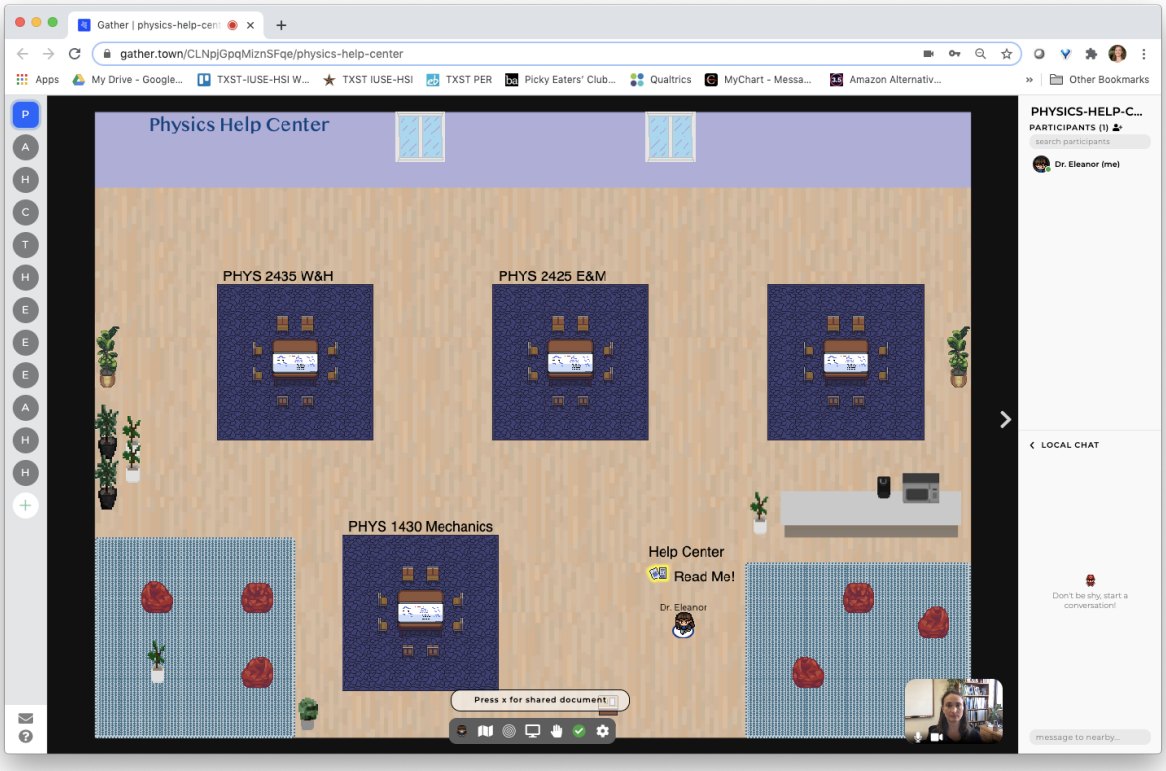
Texas State University Virtual Physics Help Center
Description and Access Instructions
Fall 2020

The TXST Physics Help Center is a walk-in space for students to work on physics, alone or in groups, with support from Physics Learning Assistants (LAs). LAs are trained to support students' learning through questioning and dialog, in order to help students construct deep and flexible physics understanding. Help Center hours are Monday-Thursday 10:00am-6:00pm and Friday 10:00am-12:00pm.

This semester the TXST Physics Help Center will be virtual, using the Gather Town platform. The TXST Virtual Physics Help Center looks like this:



Your video will appear in the lower-right, and the videos of other people in the space will appear in the top-center of the screen. You will also have a digital character you can move around in the space by using the arrow keys on your keyboard. LAs who are in this space to provide support (staffing the Help Center) will modify their names to describe what they are prepared to help with.

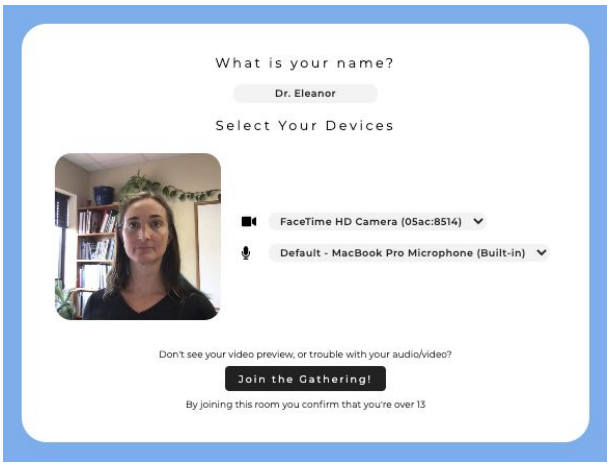
Instructions for how to access the space are provided on the next page.

Access Instructions

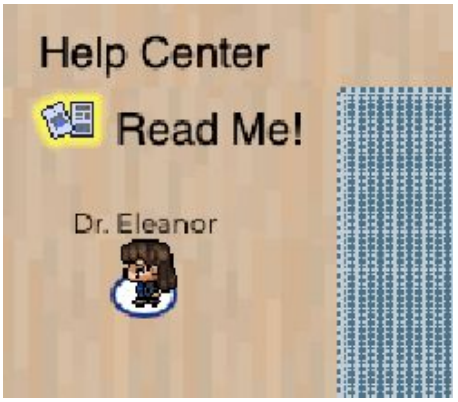
To enter the Virtual Physics Help Center:

- Use Google Chrome (preferred) or Firefox as your browser
- **Click on (or copy/paste) this URL: https://gather.town/CLNpjGpqMiznSFqe/physics-help-center**
- You will see a box prompting you to enter the password to continue (see screenshot).
    - Enter the password: **txstphysics**

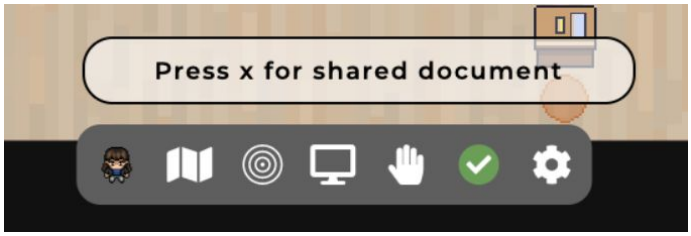
- Next, you will be prompted to enter your name, and to select your audio / video devices (see screen shot). Note that the video feature may not work if you have another video-enabled program running at the same time. For example, many users are not able to have video active in a Zoom call and a Gather space simultaneously. If this is the case for you, closing other video-enabled programs should resolve the issue in Gather.



When you click the “Join the Gathering!” button, the TXST Virtual Physics Help Center will appear in your browser window. Your digital character will appear near the words “Help Center Read Me!” and an icon of two pages (see screenshot), which will have a yellow outline around them as shown below. You will also have a pop-up message near the bottom of the screen that says “Press x for shared document” (see screenshot). Press the “x” key on your keyboard to see the google doc with instructions on how to navigate the space and how to maintain a respectful and supportive environment for thinking about physics together.



Please take advantage of this support for your physics learning! You can come individually or meet with study groups; bring a question, or just bring your work and know there will be someone to ask for help when you need it.



If you have trouble accessing the TXST Virtual Physics Help Center, please email PhysicsLA@txstate.edu.