

IDS 2395

Rhetoric & Privacy in the Digital Age

<p>Fall 2023 Tuesday 4th ARCH 0215 Thursday 4th & 5th MAT 0002 Primary General Education Designation: S, Q2 Writing Designation: WR (2000 words) ***A minimum grade of C is required for general education credit.</p>	<p>Angela Harrison Bacsik, PhD abacsik@ufl.edu Office Location / Hours: 2215-L Turlington Hall / Wednesdays 11 am to 1 pm (or by appointment via Zoom link in Canvas) Office Phone: (352) 846-1138</p>
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I. Course Description

1. General Topic Description

The possibility of privacy is challenged by the ubiquity of data collection. Increasingly we find ourselves living under surveillance without the means of separating our private from our public lives. We are tracked as we shop, as we travel, as we work, as we drive, even as we sleep or brush our teeth. Facial recognition software deployed in shops, theme parks, stadiums, and other public spaces tracks our activities. Our digital searches for information reveal our vacation plans, our health concerns, our hobbies, and our political opinions. From the smart speaker that listens to every sound made in the room to the history of our social media interactions to the watch that monitors our heart rate, unprecedented surveillance of our daily lives places enormous amounts of personal information in the hands of data aggregators.

Even if we choose not to "share" much personal information online and manage our social media privacy settings carefully, an increasingly pervasive "internet of things" adds to the panoply that watches us, reveals us, catalogues us, and can testify against us as it expands surveillance into formerly private spaces and contexts. In this relationship we are no longer in control of drawing the line between what we wish to keep private and what we are willing to make public, and our relationships with fellow humans are altered in ways we may not anticipate.

More importantly, all this data can also be used to shape us and our society by predicting our behaviors, curating what we see or hear, placing persuasive messaging in our path, and motivating us to take actions we might not have taken without that surveillance and the curated messaging that follows it.

In this course we will investigate how specific social structures are being altered or more deeply inscribed through specific uses of aggregate data. Students will learn how to use qualitative research methods from the social sciences to better understand the societal effects of data aggregation and the relationship between concepts of privacy and concepts of property.

This is a Science & Technology Studies course which offers 3 credits of Social Science for UF General Education requirements with a Quest 2 designation that also meets 2,000 words for the UF Writing Requirement. You must earn a C or better to earn course credit that meets those program requirements. (With a C- you pass the class, but you do not earn the SS, Q2, or 2k-WR designations)

For this course we will examine the following pressing questions about the necessity and limits of privacy in the digital age:

- What interests are served by privacy? What interests are served by surveillance? To what extent is privacy still possible today?
- What is the relationship between concepts of privacy and concepts of property? How have specific rhetorical narratives and macroeconomic principles shaped or challenged concepts of privacy?
- How does the interconnected nature of some types of data and some types of data sharing challenge the concept of privacy? How does it challenge the concept of property?
- What is lost when we give up or lose a specific right to privacy? What happens when the data about us is wrong?
- What constraints or controls should be enforced on different types of data collection, maintenance, and access?

2. Major Assignments Description

Two exams will be used to assess student learning of the introductory material covering the history of the concept of privacy, its current legal and social structures, the history of data aggregation and its uses, the macroeconomic forces affecting data aggregation, and the social science methods for examining the impact of these technologies on society and Western concepts of privacy and property.

During the first part of the course students will also learn experientially by creating an original technical definition of privacy for the digital age (250 words / 1 page) and by conducting their own personal data privacy audit to produce a data privacy reflection paper (500 words / 2 pages). These assignments will offer students the opportunity to reflect both on what kinds of data should remain private and on how they can change their own online behaviors to protect their data in the future.

During the second part of the course students will further develop skills in qualitative social science research by proposing a research project to investigate their own research question about a data privacy issue discussed in class, collecting original research data to answer their research question, and analyzing their results in a critical analysis paper (1250 words / 5 pages). After completing their research, students will reflect on what they found, share their results with the class using an infographic poster, and propose specific solutions related to that issue in their final poster project and presentation. Participation in group discussions will be evaluated through in-class activities that will guide student's early research efforts for their critical analysis papers. Additionally, students will be taught about avoiding plagiarism and using Author/Date Chicago citation style.

Required & Recommended Course Materials (to purchase or access)

- *The Age of Surveillance Capitalism: the fight for a human future at the new frontier of power* by Shohsana Zuboff (Purchase this book by the first week of class.)
- *The Internet in Everything: freedom and security in a world with no off switch* by Laura DeNardis (This ebook is on Library Reserve. You do not need to purchase this one.)
- The Chicago Manual of Style (17th edition) – <https://www.chicagomanualofstyle.org/home.html>
- Other fair use and open source reading materials (articles, chapters in textbooks, pdfs, links to websites) will be provided through the class eLearning course shell and a few documentary films will be shown during Thursday class sessions.

II. Coursework & Schedule

1. List of Graded Work

Assignment	Description	Requirements	Points
Exam #1	Readings, lectures, discussions & Study Guide #1		150
Exam #2	Readings, lectures, discussions & Study Guide #2		150
Technical Definition Paper	Write an informative technical definition of a concept connected to the major themes in this class that explains its historical definition and extrapolates that definition productively for the digital age. (A list of terms will be provided.)	250 words Chicago style	100
Data Privacy Audit Reflection Paper	Follow the directions for the data privacy audit of your behavior (both online and when engaged with real time data collection devices) and then reflect on what you've learned and how you expect this knowledge might alter your behavior in the future.	500 words Chicago style	150
Research Group Discussion Reports	Each student will locate and discuss with their group of 4-5 students unique academic or professional grey literature research sources that are relevant to their group's chosen issue of interest. We will use Canvas groups to manage both the sharing of sources within groups and the discussion report submissions. Plan to bring your laptop or tablet to class during these group discussion sessions.	Discussion Reports (2 @ 50 points each)	100
Critical Analysis Paper	Each student will produce their own original qualitative social science research by investigating a research question about a data privacy issue discussed in class, collecting original research data to answer their research question, and analyzing their results in a critical analysis paper (1250 words). Your research data will be collected using one of these	1250 Words Chicago Style	250

	qualitative research designs: descriptive study, observational study, survey study, or case study.		
Poster Presentation	Reflect on what you have learned in this class and through your research project and then present an informative infographic with your solution to the privacy challenge analyzed in your critical analysis paper. (You will both create a digital infographic poster and give an oral presentation to the class about the what you've learned and how we should address the issue you studied.)		100

2. Weekly Course Schedule

Week/ Date	Activity	Topic/Assignment (Question/Subject)	Assigned Work Due
<u>Week 1</u> Aug 24	Topic	What is privacy? What are the challenges to privacy in the digital age?	
	Summary	We begin the course with a review of the syllabus, an introduction to the first reading assignment, and a discussion of the pressing questions we will explore during the semester. We will also watch the first part of a documentary covering some of the issues we will explore during this course.	
	Readings/Works	Syllabus / Zuboff reading due (chapters 1 through 3) Viewing: The Facebook Dilemma (Part One)	8/29 8/24
<u>Week 2</u> Aug 29 & 31	Topic	How have specific rhetorical narratives and conditions shaped concepts of a right to privacy?	
	Summary	This week we will review the political and socio-economic conditions that gave birth to a right to privacy and then begin discussion of how those conditions are different from conditions today. We will also examine who benefits from privacy protections and who benefits from unregulated surveillance. The answers are complex, and the goal is to encourage deep questioning and identification of our <i>a priori</i> assumptions and values. Students are given the "privacy behavior worksheet" to collect data on which of their own online behaviors are being tracked. We will also watch the second part of the documentary.	
	Readings/Works	Zuboff reading due (chapters 4 through 6) Viewing: The Facebook Dilemma (Part Two)	9/5 8/31

Week/ Date	Activity	Topic/Assignment (Question/Subject)	Assigned Work Due
<u>Week 3</u> Sep 5 & 7	Topic	How have specific theories about macroeconomic principles affected the right to privacy?	
	Summary	This week students will learn how to examine the boundaries of privacy they establish, maintain, or fail to maintain in their own lives by gathering that data and considering what it might mean for them in their brief DPA reflection paper. In class we will discuss Zuboff's analysis of the macroeconomic forces that shaped Google's transformation into profitability as the first true "surveillance capitalist" company. The second assignment (technical definition) is reviewed.	
	Readings/Works	Zuboff reading due (chapters 7 through 9)	9/5
	Assignment	Begin Privacy Behavior Worksheet Data Collection Data Privacy Audit Reflection Paper Due	9/5 9/12
<u>Week 4</u> Sep 12 & 14	Topic	What interests are served by surveillance in the digital age? What interests are served by privacy?	
	Summary	This week we will discuss the commodification of surveillance and the use of specific rhetorical devices in that process. We will also cover use of Chicago style, how to avoid plagiarism, and how to effectively synthesize research sources in a technical definition paper.	
	Readings/Works	Zuboff reading due (chapters 10 through 13)	9/19
<u>Week 5</u> Sep 19 & 21	Topic	How does the interconnected nature of some types of data and some types of data sharing challenge the concept of privacy?	
	Summary	This week we will turn our attention to the ways in which data often undermines singular control or ownership even while providing information about a singular source. Lecture will add to the reading with cases involving 23&Me as crime lab, reverse engineering patient identities from an aggregate blind data source, and others.	
	Readings/Works	Zuboff reading due (chapters 14 through 15)	9/26
	Assignment	Technical Definition Paper	9/21

Week/ Date	Activity	Topic/Assignment (Question/Subject)	Assigned Work Due
Week 6 Sep 26 & 28	Topic	What is lost when we give away or lose a specific right to privacy? What constraints or controls should be enforced on data collection, maintenance, and access? What happens when the data about us is wrong?	
	Summary	This week we will reflect on what we have learned, study for the first exam, and discuss the impact of Zuboff's analysis on a variety of human institutions impacted by the changing relationships among corporations, governments, people, and things.	
	Readings/Works	Zuboff (chapters 16 through 18) and Study Guide #1	10/3
Week 7 Oct 3 & 5	Topic	How do we respond to <i>The Age of Surveillance Capitalism</i>?	
	Summary	This week we will reflect on what we have learned, study for the first exam, and discuss the impact of Zuboff's analysis on a variety of human institutions impacted by the changing relationships among corporations, governments, people, and things. On Thursday we will take the exam.	
	Readings/Works	none	
	Assignment	Exam #1	10/5
Week 8 Oct 10 & 12	Topic	Living with <i>The Internet in Everything – From Communication to Control</i>	
	Summary	Students will discuss how the ubiquity of internet-connected devices alters power structures and human institutions. We will also discuss social science methods to be followed for the analysis paper.	
	Readings/Works	DeNardis pp. 3-58 Viewing: <i>In The Age of AI</i>	10/17 10/12
	Assignment	none	

Week 9 Oct 17 & 19	Topic	<i>The Global Politics of Cyber-Physical Systems</i>	
	Summary	We will discuss Stuxnet, M and the global nature of the threats to cyber-physical systems and the IoT.	
	Readings/Works	DeNardis pp. 59-162 and Study Guide #2	10/24

Week 10 Oct 24 & 26	Topic	<i>Rethinking Internet Freedom & Governance / How do we respond to <i>The Internet in Everything?</i></i>	
	Summary	Discussion will center on the risk to democracy inherent in the commodification and weaponization of predictive behavioral data and risks due to hacked access to the IoT. The second exam study guide will also be provided.	
	Readings/Works	DeNardis pp. 163-230 and Study Guide #2	10/31
Week 11 Oct 31 & Nov 2	Topic	Using Social Science Qualitative Study Methods / Research Group Sessions	
	Summary	We will discuss recent legal strengthening of a right to data privacy in the EU and CA and other calls for constraint. The critical analysis research project and social science research design will be discussed. Students will begin topic development and data collection for their critical analysis research paper.	
	Readings/Works	Electronic Frontier Foundation -- https://www.eff.org/issues/privacy Additional research sources located by student or shared by instructor based on student's chosen paper topics	
	Assignment	Exam #2	11/2
Week 12 Nov 7 & 9	Topic	Using Social Science Qualitative Study Methods / Research Group Session	
	Summary	Research Group Session on Tuesday / Lecture will cover social science research design / students will work on study design for their projects	
	Readings/Works	Social Science Research Methods PDF	11/7
	Assignment	Discussion Report 1	11/9
Week 13 Nov 14 & 16	Topic	Using Social Science Qualitative Study Methods / Research Group Session	
	Summary	Students will finalize their research project design and begin data collection.	
	Readings/Works	Additional research sources located by student or shared by instructor based on student's chosen paper topics. Poster creation PDF & Presenting your "elevator" speech PDF	
	Assignment	Discussion Report 2	11/14

Week 14 Nov 21 & Holiday	Topic	Creating & Presenting Solutions for Specific Privacy Problems	
	Summary	We will discuss various ways of creating effective posters and infographics to explain complex issues and present potential solutions to the privacy problem students examined in their critical analysis papers.	
	Readings/Works	Poster creation PDF	
	Assignment	Critical Analysis Paper	11/21
Week 15 Nov 28 & 30	Topic	Creating & Presenting Solutions for Specific Privacy Problems	
	Summary	Students will present their poster during class on both days. Sign up sheets will circulate the Tuesday before Thanksgiving to establish assigned poster delivery day. All posters are due in digital form on Tuesday (even if you are presenting later).	
	Readings/Works	none	
	Assignment	Poster Presentation (poster due in Canvas for all—sign up for presentation time on Nov. 21st)	11/28
Week 16 Dec 5 & Reading Days	Last Day of Class	There is no cumulative final exam in this class. The poster presentation is the last assignment. We will complete the remaining poster presentations that we didn't finish on the previous Thursday and you will all complete the course evaluation.	

III. Grading

3. Statement on Attendance and Participation

Attendance and Participation:

Attendance is required. Missing a double period counts as two absences. Exempt from this policy are those absences involving university-sponsored events, such as athletics and band, and religious holidays. For absences to be excused due to illness or injury, your instructor requires a signed doctor's note. No medical information is required. The date of the illness or injury is required. The note needs to be provided soon after the student returns to class. For absences due to university-sponsored events, your sponsor should provide a note with the dates of planned absences before they occur. All assignments are due via Canvas eLearning, with the sole exception of the poster presentation. For the final oral presentation, if you are ill and cannot present in person, contact me BEFORE the end of semester for an online video submission option.

Participation is required, particularly during discussions and group work. No grade will be given for participation as it is simply expected that you will participate. Your grades on other work will likely benefit from your having participated in discussions. For the shy, active listening is actually a form of participation and you should not be penalized for quiet attention during whole class discussions. Still, you should also expect to engage with your classmates during the small group discussions later in the semester and will need to give a brief presentation at the end of the course. Let me know if you expect anxiety issues will hinder that level of participation and we can work out an accommodation.

3a. WR Statements and Grading Rubric

Writing Assessment Rubric

	SATISFACTORY (Y)	UNSATISFACTORY (N)
CONTENT	Papers exhibit at least some evidence of ideas that respond to the topic with complexity, critically evaluating and synthesizing sources, and provide at least an adequate discussion with basic understanding of sources.	Papers either include a central idea(s) that is unclear or off-topic or provide only minimal or inadequate discussion of ideas. Papers may also lack sufficient or appropriate sources.
ORGANIZATION & COHERENCE	Documents and paragraphs exhibit at least some identifiable structure for topics, including a clear thesis statement but may require readers to work to follow progression of ideas.	Documents and paragraphs lack clearly identifiable organization, may lack any coherent sense of logic in associating and organizing ideas, and may also lack transitions and coherence to guide the reader.
ARGUMENT & SUPPORT	Documents use persuasive and confident presentation of ideas, strongly supported with evidence. At the weak end of the Satisfactory range, documents may provide only generalized discussion of ideas or may provide adequate discussion but rely on weak support for arguments.	Documents make only weak generalizations, providing little or no support, as in summaries or narratives that fail to provide critical analysis.
STYLE	Documents use a writing style with word choice appropriate to the context, genre, and discipline. Sentences should display complexity and logical sentence structure. At a minimum, documents will display a less precise use of vocabulary and an uneven use of sentence structure or a writing style that occasionally veers away from word choice or tone appropriate to the context, genre, and discipline.	Documents rely on word usage that is inappropriate for the context, genre, or discipline. Sentences may be overly long or short with awkward construction. Documents may also use words incorrectly.
MECHANICS	Papers will feature correct or error-free presentation of ideas. At the weak end of the Satisfactory range, papers may contain some spelling, punctuation, or grammatical errors that remain unobtrusive so they do not muddy the paper's argument or points.	Papers contain so many mechanical or grammatical errors that they impede the reader's understanding or severely undermine the writer's credibility.

- The Writing Requirement (WR) ensures students both maintain their fluency in writing and use writing as a tool to facilitate learning.
- The instructor will evaluate and provide feedback, on all of the student's written assignments with respect to grammar, punctuation, clarity, coherence, and organization.
- WR course grades have two components. To receive writing requirement credit, a student must receive a grade of C or higher and a satisfactory completion of the writing component of the course.
- This is a general rubric for all writing courses. Assignment specific rubrics will be used for grading. They will be available with each assignment's directions.

4. Grading Scale

For information on how UF assigns grade points, visit: <https://catalog.ufl.edu/UGRD/academic-regulations/grades-grading-policies/>

A	94 – 100% of possible points		C	74 – 76%
A-	90 – 93%		C-	70 – 73%
B+	87 – 89%		D+	67 – 69%
B	84 – 86%		D	64 – 66%
B-	80 – 83%		D-	60 – 63%
C+	77 – 79%		E	<60

IV. General Education (S) & Quest 2 Objectives

Social and Behavioral Sciences Objectives ➔	Quest 2 Objectives ➔	This Course's Objectives ➔ (This course will....)
<p>Social and behavioral science courses provide instruction in the history, key themes, principles, terminology, and underlying theory or methodologies used in the social and behavioral sciences.</p>	<p>Address in relevant ways the history, key themes, principles, terminologies, theories, or methodologies of the various social science disciplines that enable us to address pressing questions and challenges about human society and/or the state of our planet.</p>	<p>Students will learn how economic, psychological, and legal aspects of society are changing in the digital age and how social scientists are analyzing these changes. Readings and lectures for this course will address underlying theories, terminology, and qualitative methods used in the fields of economics, psychology, political science, and data science that are relevant to an analysis of our pressing questions.</p>
<p>Students will learn to identify, describe and explain social institutions, structures or processes.</p>	<p>Present different social science methods and theories and consider how their biases and influences shape pressing questions about the human condition and/or the state of our planet.</p>	<p>Students will be able to apply social science knowledge and use qualitative analysis methods in an original analysis of a specific issue related to privacy with critical awareness of prior work in these areas that identifies appropriate limitations and influences. They will also reflect on pressing questions concerning the impact of digital surveillance on people and human institutions.</p>

Social and Behavioral Sciences Objectives ➔	Quest 2 Objectives ➔	This Course's Objectives ➔ (This course will....)
<p>These courses emphasize the effective application of accepted problem-solving techniques.</p>	<p>Enable students to analyze and evaluate (in writing and other forms of communication appropriate to the social sciences) qualitative or quantitative data relevant to pressing questions concerning human society and/or the state of our planet.</p>	<p>This course will teach students to use qualitative methods, including phenomenological study, grounded theory study, and case study. Additionally, pressing questions about the future of democracy in the digital age will be addressed throughout the course content. Students will be taught to communicate effectively.</p>
<p>Students will apply formal and informal qualitative or quantitative analysis to examine the processes and means by which individuals make personal and group decisions, as well as the evaluation of opinions, outcomes or human behavior.</p>	<p>Analyze critically the role social sciences play in the lives of individuals and societies and the role they might play in students' undergraduate degree programs.</p>	<p>Students will learn how economic, psychological, and legal practices have shaped and continue to shape privacy practices online and how those dynamics affect governments, human populations, and the potential for a democratic future. Students will reflect on their own digital privacy practices and how individual decision-making can be affected by surveillance structures. Students will learn about the interdisciplinary nature of privacy concerns and how different social science disciplines approach these problems.</p>
<p>Students are expected to assess and analyze ethical perspectives in individual and societal decisions.</p>	<p>Explore or directly reference social science resources outside the classroom and explain how engagement with those resources complements classroom work.</p>	<p>This course will highlight the ethical perspectives inherent in individual and societal decisions in the readings and lectures for this course. We will also explore various open access social science resources and Electronic Frontier Foundation resources that help connect student learning with real struggles over the challenges presented by the changing boundaries of privacy.</p>

V. General Education (S) & Quest 2 SLOs

	Social and Behavioral Sciences SLOs → Students will be able to...	Quest 2 SLOs → Students will be able to...	This Course's SLOs → Students will be able to...	Assessment Student competencies will be assessed through...
Content	Identify, describe, and explain the history, underlying theory and methodologies used.	Identify, describe, and explain the cross-disciplinary dimensions of a pressing societal issue or challenge as represented by the social sciences and/or biophysical sciences incorporated into the course.	Identify, describe, and explain how economic, psychological, and legal aspects of society are changing in the digital age and how various social scientists are analyzing these changes. Content will address underlying theories, terminology, and qualitative methods used in the fields of economics, psychology, and political science that are relevant to an analysis of our pressing questions.	Two exams, technical definition paper, analysis paper using qualitative social science methods, and presentation of potential solutions in a poster session.
Critical Thinking	Identify and analyze key elements, biases and influences that shape thought within the subject area. Approach issues and problems within the discipline from multiple perspectives.	Critically analyze quantitative or qualitative data appropriate for informing an approach, policy, or praxis that addresses some dimension of an important societal issue or challenge.	Identify and analyze the commodification of surveillance and the use of specific rhetorical and technical devices in that process. They will also reflect on pressing questions concerning the impact of digital surveillance on people and human institutions.	Audit of personal data practices, two exams, technical definition paper, analysis paper using qualitative social science methods, and presentation of potential solutions in a poster session.

	Social and Behavioral Sciences SLOs → Students will be able to...	Quest 2 SLOs → Students will be able to...	This Course's SLOs → Students will be able to...	Assessment Student competencies will be assessed through...
Communication	Communicate knowledge, thoughts and reasoning clearly and effectively.	Develop and present , in terms accessible to an educated public, clear and effective responses to proposed approaches, policies, or practices that address important societal issues or challenges.	Develop and present in clearly written prose their own analysis and potential solution(s) for a specific privacy challenge.	Analysis paper using qualitative social science methods and presentation of potential solutions in a poster session.
Connection	N/A	Connect course content with critical reflection on their intellectual, personal, and professional development at UF and beyond.	Connect course content with critical reflection on their own data privacy behaviors and on how the conditions of surveillance capitalism will affect their intellectual, personal, and professional futures.	Reflection paper on personal audit of data practices, analysis paper using qualitative social science methods, and presentation of potential solutions in a poster session.

VI. Required Policies

10. Students Requiring Accommodation

Students with disabilities who experience learning barriers and would like to request academic accommodations should connect with the disability Resource Center by visiting <https://disability.ufl.edu/students/get-started/>. It is important for students to share their accommodation letter with their instructor and discuss their access needs, as early as possible in the semester.

11. UF Evaluations Process

Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals. Guidance on how to give feedback in a professional and respectful manner is available at <https://gatorevals.aa.ufl.edu/students/>. Students will be notified when the evaluation period opens, and can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals, or

via <https://ufl.bluera.com/ufl/>. Summaries of course evaluation results are available to students at <https://gatorevals.aa.ufl.edu/public-results/>.

12. 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.

13. Counseling and Wellness Center

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

14. The Writing Studio

The writing studio is committed to helping University of Florida students meet their academic and professional goals by becoming better writers. Visit the writing studio online at <http://writing.ufl.edu/writing-studio/> or in 2215 Turlington Hall for one-on-one consultations and workshops.

Students in Distress

For guidance during distressing situations, please contact U Matter We Care or the Dean of Students Office. They can help students navigate resources and academic procedures for personal, medical, and academic issues.

- U Matter We Care: <http://umatter.ufl.edu>, umatter@ufl.edu, 352-294-2273 (CARE) Dean of Students: <https://dso.ufl.edu/>, 202 Peabody Hall, (352) 392-1261
- Counseling and Wellness Center: <https://counseling.ufl.edu/>, 3190 Radio Road, (352) 392-1575
- Field and Fork Pantry: <https://fieldandfork.ufl.edu/>, located near McCarty B, 352-294-2208
- Student Health Care Center: <http://shcc.ufl.edu/>, multiple locations, (352) 392-1161
- Aid-a-Gator: <https://www.sfa.ufl.edu/aidagator/>, S-107 Criser Hall, (352) 392-1275

Academic Resources

- *E-learning technical support*: Contact the [UF Computing Help Desk](#) at 352-392-4357 or via e-mail at helpdesk@ufl.edu.
- *Career Connections Center*: Reitz Union Suite 1300, 352-392-1601. Career assistance and counseling services.

- [Library Support](#): Various ways to receive assistance with respect to using the libraries or finding resources.
- [Teaching Center](#): Broward Hall, 352-392-2010 or to make an appointment 352-392-6420. General study skills and tutoring.
- [Writing Studio](#): 2215 Turlington Hall, 352-846-1138. Help brainstorming, formatting, and writing papers. Online only for Fall 2020.
- *Student Complaints On-Campus*: [Visit the Student Honor Code and Student Conduct Code webpage for more information.](#)
- *On-Line Students Complaints*: [View the Distance Learning Student Complaint Process.](#)