading –

20% - homework

40% - exam 1

40% - exam 2

Note: This course is co-listed with the graduate class.

The homework portion of the graduate section will involve additional work and more advanced concepts with respect to the undergraduate section in the form of one additional problem in some assignments. The exams will involve more advanced concepts with respect to the undergraduate section, in the form of one additional question in each exam. Graduate students will prepare a project report and presentation. Attendance at graduate student presentation is required by all students.

Instructor(s) Dr. Sean Meyn

EEL 4XXX Smart Grid for Sustainable Energy

1. Catalog Description – (3 credits) Survey of power grid operations and markets for students with interest in power systems and/or sustainable energy. Characteristics of traditional and new energy resources; how resources impact the grid; control on many time-scales; how the power grid and power markets of tomorrow will differ from those of today.
2. Pre-requisites –EEL 4657C
3. Course Objectives – The student will be able to explain the supply and demand of a power system; to design and analyze innovative policy, regulation, and business models in order to implement the next-generation grid architectures.
4. Contribution of course to meeting the professional component – ABET 3 hours of Engineering Science
5. Relationship of course to program outcomes – ABET outcomes c, e
6. Instructor – Dr. Sean Meyn
 - a. Office location: 455 NEB
 - b. Telephone: 392-8934
 - c. E-mail address: meyn@ece.ufl.edu
 - d. Class Web site: <https://lss.at.ufl.edu>
 - e. Office hours: Wednesdays, 4-5 p.m.
7. Teaching Assistant - NA
8. Meeting Times and Location – Tuesdays 7th, Thursdays 7th-8th
9. Class/laboratory schedule - 3 class periods each week consisting of 50 minutes each
10. Material and Supply Fees - None
11. Textbooks and Software Required - None
12. Recommended Reading –
 - Title: Renewable and Efficient Electric Power Systems
Author: Gilbert M. Masters
Publication date and edition: 2004, Wiley
ISBN number: 978-1-118-14062-8
 - Title: Sustainable Energy-without the hot air
Author: David MacKay
Publication date and edition: available free online: <http://www.withouthotair.com/>
ISBN number: 9780954452933

- Title: Power Generation, Operation and Control
 Author: Allen J. Wood, Bruce F. Wollenberg, Gerald B. Sheblé
 Publication date and edition: 3rd edition, 2013, Wiley
 ISBN number: 978-0471790556

13. Course Outline and Homework Assignment Schedule

Week	Topics	Reading	Homework
1	Course overview. Role of generation beyond electric power. Dynamics and costs of traditional generators; characteristics of renewables. Why are power markets so volatile and hostile?	MacKay, WWS Ch. 1 & 2	
2	Grid architecture today: ISOs, RTOs, FTRs & CCAs. Some review: AC and DC Power Flow	Review and WWS	
3	Convex optimization for resource allocation: Basic optimization theory will be developed throughout the course.	WWS Ch. 3 Appendix and handouts	#1: Optimization and power flow
4	Economic dispatch and Lagrangian relaxations	WWS Ch. 3	
5	Dispatch, Markets, Competitive Equilibrium Theory	WWS Ch. 3 / Lecture notes	#2 Lagrangian decomposition
6	Locational Marginal Prices and the role of dynamics in markets	Lecture notes	#3 Economics and probability review
7	Basics of Unit Commitment. <i>Exam 1</i>	WWS Section 4.1	
8	Reserves, value of lost load, probability of blackout: science and critique. Some basic probability is needed - to be reviewed in lecture.	Handouts	#4 Optimal reserves and control review
9	Introduction to grid dynamics	WWS Section 10.2	
10	Primary control and grid modeling	WWS Section 10.5	#5 Grid level control design
11	Review of classical control and introduction to Automatic Generation Control (AGC)	Lecture notes	
12	AGC and secondary control	WWS Section 10.5-10.7	
13	Demand Response today and the role of federal policy. How to create grid services from flexible loads.	Lecture notes	#6 Storage and demand response

14	Energy Storage, Demand Dispatch: Buildings as batteries and automated demand response. The role of policy.	Lecture notes	
15	Grid architectures of the future - how should resources and control architecture change? <i>Exam 2</i>		
16	Conclusions and student presentations		

14. Attendance and Expectations - Cell phones and other electronic devices are to be silenced. No text messaging during class or exams. All exams are closed-book. Calculators are allowed.

Requirements for class attendance and make-up exams, assignments, and other work in this course are consistent with university policies that can be found in the online catalog at: <https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx>

15. Grading –
 20% - homework
 40% - exam 1
 40% - exam 2

Note: This course is co-listed with the graduate class.

The homework portion of the graduate section will involve additional work and more advanced concepts with respect to the undergraduate section in the form of one additional problem in some assignments. The exams will involve more advanced concepts with respect to the undergraduate section, in the form of one additional question in each exam. Graduate students will prepare a project report and presentation. Attendance at graduate student presentation is required by all students.

16. Grading Scale –

A	A-	B+	B	B-	C+	C	C-	D+	D	D-	E
93-100	90-92	87-89	83-86	80-82	77-79	73-76	70-72	67-69	63-66	60-62	0-59

“A C- will not be a qualifying grade for critical tracking courses. In order to graduate, students must have an overall GPA and an upper-division GPA of 2.0 or better (C or better).”
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19. Accommodation for Students with Disabilities – Students requesting classroom accommodation must first register with the Dean of Students Office. That office will provide documentation to the student who must then provide this documentation to the course instructor when requesting accommodation.
20. UF Counseling Services – Resources are available on-campus for students having personal problems or lacking clear career and academic goals. The resources include:
 - UF Counseling & Wellness Center, psychological and psychiatric services, 3190 Radio Rd, 392-1575, online: <http://www.counseling.ufl.edu/cwc/Default.aspx>,
 - Career Resource Center, Reitz Union, career and job search services, 392-1601.
 - University Police Department, 392-1111 or 911 for emergencies
21. Software Use – All faculty, staff and student 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.
22. Course Evaluation – Students are expected to provide feedback on the quality of instruction in this course based on 10 criteria. These evaluations are conducted online at: <https://evaluations.ufl.edu>. Evaluations are typically open during the last two or three weeks of the semester, but students will be given specific times when they are open. Summary results of these assessments are available to students at: <https://evaluations.ufl.edu/results>.

Smart Grid for Sustainable Energy

EEL 5XXX Section TBD

Class Periods: 3 class periods each week consisting of 50 minutes each

Location: TBD

Academic Term: Fall 2017

Instructor:

- Name: Sean Meyn
- Email Address: meyn@ece.ufl.edu
- Office Phone Number: 352-392-8934
- Office Hours: TBD, 455 NEB

Teaching Assistants:

Please contact through the Canvas website

- TBD

Course Description

(3 credits) Survey of power grid operations and markets for students with interest in power systems and/or sustainable energy. Characteristics of traditional and new energy resources; how resources impact the grid; control on many time-scales; how the power grid and power markets of tomorrow will differ from those of today.

Course Pre-Requisites / Co-Requisites

Linear Controls and Experience with MATLAB.

Course Objectives

The student will be able to explain the supply and demand of a power system; to design and analyze innovative policy, regulation, and business models in order to implement the next-generation grid architectures.

Materials and Supply Fees

None

Required Textbooks and Software

None

Recommended Reading

- Title: Renewable and Efficient Electric Power Systems
Author: Gilbert M. Masters
Publication date and edition: 2004, Wiley
ISBN number: 978-1-118-14062-8
- Title: Sustainable Energy-without the hot air
Author: David MacKay
Publication date and edition: available free online: <http://www.withouthotair.com/>
ISBN number: 9780954452933
- Title: Power Generation, Operation and Control
Author: Allen J. Wood, Bruce F. Wollenberg, Gerald B. Sheblé
Publication date and edition: 3rd edition, 2013, Wiley
ISBN number: 978-0471790556

Course and Homework Assignment Schedule

Week	Topics	Reading	Homework
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2	Grid architecture today: ISOs, RTOs, FTRs & CCAs. Some review: AC and DC Power Flow	Review and WWS	
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5	Dispatch, Markets, Competitive Equilibrium Theory	WWS Ch. 3 / Lecture notes	#2 Lagrangian decomposition
6	Locational Marginal Prices and the role of dynamics in markets	Lecture notes	#3 Economics and probability review
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9	Introduction to grid dynamics	WWS Section 10.2	
10	Primary control and grid modeling	WWS Section 10.5	#5 Grid level control design
11	Review of classical control and introduction to Automatic Generation Control (AGC)	Lecture notes	
12	AGC and secondary control	WWS Section 10.5-10.7	
13	Demand Response today and the role of federal policy. How to create grid services from flexible loads.	Lecture notes	#6 Storage and demand response
14	Energy Storage, Demand Dispatch: Buildings as batteries and automated demand response. The role of policy.	Lecture notes	
15	Grid architectures of the future - how should resources and control architecture change? <i>Exam 2</i>		
16	Conclusions and student presentations		

Attendance Policy, Class Expectations, and Make-Up Policy

Cell phones and other electronic devices are to be silenced. No text messaging during class or exams.

All exams are closed-book. Calculators are allowed.

The course project is based on a reading of a paper from the literature of your choice, subject to approval of the instructor. The following guidelines must be met:

- (a) The report will be about four pages long, *not including any references, illustrations, or computer plots you might want to include*. It should be typed, and double spaced, and 11pt font.
- (b) The report will consist of three parts: A summary of the paper considered, a critique, and a discussion of possible extensions of the results described in the paper.
- (c) The *summary* must be concise — consisting of approximately one page. It should be clear enough to allow a fellow student to understand the main ideas of the paper.
- (d) The *critique* should compare the results of the paper to what has been discussed in class, and should indicate the merits/shortcomings of the paper.
- (e) *Numerical experiments* are not required, but might be valuable in your critique or the extensions

Make-Up Exam Policy - If you have a University-approved excuse and arrange for it in advance, or in case of documented emergency, a make-up exam will be allowed and arrangements can be made for making up missed work. Otherwise, make-up exams will be considered only in extraordinary cases, and must be taken before the scheduled exam. The student must submit a written petition to the instructor two weeks prior to the scheduled exam and the instructor must approve the petition.

Requirements for class attendance and make-up exams, assignments, and other work in this course are consistent with university policies. Excused absences are consistent with university policies in the undergraduate catalog (<https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx>) and require appropriate documentation.

Evaluation of Grades

Assignment	Percentage of Final Grade
Homework	10%
Exam 1	40%
Exam 2	40%
Oral Presentation & Written Project Report	10%
TOTAL	100%

Note: This course is co-listed with the undergraduate class

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Grading Policy

Percent	Grade	Grade Points
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93 - 100	A	4.00
90 - 92	A-	3.67
87 - 89	B+	3.33
83 - 86	B	3.00
80 - 82	B-	2.67
77 - 79	C+	2.33
73 - 76	C	2.00
70 - 72	C-	1.67
67 - 69	D+	1.33
63 - 66	D	1.00
60 - 62	D-	0.67
0 - 59	E	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 requesting accommodations should first register with the Disability Resource Center (352-392-8565, <https://www.dso.ufl.edu/drc>) by providing appropriate documentation. Once registered, students will receive an accommodation letter which must be presented to the instructor when requesting accommodation. Students with disabilities should follow this procedure as early as possible in the semester.

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/evals>. Evaluations are typically open during the last two or three weeks of the semester, but students will be given specific times when they are open. Summary results of these assessments are available to students at <https://evaluations.ufl.edu/results/>.

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

Campus Resources:

Health and Wellness

U Matter, We Care:

If you or a friend is in distress, please contact umatter@ufl.edu or 352-392-1575 so that a team member can reach out to the student.

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

Sexual Assault Recovery Services (SARS)

Student Health Care Center, 392-1161.

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

Academic Resources

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

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

Library Support, <http://cms.uflib.ufl.edu/ask>. 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.
<https://teachingcenter.ufl.edu/>.

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

Student Complaints Campus: https://www.dso.ufl.edu/documents/UF_Complaints_policy.pdf.

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