

## FREQUENTLY ASKED QUESTIONS FOR CHEMISTRY 103

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### Who should I contact for help in Chemistry 103?

Students should use the following as a guide for who to contact this semester for help based on their question or situation:

- I need to change the section that I've registered for: **Contact the Course Coordinator** to determine if another section has an open seat and complete the necessary paperwork. Students must continue to attend their current section until this process is complete.
- I've already changed my section with the University, now I need to change my section in Labflow: **Contact [chem-103@illinois.edu](mailto:chem-103@illinois.edu)**
- I would like to obtain approval for an alternative goggle this semester: **Contact the Lab Director at [sdesmond@illinois.edu](mailto:sdesmond@illinois.edu)**
- I have a question about lab safety this semester: **Contact the Lab Director at [sdesmond@illinois.edu](mailto:sdesmond@illinois.edu)**
- I need to request an excused absence: **Contact [chem-103@illinois.edu](mailto:chem-103@illinois.edu)**. See the course policy document (page Policies.22) for the details of this process.
- I need to request provisional data because I didn't complete the lab in the allotted time: **Contact [chem-103@illinois.edu](mailto:chem-103@illinois.edu)**. See the course policy document (page Policies.13) for the details of this process.
- I need to request provisional data because I completed the lab but didn't collect data that was accepted by Labflow: **Contact [chem-103@illinois.edu](mailto:chem-103@illinois.edu)**. See the course policy document (page Policies.14) for the details of this process.
- I need to request an extension on a PreLab or PostLab assignment: **contact [chem-103@illinois.edu](mailto:chem-103@illinois.edu)**. See the course policy document (page Policies.18) for the details of this process.
- I have a question about how one of my answers was graded in Labflow: **Contact [chem-103@illinois.edu](mailto:chem-103@illinois.edu)**.
- I need help answering a question on one of the Introductory assignments or a PostLab assignment: **Visit the Course Coordinators office hours or email your lab TA for help.**
- Where do I find my official grade for Chemistry 103?: **The Atlas gradebook is the official gradebook for Chemistry 103.** The Labflow gradebook does not contain all grades and should only be used to *estimate* your grade. The Atlas gradebook is updated periodically throughout the semester. Students are encouraged to check their grades in the Atlas gradebook throughout the semester.
- I have a question about the grade reported in the Atlas gradebook for my Scan-In or Cleanliness points: **Contact [chem-103@illinois.edu](mailto:chem-103@illinois.edu)**.

- I have a question about my midterm grade or final grade reported in the Atlas gradebook: **Contact the Course Coordinator.**
- I'm having a difficult time working with my lab partner. I think I might need a new lab partner for the rest of the semester: **Contact [chem-103@illinois.edu](mailto:chem-103@illinois.edu).** Please provide as much detail as possible in your email. The Course Coordinator or Lab Director will contact you to schedule a time to discuss and resolve the situation.
- I'm having a difficult time working with my TA: **Contact [chem-103@illinois.edu](mailto:chem-103@illinois.edu).** Please provide as much detail as possible in your email. The Course Coordinator or Lab Director will contact you to schedule a time to discuss and resolve the situation.

### What should I do if I have a problem with Labflow?

Students should use the following methods to resolve problems with Labflow:

- (a) If the Labflow screen freezes, at any time, the student should enter the following into their browser to reset Labflow, <https://labflow.com/reset>. This will reset Labflow by returning the student to the initial log in screen.

*Note, students must physically type this reset address into their browser. They should not copy and paste it from another location.*

- (b) Students should email Labflow Support at [support@labflow.freshdesk.com](mailto:support@labflow.freshdesk.com) for assistance with all other functionality problems within Labflow (for example, unable to log into the account)
- (c) Questions on grading of specific questions within Labflow assignments or access to an assignment should be sent to **[chem-103@illinois.edu](mailto:chem-103@illinois.edu)**. The student will typically receive a reply within 24-48 hours of receipt of the email.

### What should I do if I missed my scheduled Lab and am seeking to be excused?

Please read the Attendance for the Course Section of the Course Policy Document on page Policies.22 to ascertain types of situations that will allow you to be excused from Lab.

If you missed Lab due to one of these allowed situations, i.e. you have a legitimate excuse for missing Lab, then email **[chem-103@illinois.edu](mailto:chem-103@illinois.edu)** and provide the reason why you missed Lab, the actual name of your section (for example, R14 or S14) and provide the documentation that supports the reason that you missed Lab so you can earn an excused absence from that Lab.

Note, your TA does not have the ability to decide if an absence can be excused. Do not send your TA your documentation.

The documentation sent can be a pdf, a clear scanned image of the document(s) or a very clear picture of the document(s). Note, HEIC documents are not supported. Please provide documentation in a different file format.

The latter things must be sent to [chem-103@illinois.edu](mailto:chem-103@illinois.edu) in a reasonable time, i.e. no less than 12 hours BEFORE the deadline for the PostLab of the lab missed.

Failure to submit the latter items to [chem-103@illinois.edu](mailto:chem-103@illinois.edu) in a timely manner means that student will earn an unexcused absence for the Lab they missed.

### What does receiving an excused absence from Lab mean?

When a student is excused from Lab they must still complete any data entry and calculations required into the Lab Report in Labflow and complete the PostLab for that Lab by the deadline of their section. For this reason, the student will still receive a grade for the Lab. Provisional, or simulated data, will be generated and provided in Labflow once the Lab excuse is granted. This provisional data is found in sentence or table format within the Report. The student will transfer this data into their Report Tables and perform any necessary calculations. All data must be entered correctly and calculations performed correctly in order to proceed to the PostLab Assignment.

Neither PostLabs nor PreLabs are excused for this course unless there is documentation provided that supports that the student was incapacitated and thus unable to do either one or both of these assignments **for the entire time** the assignment(s) was open in Labflow. **Only one PreLab and one PostLab assignment may be excused provided all conditions and proper documentation is provided by the deadline.**

When a student is excused from the Lab, they will also be excused from the i-card scanning points and the cleanliness points. The Atlas gradebook is the official gradebook for Chem 103, not the Labflow gradebook. Therefore, this will not be reflected in Labflow. The student will see an EX in place of their “scan-in” points and their cleanliness points for the missed lab in the Atlas gradebook.

### How does the online grade book use an excused absence grade (EX) to calculate your point total?

If you have an EX grade in the gradebook for an PreLab assignment (or other assignment) then the following formula is used by the grade book to calculate the number of points for that excused assignment:

EX = excused assignment = ((sum of all student's non-excused scores for that kind of assignment) / (sum of all student's non-excused possible points for that kind of assignment)) \* (possible points the excused assignment is worth)

## What does completing the Lab in Labflow to gain access to the PostLab mean?

There are 2 requirements that must be met in order to gain access to the PostLab in Labflow.

A). Each Lab for this course occurs over a 1 hour 50 minute time period. For each lab, students must complete the lab procedure and enter accepted lab data for ALL questions for that experiment using Labflow.

B). A unique QR code is automatically generated into each Labflow report for each student after they have answered one question or entered 1 piece of data to the report. The TA must scan this code and record it during the lab period. The QR code cannot be scanned outside the lab period. Students are responsible for verifying the QR code was properly scanned by opening their PostLab Assignment before leaving the Lab. If the student does not complete both of these tasks before they leave the Lab, and they find they cannot access the PostLab Assignment later because their QR code was not properly scanned, they will receive zero points for the PostLab Assignment.

Both of these requirements must be met for a student to access and complete the PostLab assignment. Students who fail to complete any of these requirements will be unable to access and complete the PostLab assignment (worth 20 points of the grade) for that Lab. For these instances the student will receive zero points for the Postlab assignment.

## What happens if I don't finish the lab in the allotted 1 hour and 50 mins?

Any student who does not finish the experiment during the allotted 1 hour and 50 minutes may request provisional data, with penalty, to use to complete the Lab Report in Labflow and gain access to the PostLab assignment.

When granted, this request results in a 25% deduction (i.e. a lost of 7.5 points) from the student's final grade on the Lab Report/PostLab Assignment.

To request this, the student must send their request and a copy of all of their report sheets to

**chem-103@illinois.edu** within **24 hours** of their lab period. The student must also meet the following conditions:

- (a) The TA must have scanned the student's QR code during lab.
- (b) The TA must have initialed (by hand) each of the student's report page(s).

## What happens if I complete the lab but don't collect data that is accepted by Labflow (i.e. I perform the lab incorrectly)?

Any student who does not correctly complete the experiment, and therefore does not obtain data that is accepted by Labflow, during the allotted 1 hour and 50 minutes may request provisional data, with penalty, to use to complete the Lab Report in Labflow and gain access to the PostLab assignment.

When granted, this request results in a 25% deduction (i.e. a lost of 7.5 points) from the student's final grade on the Lab Report/PostLab Assignment.

To request this, the student must send their request and a copy of each of their report sheets to **chem-103@illinois.edu** within **24 hours** of their lab period. The student must also meet the following conditions:

- (a) The TA must have scanned the student's QR code during lab.
- (b) The TA must have initialed (by hand) each of the student's report page(s).

## What happens when I receive provisional data to complete a lab remotely?

Students may receive provisional data to complete the PostLab **without penalty** for excused absences and **with penalty** if they (1) did not complete the experiment in the allotted time or (2) if they completed the lab but did not collect data that was accepted by Labflow because it was not within the expected range.

After following the procedures outlined in the Course Policy document to request either an excused absence or to request provisional data, based on the student's specific situation, and receiving approval, the student will receive an email from the Course Assistant with detailed instructions to complete the assignment with provisional data.

Common questions when using provisional data:

- **How does the student access the provisional data?** The student must select "NO" as their answer to the question "Are you completing this lab in-person" in Labflow. This will generate the provisional data. If the student selects "YES", provisional data will not be generated and the student will need to email **chem-103@illinois.edu** to have the problem resolved.
- **Is it possible to receive provisional data for just the portions of the lab that are incomplete or incorrect?** In the instance where the student receives provisional data because they either did not complete the experiment in the allotted time or did not collect data accepted by Labflow, the process of receiving provisional data will erase all data entered into Labflow during the Lab period. The provisional data will replace all of the students collected data. It is not possible to give a student provisional data for only the portion of the lab that was incomplete or incorrect because the data for later parts of the lab are dependent on data from earlier parts of the lab. There is no way for Labflow to take into account the students previously obtained data when generating provisional data.

• **Where is the provisional data located?** The provisional data will be found in one of two formats within the student's Lab Report: (1) within descriptive sentences that the student must read, interpret and extract the necessary information from to enter into their Report Tables or (2) within tables. If the provisional data is provided within tables, the student must enter the data into their Report Tables. The student will also be required to perform any necessary calculations within the Lab Report, just as they would do if they were completing the experiment in the Lab. Data that is entered incorrectly (for example, if the wrong number is entered) or calculations performed incorrect will not be accepted by Labflow and the student will need to correct those errors before they can proceed to the PostLab, just as they would be required to do so if they completed the experiment in the lab.

• **Who will scan the QR code when provisional data is used to complete the Lab and PostLab?** The Course Assistant will scan the student's QR code when they provide the student with provisional data within Labflow. The student should not ask the TA to scan their QR code for these instances.

• **Must the student complete and upload the Report Sheet if they use provisional data to complete the assignment?** When a student receives provisional data, they must still handwrite their data onto their report sheet and upload this report sheet to Labflow. TA initials are not required on report sheets for students who receive provisional data. These students will automatically receive the 1 point associated with TA initials.

### How many times can I miss Lab for the semester?

Any student who misses more than 3 laboratory periods (excused or not) during the semester will automatically fail the course.

Please note that an unexcused absence is **not eligible** for provisional data, with or without penalty. The student will receive zero points for the Lab Report, PostLab Assignment, Cleanliness points and Scan-In points for that Lab.

### What happens if I need to request an extension for an assignment?

Students may receive an extension on a total of 2 assignments, 1 PreLab and 1 PostLab, during the semester. Students must meet the following requirements, as outlined in the Course Policy document on page Policies.18:

**Failure to complete any of the listed steps will result in the denial of an extension.**

1. Extension requests must be sent to the Course Assistant at [chem-103@illinois.edu](mailto:chem-103@illinois.edu), a minimum of 5 hours before the due date, i.e. before 6:59PM the day the assignment is due. Once an assignment has closed it will not be reopened and extensions will not be considered.
2. To qualify for an extension, the student must have completed at least one question in the assignment for which the extension is requested before submitting their request for an extension.

3. The student must provide detailed information for why the extension is needed, with supporting documentation, if possible, to the Course Assistant ([chem-103@illinois.edu](mailto:chem-103@illinois.edu)). This information should NOT be sent to your TA.

Students who have not completed any part of an assignment before the deadline of that assignment cannot qualify for an extension but may submit paperwork to be excused from that assignment. All students can be excused from one PreLab Assignment and one PostLab Assignment, once they can provide documentation that supports why the assignment, that was open for one week, could not be completed over the entire period that it was open. Waiting until the last minute to complete an assignment or forgetting a due date do not qualify as reasonable reasons for an extension to be granted and will not be considered.

Examples of reasonable requests, for significant lengths of time, for an extension include: hospitalization (for any reason), death of family member or friend resulting in travel or University allowed time for grieving.

### What happens if I forget my lab coat/goggles or if I am not dressed properly?

Students are required to wear a lab coat and approved safety goggles (also referred to as personal protective equipment or PPE), in addition to dressing properly each time they attend lab. The specific details for these items are listed in the “Laboratory Conduct and Safety” document available on Labflow and in the course safety video that students are required to watch before participating in the first experiment (Lab 0) of the semester.

Each student is checked for proper dress and PPE by both the TA and a member of the lab staff. This typically occurs within the first 20–30 minutes of lab. If the student forgets their PPE or is not dressed properly, they may not perform an experiment in the lab space and will therefore earn zero on their Lab Report, PostLab assignment and cleanliness points for that week of lab.

Students who are removed from the lab for improper PPE or attire are **not eligible** for provisional data, with or without penalty.

### What happens if I arrive after the first 5 minutes of lab?

Students are required to be in lab space, properly dressed, including proper PPE, ready to work by the 5-minute mark of the lab to attend lab for a grade and have access to the PostLab. For example, for a 10:00AM lab, a student must meet these requirements by 10:05:00AM. If any of these requirements are met at or after 10:05:01AM, the student will not be allowed to start or complete their lab experiment and will therefore earn receive zero points for the lab, the cleanliness points and the PostLab assignment in Labflow. This will count as an unexcused absence for the student. The student **will not** be eligible to receive provisional data, with or without penalty,

## How are lab cleanliness points awarded?

Throughout the lab period, the TA and lab staff will regularly check the condition of the lab space and evaluate whether or not students are working in a clean and orderly manner. Failure to, for example, close chemical lids at the balance stations, return the spatula to the bin at the OAS after using it at the balance, close waste container lids in the waste hood, or clean up chemical spills at the balance **at any time during the lab period or at the end of the lab period**, will result in a loss of Cleanliness points.

At the end of each lab session, the lab space will be assessed a final time for the following items:

- Are the waste containers left open – at any time when the container is not actively in use?
- Are the reagent containers left open – at any time when the container is not actively in use ?
- Are there glassware, weigh boats, or other equipment left on lab counters or in sinks?
- Are the balances and areas around the balances clean?
- Is there broken glassware left in the sinks, on the floor, or at the work stations?
- Are there weigh boats that contain chemicals left anywhere in the lab space?
- Are there cuvettes left in the spectrophotometers?
- Have the lab counters been cleaned and dried?
- Is there garbage in the sinks or on the lab counters?
- Has all used glassware been washed with soap and returned to their proper bins?

Points are assigned to the class as a whole, not to individual students based on the following criteria: 3 points are awarded if the lab space is completely clean and all of the above listed conditions are met; 1 point is awarded if 1 or 2 of the above listed conditions are not met; 0 points are awarded if more than 2 of the above listed conditions are not met.

## Is there extra credit available in this course?

There is an optional bonus assignment available to all Chemistry 103 students. This is a cumulative assignment that must be completed individually by the student (without any outside assistance) during the final week of the semester. Up to 30 bonus points can be earned on this assignment. Any earned points will be added to the student's final point total at the end of the semester.

For Example,

Suppose a student, after completing Labs 0-11, has 497 out of 565 points (maximum points possible). This student decides to complete the Bonus Point Assignment offered in the last week of the semester and earns the full 30 points possible. The Course Coordinator will then add those 30 points to the student's total of 497, resulting in



527 out of 565 points. The result of the Bonus Point Assignment is the following for this example student,

Before the Bonus Point Assignment: 497 out of 565 points or 87.9% (B+)

After the Bonus Point Assignment: 527 out of 565 points or 93.3% (A)

### What is acceptable and what is unacceptable in working together in lab?

In certain labs you will be asked to work in a group. When working in a group, you are still expected to be thorough with all steps of the procedure. The idea is that everyone will do at least one trial of each step/procedure. Dividing tasks in a way that makes one person not-perform certain procedures at all is unacceptable.