

*Original email with my thoughts:*

**From:** Student X

**Sent:** Tuesday, November 17, 2020 10:27 PM

**To:** Stoker, Geoffrey M. <stokerg@uncw.edu>

**Subject:** Assignment 9 question What class/section is this student in?

I've been trying to get past this part for a few days<sup>1</sup> with no success. Could you please point me to the right direction I included a screenshot<sup>2</sup> to make it easier for me to show you what I have. I think the problem<sup>3</sup> is in line 34 or 35 but after trying different things I don't know what the correct syntax might be or if that's even the problem as to why it does nothing when I run it and click on a word<sup>4</sup>.

1 – No need to tell me how hard or long you've been working, who you've consulted for help, or how frustrated you are.

2 – Students seem to love sending images; they are rarely useful when troubleshooting code. For non-code issues they may be appropriate.

3 – What problem? It's surprising how often students don't clearly articulate what problem they are experiencing.

4 – Partial problem statement; however, assumptions ("does nothing") muddy the water.

*How I would prefer the email:*

**Subject:** MIS 310-001, Asgmt #9 Indicate course, section, topic of concern (brief/clear topic, e.g. exam 2, illness)

Prof Stoker, Use a greeting; this is a relaxed, but formal interaction.

<http://student.uncw.edu/xxx0007/assignment9.html>

Post your files in their current state to the web server and send me a link; no need to explain what this is.

When I click the words that are supposed to change, they do not change.

Clear/concise problem statement.

I think lines 34-35 may be the issue. I tried mimicking the code example we did in class, but that did not work. I then found an example on stack overflow and tried that, but it didn't work either; that's the code that is currently in place.

After the problem is stated up front, feel free to provide details if you think they are relevant and will be useful. Additional details are not required.

Can you point out what's causing the problem? Indicate what it is you would like me to do.

Thanks, Use a closing.

Student X Indicate the name you prefer.