
ISG is a service organization devoted to delivering high quality education to students in a manner that is fair and respectful to everyone. There are two main ways in which we meet this goal:

1. We form temporary partnerships with faculty members and sessional instructors to support them in their teaching roles;
2. We ensure that students receive quality instruction and assistance by providing the necessary software assistance and staff training.

NOTE: Teaching Assistants/Instructional Apprentices are shown as dashed lines because they are part time and are assigned to ISG on a term-by-term basis.
**Instructional Support Coordinator (ISC)**
- interviews and hires ISAs
- supervises ISAs and TAs assigned to their courses, including but not limited to:
  - defines ISA and TA duties and work schedules
  - provides and/or arranges for training of course personnel as required
  - provides work and work performance advice, suggestions, feedback
  - evaluates ISA and TA work performance (with feedback from instructors, students and peers)
  - arranges computer and other resources for ISAs (and IAs or TAs, if appropriate)
  - provides work term report suggestions, direction
  - arranges computer resources for students in the course
  - assists instructors as required, which may include:
    - development of course materials (labs, assignments, tests)
    - oversee marking schemes and solutions
    - handle cheating cases and special situations (e.g. AccessAbility Services exams, student illness)
  - arranges/organizes exam (midterm(s), final) printing, proctoring and marking. May have ISAs, IAs or TAs assist.

**Instructor**
- instructs course lectures and possibly tutorials
- provides guidelines and direction for current course offering
  - lectures, assignments, grading schemes
- sets the tests/exams and usually their grading schemes and sample solutions

**Instructional Support Assistant**
- provides front-line support for the courses, directly interacting with students in a variety of ways
- Primary goal: to assist students in learning the material through additional instruction, marking, consultation and providing feedback to instructors.
- Secondary goal: to assist instructors with the mechanics of delivering the course.

**Undergraduate Studies (including ISG) Manager**
- Provides leadership and direction to the team
- Acts as liaison between ISG and other departments

**Computer Science Computing Facility (CSCF)/Math Faculty Computing Facility (MFCF)**
- Not part of the ISG structure
- Provides invaluable assistance with computing resources: software (including scripts, Marmoset, MarkUs, etc.), hardware, accounts, course email, consulting

**Instructional Teams**
- Instructors
- ISAs
- Grad Teaching Assistants (TAs) and Instructional Apprentices (IAs)
- ISC
Assisting Undergraduate Teaching

Instructional Teams

- Instructors
- ISAs
- Teaching Assistants (TAs) and Instructional Apprentices (IAs)
- Instructional Support Coordinators

What is an IA?

- Primary duty of a TA is marking assignments and exams
- Duties of an IA might include:
  - Teaching;
  - Consulting;
  - Conducting tutorials;
  - Coordinating other TAs; and
  - Developing of assignment solutions and marking schemes.
Work Schedule and Duties

Schedule

- Single unit ~ 5 hours/week over 16 weeks
- Expected to be available during the entire work period
- Attend regular marking meetings (depends on course)
- Attend exam marking sessions
  ⇒ Last day of exams is Dec. 22 so might have to mark on Dec. 23
- If you cannot fulfill your duties (e.g. illness, attending a conference, etc.), please contact the course’s ISC

Duties

- Marking
- IA duties (as applicable)
- Exam Proctoring
  ⇒ Math Faculty Proctor Pool
- Consulting occurs in MC 4065
- Labs are in MC

Being Prepared

“In particular, you are expected to know the material in the courses you are TAing. If not, then you must spend the time to learning the material, and this time is not included in a TA’s work hours”

Graduate Student Teaching Assistant Manual
Faculty of Mathematics
Evaluation

All TAs are assessed on:

- Industriousness;
- Reliability & Responsibility;
- Ability to Assist Students;
- Preparation (before labs, etc.);
- Knowledge of Material;
- Punctuality (lab attendance, returning marked papers, etc.); and
- English Language Fluency.

IAs receive a more extensive evaluation (available from your ISC)

TA performance management

The initial stages of performance improvement focus on identifying the underlying causes of poor performance and working together to develop a plan to bring performance in line with expectations. In most cases when the TA and the Instructor/Instructional Support Coordinator (ISC) work together, performance is successfully corrected. In situations where there is no, or insufficient improvement in performance, the instructor/ISC should report the situation to Director of Graduate Studies (cs-graddir@uwaterloo.ca). The Director of Graduate Studies will decide if any discipline actions will need to be taken, which may include a formal warning and/or cancellation of TAship.

TA grievance

You are encouraged to communicate with the instructor/ISC when a question arises about a decision or action affecting you. If you are not satisfied with the result, you may seek a resolution by following procedures described in Policy 30 "Employment of Graduate Student Teaching Assistants", in particular "Graduate Studies Calendar guidelines on Resolution of Disputes between TAs and Instructors" (https://uwaterloo.ca/graduate-studies-academic-calendar/general-information-and-regulations/resolution-disputes-between-tas-and-instructors-and-ras-and).
Resources

Key services available to assist students and teaching staff:

- Computer Science Computing Facility (CSCF)
- Health Services
- Counselling Services
- AccessAbility Services
- Campus Police
- Teaching Resources and Continuing Education (TRACE)
- Information Systems and Technology (IST)
- Student Success Office
- Conflict Management and Human Rights Office

⇒ Review the Guidelines for Teaching Assistants
   RE: Harassment and Discrimination
   Responding to an Initial Complaint

Complete list of resources available at https://uwaterloo.ca/pathway/current-students
# Contacts and URLs

Below is a list of some UW contacts, along with some reasons that you may require these services as part of your job.

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Computer Science Computing Facility (CSCF)</strong></td>
<td>Computing problems (office and lab computers) should be reported to our point of contact, which is listed at <a href="https://cs.uwaterloo.ca/resources-services/cscf">https://cs.uwaterloo.ca/resources-services/cscf</a></td>
<td></td>
</tr>
<tr>
<td><strong>Health Services</strong></td>
<td>In case of emergency: Call 22222 from on-campus extensions or 84096 for Health Services. <strong>Urgent care</strong> If the emergency is less serious, patients should go to Health Services. Please tell the receptionist if your health concern is serious or urgent to insure same day assessment. After hours, call Doctor-on-call by dialing 519-888-4096 or Telehealth for free advice from a health professional at 1-866-797-0000 available 24 hours a day, 7 days a week.</td>
<td><a href="https://uwaterloo.ca/campus-wellness/health-services">https://uwaterloo.ca/campus-wellness/health-services</a></td>
</tr>
<tr>
<td><strong>Counseling Services</strong></td>
<td>• Individual counseling for personal concerns that a student may have</td>
<td><a href="https://uwaterloo.ca/campus-wellness/counselling-services">https://uwaterloo.ca/campus-wellness/counselling-services</a></td>
</tr>
<tr>
<td><strong>Student Success Office</strong></td>
<td>• Study skills referrals for students</td>
<td><a href="https://uwaterloo.ca/student-success/">https://uwaterloo.ca/student-success/</a></td>
</tr>
<tr>
<td><strong>AccessAbility Services</strong></td>
<td>• Adaptive technology for special needs • Alternate exam arrangements</td>
<td><a href="https://uwaterloo.ca/accessability-services/">https://uwaterloo.ca/accessability-services/</a></td>
</tr>
<tr>
<td><strong>Campus Police</strong></td>
<td>• Harassment reporting • Personal Safety for you or for a student • Lost and Found</td>
<td><a href="https://uwaterloo.ca/police/">https://uwaterloo.ca/police/</a></td>
</tr>
<tr>
<td><strong>Center for Teaching Excellence</strong></td>
<td>• Teaching development for yourself</td>
<td><a href="https://uwaterloo.ca/centre-for-teaching-excellence/">https://uwaterloo.ca/centre-for-teaching-excellence/</a></td>
</tr>
<tr>
<td><strong>Information Systems and Technology (IST)</strong></td>
<td>• Remote Access to computing facilities • UWDir userid assignment • CHIP – software</td>
<td><a href="https://uwaterloo.ca/information-systems-technology/">https://uwaterloo.ca/information-systems-technology/</a></td>
</tr>
</tbody>
</table>
Important Policies

UW Policy 33: Ethical Behavior

UW Policy 46: Information Management

UW Policy 71: Student Discipline

CSCF Lab Use Policy
University, Faculty, and School Policies

Portions of relevant policies are reproduced below. The full policy is available at the URL listed.

**UW Policy #33: Ethical Behavior**

Full policy: [https://uwaterloo.ca/secretariat/policies-procedures-guidelines/policy-33](https://uwaterloo.ca/secretariat/policies-procedures-guidelines/policy-33)

Discrimination is defined as any action or behaviour that results in adverse or preferential treatment related to those grounds prohibited under the Ontario Human Rights Code.

Harassment is defined as engaging in a course of vexatious comment or conduct that is known, or ought reasonably to be known, to be unwelcome.

Sexual Harassment includes comment or conduct where acceptance of sexual advances is a condition of education or employment, or where rejection of sexual advances negatively impacts decisions that concern the recipient (e.g., grades, performance evaluation or any academic or employment decisions) or where unwelcome sexual advances, comment, conduct or communications interfere with the recipient's work or study.

**UW Policy #46: Information Management**

Full policy: [https://uwaterloo.ca/secretariat/policies-procedures-guidelines/policy-46-information-management](https://uwaterloo.ca/secretariat/policies-procedures-guidelines/policy-46-information-management)

“Student Information”: The University records relating to a student’s admission to the University, their academic progress and achievements at the University and the University Colleges, and any other personal information of the student’s – including student identification photographs – which is collected and used by the University for administrative purposes.

Appendix A - Access to and Release of Student Information
Provided the identity of individual students is protected, an instructor may convey information about student academic performance (e.g., grades on assignments, midterm or final examinations) by posting results in a public place such as an office door, bulletin board or course website. Final examination and final course grades shall not be posted before the final examination period ends.

Related Mathematics Faculty Policy
Grades are not official until the 'fully graded' date when academic decisions are released by the Registrar's Office. ... Faculty policy does not permit instructors to release grades during the examination period.
Offences include, but are not limited to, the following:

**ACADEMIC**
- cheating
- plagiarism
- unauthorized co-operation or collaboration as defined by the course instructor
- unauthorized aids or assistance as defined by the course instructor
- unauthorized resubmission of work
- violation of examination regulations
- impersonating another student or entering into an arrangement with another to be impersonated
- obtaining, distributing, or receiving any confidential academic material without the express consent of the instructor
- theft of intellectual property
- academic or admission fraud discovered after registration
- altering, falsifying or withholding a relevant document
- misrepresentation
- obstruction or interference
- misconduct in research including breach of ethics regarding human or animal testing
- contravention of statute (e.g., Copyright Act)

**Guidelines for the Assessment of Penalties**

Lists of typical penalties for various offences. For example penalty for plagiarism/cheating on assignments (e.g., copying) in courses with numeric grades:

- 0 on the course element; a further 5 marks off the final course grade

**Related Mathematics Faculty Policy**

We expect students, as members of the University community, to adhere to a code of honour in their various activities. Cheating on exams, tests, or assignments is a serious violation of this code, which jeopardizes the integrity and reputation of the Faculty’s academic programs/plans.

Most students misunderstand what is and what is not acceptable academic behaviour. Remember that if you say where you got it from, that is, if you write and sign an acknowledgement of all help received on work you submit, your chances of committing an academic offense and being suspended or worse decreases substantially.

Penalties for academic offenses are common across the University. For information on categories of offenses and types of penalties, students should refer to Policy 71 - Student Discipline.
All academic offenses are reported to the associate dean for undergraduate studies and are recorded in the student's file. A second academic offense will lead to a more severe penalty, which will normally include a two term suspension.

**CSCF Lab Use Policy**

Full policy: [https://cs.uwaterloo.ca/cscf/policies/teaching_labs](https://cs.uwaterloo.ca/cscf/policies/teaching_labs)

Other computing policies: [https://uwaterloo.ca/math-faculty-computing-facility/policies](https://uwaterloo.ca/math-faculty-computing-facility/policies)

*Food and Beverage have traditionally been prohibited from labs for the following reasons:*

- Drinks, crumbs and grease can cause significant damage to hardware.
- Chairs and floors get damaged when drinks are spilled.
- Students complain about having to put their personal belongings in sticky messes left by previous users.
- The garbage and smells created by food/drinks left sitting around the labs make for an unpleasant environment in which to work. It's also embarrassing to show to visitors.

**Expectations of Students**

1. **Students are expected to refrain from having food and unsealed beverage containers in the labs.**
2. **Students are permitted to have beverages in the labs, provided they are able to seal the containers when not drinking.**

**Consequences**

3. **Anyone found with food or an unsealed beverage container in a computing lab will have their account suspended immediately for at least 24 hours. After 24 hours you may request that your account be enabled by visiting the Consultants/Help Desk in MC 3017, or CSCF Help Desk in DC2608**

4. **If a lab is excessively messy, everyone will be asked to leave the lab and the doors will be locked for up to 24 hours (excluding scheduled labs). Labs may be locked overnight (from 1900-0800) if the problem persists. Only with the co-operation of all users of the labs will we be able to avoid drastic measures.**

Those with supervisory authority in the labs (instructors or teaching assistants) are expected to adhere to and enforce the policy by reporting offences to CSCF.
❖ **Assignment (Important): CMAHRO TA Responsibilities: Harassment and Discrimination online module and Quiz**

When you get home tonight, you should go ahead and complete the module and Quiz below:

[https://uwaterloo.ca/math/current-graduate-students/mathematics-graduate-teaching-assistant](https://uwaterloo.ca/math/current-graduate-students/mathematics-graduate-teaching-assistant)

Under “CMAHRO TA Responsibilities: Harassment and Discrimination”

All TAs are required to complete this module and quiz (and earn \( \geq 70\% \)) at the beginning of the term.

You may NOT be assigned TAs in the future if you do not complete the module and Quiz.

❖ **Language used in performing official TA duties**

From the Exec meeting, the school Director asked to remind grad students that when they are performing official TA duties, they should be using English. There is a concern that some grad students (could be sessional as well) are using other languages (e.g. Chinese) when talking to students.