

General Chemistry II (CHEM 178)

Course Syllabus

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Welcome to CHEM 178! I'm excited to teach this course and I am glad you are here. Together, we will build on the fundamentals of chemistry that you have learned in CHEM 177 and explore chemical kinetics, chemical equilibria, chemical thermodynamics, electrochemistry, and nuclear chemistry. Throughout the course, I encourage questions and recommendations for course content if you find a subject (covered or not) particularly interesting. In this course, mistakes are expected, respected, inspected, and corrected.

**Email is the best way to contact me and I will do my best to respond within 24 hours (weekend emails will be responded to on Monday mornings)*

- Use the **Help Forum on the Canvas course page to ask questions/concerns about the course** (navigating Canvas, lecture videos, quizzes, exams, how to approach a homework problem, etc.)
- Use email (aep1@iastate.edu) for questions/concerns that are personal in nature (scheduling an appointment; SAAN, etc.)

Lecture: Delivered asynchronously online

Course prerequisites: CHEM 177, CHEM 177L, or CHEM 167. Chemistry and biochemistry majors may consider taking CHEM 201.

PLEASE NOTE: Chem 178L is administered separately from this course, so questions regarding issues for the lab (e.g., attendance due to COVID-related isolation) need to go to Dr. Sara Pistolesi (the lab instructor) and your lab TA. Students may not register to audit Chem 178 after 5:00 PM on January 30, 2023. The audit does not count toward full-time student status. To add or drop recitation or lab sections during the first week of class, use AccessPlus. After the first week, please email amwade@iastate.edu or call 515/294-6361. The last day to drop CHEM 178 is March 31st.

Student (Office) Hours: Monday and Thursday 9:50-10:40 AM or by individual appointments (virtual or in-person)

ISU Academic Calendar: The last day to drop the course without extenuating circumstances is Friday, March 31st. See other important dates on the [calendar](#).

Course Catalog Description

(3-0) Cr. 4. F.S.SS.

Continuation of 177. Recommended for physical or biological science majors, chemical engineering majors, and all others intending to take 300-level chemistry courses

Learning Outcomes

Listed below are the main learning outcomes of the course, with a couple of examples of how we will meet those objectives. For a full list of learning goals for each module, please see the first link in each module that says “READ ME”.

1. By completing the course, students will be able to qualitatively and quantitatively describe the kinetics associated with chemical processes. To achieve this goal, students will learn about rate laws, important factors that influence reaction rate, reaction mechanisms, and energy profiles.
2. By completing the course, students will understand the fundamentals of chemical equilibria, deepening this understanding with an emphasis on acid-base equilibria and aqueous equilibria. To achieve this goal, students will learn about equilibrium constants, mass action expressions, reaction quotients, pH, buffers, Le Chatelier’s Principle, ICE table calculations, amongst other topics.
3. By completing the course, students will get an introduction to the basics of electrochemistry (revisiting the redox reactions from CHEM 177 in more depth) and understand the relationship between electrical parameters to thermodynamic and stoichiometric parameters. To achieve this goal, we will revisit balancing redox equations and calculating the potentials of electrochemical cells.
4. By completing the course, students will be able to recognize and describe qualitatively and quantitatively the importance of chemical thermodynamics and its relation to equilibrium and spontaneity. To achieve this goal, we will discuss the relationship between Gibbs free energy, temperature, entropy, and enthalpy amongst other topics.
5. By completing the course, the students will be able to make connections between topics seen within this course as well as between chemistry and other disciplines such as physics, natural sciences, engineering. Students will be able to approach chemistry not just as a collection of isolated chemistry facts, but as a systemic discipline, one in which the study of the inner systems (e.g., the molecular perspective) allows to better understand most outer systems (e.g., engineering, medicine, environment, social contexts, etc.).

Useful Learner-Centered Information

- **Take time to familiarize yourself** with the course structure and layout in the learning management system being used such as Canvas or other technology used in the course.
 - **Communication is key (Ask questions)**– I am always here to help you learn, and there are plenty of resources that we have in the department to help you succeed. Ask questions regarding expectations/content/policies. Follow the mentioned protocols for the course.
 - **Plan your time** – have a personal schedule, a consistent study time and stay organized. **DO NOT WAIT UNTIL THE LAST MOMENT TO WORK ON YOUR ASSIGNMENTS.**
 - **Read** the essential documents – course syllabus/course schedule.
 - **Identify and establish** the **communication channels** provided – Help Forums/online meetings/Email/groups discussion forums
 - **Confirm technical requirements** –so that you can access all the materials
 - **Make connections** with fellow classmates and the instructor.
 - Become familiar with [the way the To Do list works in Canvas](#) to help you stay organized.
 - **Log-in to the course at least 3 times** in a day.
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Course Format

Asynchronous online. Lectures, exams, and related course materials will be delivered online. This online format is available to increase accessibility to students who otherwise would not be able to take CHEM 178. This is a fantastic way to improve accessibility and inclusion, however, a unique challenge of this type of format is that more responsibility is placed on the student to remain engaged with the material. Please reach out with questions as soon as you have them.

Student hours on Monday and Thursday 9:50 am – 10:40 am. Join via [Webex](#). Student hours are for asking questions about course policies and chemistry. I encourage you to email me at aep1@iastate.edu to set up an appointment. Also, if you would prefer to meet in person, you can shoot me an email so I can make sure that I will be in my office, Gilman 3755.

Recitation videos (optional to watch) will be posted every Thursday. These videos are intended to emulate what your recitation experience would be if you took the in-person version of the course. These are most beneficial to your learning if you submit topics for me to cover during recitation. That said, I encourage you to email me with topics or questions (OWL, Worksheet, or extra book problems) that you find particularly challenging, and I will make a ~10 to ~20-minute video walking through a similar problem and post it to our class YouTube channel.

On Canvas, you can find a detailed schedule with the dates by which you are expected to complete the Modules and the corresponding assignments, including Module exams; these are all online. **The final exam will be comprehensive and online.**

Class Materials and Resources

Required Textbook and Supplies

- Chemistry, 10th Edition - by Zumdahl, Zumdahl, and DeCoste, Cengage.
- OWLv2 online homework.

Immediate Access Program (see info below on how to get access)

Required Technology

- A reliable Internet connection.
- Access to the ISU computer system and your Learning Management System (Canvas etc.).
- Access to a computer with a microphone and audio capability.
- A nonprogrammable scientific calculator w/ basic functions, including logarithms and exponentials

Tech Support Email: elotech@iastate.edu (Engineering-LAS Online Learning (ELO) for COE and LAS only. Please enter your respective college's tech support email if you do not belong to COE or LAS). Go to Canvas Help for more information on finding help with Canvas.

Chemistry Help Center: Teaching assistants are available to answer questions on the course material in the Martha E. Russell Chemistry Help Center and Resource Room (1761 Gilman Hall). This Center is open M – R, 9am – 5pm, and F, 9am – 1pm.

Supplemental Instruction: Information on supplemental instruction can be found on the [SI website](#).

Assignments and Grading

- **Homework Assignments (OWL) (20%)**

OWL will be used for homework assignments. *Due at 11:55 pm on the due date.* You must have access to OWL to receive credit on homework; to login, follow the instructions listed below, under Information about Online Material Access. See Schedule and go to Canvas for exact dates. **Homework is designed to help you master a topic before we move on to the next topic; thus, you must complete the work by the scheduled deadline.** The settings on the homework are meant to be non-punitive, so you can get essentially all the points if you work them through with some patience. We readily acknowledge that the time you spend on the homework will probably be disproportionate to the points. The points are really there to nudge you to do them! The reward for doing the homework well will come from doing well on the exams.

Note that the "Mastery" homework assignments are the graded ones. They require you to get two problems right in a row on a given topic. You have 10 attempts on each problem and you are provided with guidance and hints.

There is a separate link to a large set of typical "end of chapter" homework questions for each module. These are entirely optional but are good practice for you. If you would like more practice problems, you can look in the online book or the ACS Study guide (it is great practice, even though we will not be using the ACS final at the end of this course).

- **Lecture Quizzes (20%)**

These quizzes should be completed immediately after reading the corresponding parts in the textbook and notes and viewing the corresponding videos. They are a fundamental part of the learning process and will help you master the topics while you study them. See Schedule and go to Canvas for exact due dates. You must complete the work by the scheduled deadline (*due at 11:59 pm on the posted date*, answers are made public 2 min after the posted deadline). Due to answers being posted, there are no exceptions to this policy, and no extensions or make-ups for Lecture Quizzes will be granted.

For each module, there are two Lecture Quizzes (one each week), which are primarily meant as formative learning tools. You should take the first one after watching the first set of videos and then the second the following set of videos. The settings on these quizzes will include having two chances for each question, so it is expected that most students will score very well on these. You can look up the answers you might have missed in between your two chances.

- **Worksheets (15%)**

In addition to online homework assignments, one worksheet is *due on each Friday of the semester by 11:59 p.m.* The completed worksheet must be submitted to Canvas as a PDF. The worksheet will be made available each week on Monday and can be accessed within the particular learning module on Canvas. On each Saturday, an answer key for the worksheet problems will be made available for students' preparations for upcoming module exams. Students may work with a study partner, but each student must submit her/his/their own worksheets. Any questions that you have about worksheets are also excellent questions to ask for recitations and student hours, and you are encouraged to do so. The lowest two scores of the worksheets are dropped.

- **Module Exams (35%)**

There will be seven module exams, one for each module. The module exams will be held on Canvas, be open from 10 am to 8 pm on the day they are administered, and you will be allotted 60 minutes to complete them. There are no make-up exams. If you have a valid, serious reason to miss an exam, you need to immediately contact the instructor. You will be asked to drop the course if you miss more than one exam. Information specific to each exam will be communicated via email and on Canvas.

- **Final Exam (10%)**

A mandatory comprehensive online final exam will be held during finals week. Date and time of the final exam will be determined by the University's final exam schedule.

Grade distribution

Assessments	Percentage
Homework Assignments (OWL)	20%
Lecture Quizzes	20%
Worksheets	15%
Module Exams	35%
Final Exam	10%
Total	100%

Grading Scale

Letter Grade	Range	Letter Grade	Range
A	93.00-100*	A-	90.00-92.99
B+	87.00-89.99	B	83.00-86.99
B-	80.00-82.99	C+	77.00-79.99
C	73.00-76.99	C-	70.00-72.99
D+	67.00-69.99	D	63.00-66.99
D-	60.00-62.99	F	59.99 and below

*students achieving a total greater than 100% due to the extra credit will receive an A.

Comments on Scores and Final Grades:

- Lecture quizzes and exams are automatically graded directly on Canvas; OWL (homework) is automatically graded on the OWL site. Worksheets are manually graded. Homework scores are synched into Canvas periodically. Errors may occur: OWL may experience a glitch and not import the correct score; on an exam or Lecture Quiz, the correct answer may be incorrect; a grader may make a grading mistake. If you believe that an error occurred, you must inform the instructor immediately, and by one week (7 days) after the assignment due date. It is the student's responsibility to check grades on Canvas.
- Final grades are based solely on graded work and are NOT negotiable; **no single student will be offered make-up assignments or extra credit points.**

Exam Structure and Keys

- Unfortunately, you will not be able to freely look at your tests after they are taken.
- You are welcome to schedule an appointment with your instructor at any time to see your exact test and responses and go over the answers.

Module Exams (Online)

- The tests are randomized and set up to give slightly different questions to each student. Either the question will vary slightly or the choices will vary slightly, but the questions are meant to be identical in concepts and difficulty. Questions are either multiple choice or exact answer (type a numeric value or word answer).

Final Exam (Online)

- A comprehensive, final exam will be held during finals week. Date and time of the final exam will be determined by the University's final exam schedule.

Course policies: Ground rules for...

Exams

You must work independently.

You are permitted use the following authorized resources to complete the exams:

- A nonprogrammable scientific calculator
- Paper and pens/pencils (any work on scratch paper will not be graded.)

You are NOT permitted to do the following:

- You may NOT communicate with anyone else about the exam.
- You may NOT have someone else help you solve the questions.
- You may NOT post questions about the exam to the Help Forum on Canvas.
- You may NOT post and/or consult unauthorized aids, including paid-for subscriptions to Chegg, Scribd, or tutoring services.
- You may NOT search the questions in a search engine (e.g., Google).

We actively monitor external sites for illicit behavior.

Homework and Lecture Quizzes

You are permitted use the following authorized resources to complete HW and PRQ:

- Scientific or graphing calculator, Excel (for calculations.)
- Paper and pens/pencils (any work on scratch paper will not be graded.)
- Your course notes, homework assignments, Lecture Quizzes.
- CHEM 178 Canvas course content and any links to external webpages that are provided therein.

- You may post questions about HW and PRQs on the Help Forum and/or ask your TA; you will not receive a direct answer (e.g. the solution to the problem) but you will be advised on how to proceed in the solution.

You are NOT permitted to do the following:

- You may NOT have someone else solve the questions for you.
- You may NOT post and/or consult unauthorized aids, including paid-for subscriptions to Chegg, Scribd, or tutoring services.
- You may NOT search the questions in a search engine (e.g. Google).

Late Assignments

Homework, Worksheets, and Lecture Quizzes are designed to help you master a topic before we move on to the next topic; thus, you must complete the work by the scheduled deadline.

Missing the deadline to submit the Homework and the Lecture Quizzes will result in a score of zero on these assignments. Missing the window to take the exam will result in an automatic score of zero. This said, please contact your instructor should you have extraordinary circumstances that prevent you from completing the assignment by the deadline. You must contact us as soon as possible.*

** Deadlines are firm. Communication is important: if you know you will be unable to complete an assignment because of illness or another emergency, contact your instructor in advance. If the illness or other emergency happens on the day the assignment is due, you must contact the instructor ASAP and by 10:00 AM the day after the deadline.*

Online Behavior

- All communication within the course should adhere to university standards of [Netiquette at ISU](#). Specifically, communication should be scholarly, respectful, professional, and polite.
- You are expected to follow [ISU's Principles of Community](#).
- You may disagree with other students, but such disagreements need to be based upon facts and documentation. It is my goal to promote an atmosphere of mutual respect in our interactions. Please contact me if you have suggestions for improving the interactions in this course.
- Professional and respectful tone and civility are used in communicating with fellow learners and the instructor, whether the communication is by electronic means or by phone or face-to-face.
- Video interactions reflect a respectful tone in verbal communications and body language.
- Use correct spelling and grammar.

Reporting Errors

Despite our best efforts, occasionally mistakes survive our editing process. If you believe there is an error in your Canvas grade or in an assigned quiz/test, or answer, please send an email to your instructor. It is a prerogative of the student to confirm the accuracy of their grades and to report errors encountered within 7 days after the grades for homework, lecture quizzes, and exams are posted.

Students also occasionally run into problems with browsers, service interruptions, or other related matters that may require technical assistance at homework deadlines. If you have a problem of this sort, contact your instructor immediately.

Academic Misconduct

All acts of dishonesty in any work constitute academic misconduct. Online courses are no exception. The Student Disciplinary Regulations (<http://policy.iastate.edu/policy/SDR>) will be followed in the event of academic misconduct. Depending on the act, a student could receive an F grade on the test/assignment, F grade for the course, and could be suspended or expelled from the University. Academic misconduct includes all acts of dishonesty in any academically related matter and any knowing attempt to help another student commit an act of academic dishonesty. See more information at [Academic/Research Misconduct for Students](#). Academic dishonesty includes, but is not limited to each of the following acts when performed in any type of academic or academically related matter, exercise, or activity.

- **Plagiarism:** Plagiarism is the act of representing directly or indirectly another person's work as your own. It can involve presenting someone's speech, wholly or partially, as your; quoting without acknowledging the true source of the quoted material; copying and handing in another person's work with your name on it; and similar infractions. Even indirect quotations, paraphrasing, etc., can be considered plagiarism unless sources are properly cited. Plagiarism will not be tolerated, and students could receive an F grade on the test/assignment or an F grade for the course. The Iowa State University policy for academic misconduct can be found in the Student Disciplinary Regulations.
- **Obtaining Unauthorized Information:** Information is obtained dishonestly, for example, by copying graded homework assignments from another student, by working with another student on a take-home test or homework when not specifically permitted to do so by the instructor, or by looking at your notes or other written work during an examination when not specifically permitted to do so.
- **Tendering of Information:** Students may not give or sell their work to another person who plans to submit it as his or her own work. This includes giving their work to another student to be copied, giving someone answers to exam questions during the exam, taking an exam and discussing its contents with students who will be taking the same exam, or giving or selling a term paper to another student.
- **Misrepresentation:** Students misrepresent their work by handing in the work of someone else. The following are examples: purchasing a paper from a term paper service; reproducing another person's paper (even with modifications) and submitting it as their own; having another student do their computer program or having someone else take their exam. Bribery: Offering money or any item or service to a faculty member or any other person to gain academic advantage for yourself or another is dishonest.
- **Bribery:** Offering money or any item or service to a faculty member or any other person to gain academic advantage for yourself or another is dishonest.

In this class, students and the instructor are responsible to promote and encourage respect, purpose, cooperation, richness of diversity, freedom from discrimination, and the honest and respectful expression of ideas. It is an expectation that you treat your instructor and all other participants in the course with courtesy and respect. Your comments to others should be factual, constructive, and free from harassing statements. You are encouraged to disagree with other students, but such disagreements need to be based on facts and documentation (rather than prejudices and personalities). It is the instructor's goal to promote an atmosphere of mutual respect in the classroom. Please contact the instructor if you have suggestions for improving the classroom environment.

Freedom of Speech Statement: Iowa State University supports and upholds the First Amendment protection of [freedom of speech](#) and the principle of [academic freedom](#) in order to foster a learning environment where open inquiry and the vigorous debate of a diversity of ideas are encouraged. Students will not be penalized for the content or viewpoints of their speech as long as student expression in a class context is germane to the subject matter of the class and conveyed in an appropriate manner.

Statements on accommodations and resources

Accessibility Statement: Iowa State University is committed to assuring that all educational activities are free from discrimination and harassment based on disability status. Students requesting accommodations for a documented disability are required to work directly with staff in Student Accessibility Services (SAS) to establish eligibility and learn about related processes before accommodations will be identified. After eligibility is established, SAS staff will create and issue a Notification Letter for each course listing approved reasonable accommodations. This document will be made available to the student and instructor either electronically or in hard-copy every semester. Students and instructors are encouraged to review contents of the Notification Letters as early in the semester as possible to identify a specific, timely plan to deliver/receive the indicated accommodations. Reasonable accommodations are not retroactive in nature and are not intended to be an unfair advantage. Additional information or assistance is available online at www.sas.dso.iastate.edu, by contacting SAS staff by email at accessibility@iastate.edu, or by calling 515-294-7220. Student Accessibility Services is a unit in the Dean of Students Office located at 1076 Student Services Building.

Religious Accommodations: Iowa State University welcomes diversity of religious beliefs and practices, recognizing the contributions differing experiences and viewpoints can bring to the community. There may be times when an academic requirement conflicts with religious observances and practices. If that happens, students may request the reasonable accommodation for religious practices. In all cases, you must put your request in writing. The instructor will review the situation in an effort to provide a reasonable accommodation when possible to do so without fundamentally altering a course. For students, you should first discuss the conflict and your requested accommodation with your professor at the earliest possible time. You or your instructor may also seek assistance from the [Dean of Students Office](#) at 515-294-1020 or the [Office of Equal Opportunity](#) at 515-294-7612.

Prep Week: This class follows the Iowa State University Prep Week policy as noted in section 10.6.4 of the [Faculty Handbook](#).

Harassment and Discrimination: Iowa State University strives to maintain our campus as a place of work and study for faculty, staff, and students that is free of all forms of prohibited discrimination and harassment based upon race, ethnicity, sex (including sexual assault), pregnancy, color, religion, national origin, physical or mental disability, age, marital status, sexual orientation, gender identity, genetic information,

or status as a U.S. veteran. Any student who has concerns about such behavior should contact his/her instructor, [Student Assistance](#) at 515-294-1020 or email studentassistance@iastate.edu, or the [Office of Equal Opportunity and Compliance](#) at 515-294-7612.

Regarding the name, gender identity, and gender expression Class rosters are provided to the instructor with the student's legal name. I will gladly honor your request to address you by an alternate name or gender pronoun. Please advise me accordingly early in the semester so that I may make appropriate changes to my records.

Regarding student health and wellness Iowa State University is committed to proactively facilitating all students' well-being. We welcome and encourage students to contact the following on-campus services for their physical, intellectual, occupational, spiritual, environmental, financial, social, and/or emotional needs:

- Student Wellness call 515-294-1099 or via the website (<http://studentwellness.iastate.edu>);
- Thielen Student Health Center call 515-294-5801 (24/7 Medical Advice) or via the website (<http://www.cyclonehealth.org>);
- Student Counseling Services call 515-294-5056 or via the website (<https://counseling.iastate.edu>);
- Recreation Services call 515-294-4980 or via the website (<http://recservices.iastate.edu>).
- Students dealing with heightened feelings of sadness or hopelessness, thoughts of harm or suicide, or increased anxiety may contact the ISU Crisis Text Line (Text ISU to 741-741) or contact ISU Police Department 515-294-4428.

Responsible Employee Iowa State University is committed to creating an educational, work, living, and campus environment that is free from all forms of sexual harassment, sexual assault, dating violence, domestic violence, stalking, and unlawful discrimination and harassment on the basis of protected class. As a responsible employee, I am responsible for reporting all incidents of prohibited sexual harassment, including sexual assault, stalking, and dating and domestic violence, to the University's Title IX coordinator. Students can choose to discuss their experiences confidentially with the following resources: ACCESS (Assault Care Center Extending Shelter and Support) at 515-292- 0500; ISU Student Counseling Services at 515-294-5056; and Thielen Student Health Center at 515-294-5801

Information about Online Material Access

More about Immediate Access Program (online book and homework)

This course is enrolled in the Iowa State University Immediate Access Program. Immediate Access is a collaborative program where the University Book Store, faculty, and publisher have worked together to ensure access to Cengage Learning's "CHEMISTRY+OWL V2" courseware the first day of class at a reduced price compared to the national average. The courseware is required to complete online homework assignments and includes access to the eBook.

What is Immediate Access?

Immediate Access is a collaborative affordability initiative between the ISU Book Store, faculty and publishers. Students that are enrolled in an Immediate Access course will receive access to all required digital course materials the first day of class at a reduced cost compared to the national average.

What digital content is required for this course?

The following Cengage Learning OWL V2 courseware is required for your course:

Chemistry+OWL V2 (Zumdahl/Zumdahl/DeCoste) Cengage; ISBN: 9781305957572; Price to Students: \$41.20. This book is used in CHEM 178, as well.

How do I access the required digital content?

You may find this [video](#) helpful, or follow the instructions below.

Cengage Learning's OWL courseware is required to do online homework for your course. To access OWL in your Canvas course:

1. Go to **Modules** or **Assignments** and click on any homework assignment. From there, follow the instructions to activate your account.

Important: The FIRST TIME you want to access the digital content, you must access OWL. Do not attempt to open the eBook unless you are registered on OWL.

2. Register for OWL using your Iowa State email. Once you register for the course you should have access to the OWL platform. There is no access code to register. If you are prompted to enter an access code or pay for a code please email Immediate Access (immediateaccess@iastate.edu). Do not pay for a new code.

3. An eBook is included and accessed within the OWL Courseware only. After you are registered in OWL, you may open the eBook using the link on Canvas or from OWL by clicking on "Study Tools". This eBook is NOT accessible through the RedShelf.

How is Immediate Access billed?

You will be automatically charged on your u-bill for this digital content. The billing description on your Ubill will appear as CHEM 177 IMMED ACCESS 7572 (or something similar). The amount charged on your Ubill will be the same as the amount listed as the "Price to Student" listed above in the digital content requirements.

What if I drop the course?

Students who drop the course within the first 10 days of class will receive a refund on their u-bill (5 days for courses 8 weeks or shorter). You do not have to notify the bookstore if you drop the course. This is an automated process.

Can I opt out of Immediate Access?

Students may choose to opt out of the program. Opting out does not mean you are dropping the course. It simply means you are choosing not to receive the digital content from the bookstore and you must find another way to acquire it in order to complete required homework assignments. Students have within the first 10 days of class to opt out and receive a refund to their u-bill (5 days for courses 8 weeks or shorter). Instructions on how to opt out will be emailed shortly before classes start. Be aware that if you drop out you will no longer be able to complete the required homework.

How do I access the required digital content?

There is a tool on the navigation menu of your Canvas course called Immediate Access Course Materials. You will receive an email shortly before classes start that will instruct you on how to access the required digital course materials. You may not be able to access the digital content until the first day of class.

Questions?

For further questions about Immediate Access please email immediateaccess@iastate.edu.

Canvas for Students at ISU

Getting Started

1. Be sure to have an ISU NetID. If you do not, please visit Passwords and Accounts (<https://www.it.iastate.edu/services/accounts>)
2. Login to [Canvas](#) with your ISU NetID and password and look for your course for this semester.

Canvas Help

General help with Canvas can be found under the Help link in the global navigation menu on the left side of your Canvas page. You will find:

- [Canvas Live Chat – 24/7 live chat with Canvas specialists](#)
- [Canvas Guides-a repository of how-to's](#)
- [Ask the Canvas Community-Online support forum for canvas users. Log in using ISU credentials.](#)
- ISU Canvas Support Line: Call 515 294 4000, press 2 and then press 1. [Hours of operation.](#)
- Go to [Lynda.com](#) and log in with your ISU credentials. Search for the desired tutorial.

Basic Troubleshooting

- Username/Password not working?
 - The login information (username and password) for Canvas is the same as for your ISU email account.
 - For help with Username and Password, please visit [University Accounts](#) or contact Solution Center at 515-294-4000 or solution@iastate.edu.
- If you get an error message, check for Browser and Java Issues on your computer.
- If you are unable to access course content or activities (e.g., Tests, Discussions, Assignments, etc.), contact your instructor.
- Check general [Technology Support for Students](#)

Library Access

To login from off-campus: When you're off ISU campus and would like to access one of ISU's subscription databases or licensed full text resources (such as journal articles, e-books, and journals) from the [Library website](#), you will be prompted to login using the last 11 digits of your ISU University ID (9-digit University ID plus the following 2-digit Security Code) and [the Library password \(Borrower ID password\) you set.](#)

Even if you do not have a physical ISUCard, you do have an ISU University ID number. If you don't remember that number, you can login to [AccessPlus](#) using your social security number and verify your University ID number.

Login questions or problems? Contact Circulation Desk staff: Phone (515) 294-3961 or email CircDesk@iastate.edu

See also the Library's [Distance Learning Support](#) guide for more information on access, how to find and search helpful databases, and how to get articles and books you need sent to you.