

## InfBase Helper

InfBase is a new service provided by the ITO to provide help with problems students might be having with their academic work. The attached flyer will be issued to students to let them know what the service is intended to do. We do not require InfBase helpers to have encyclopaedic knowledge of the Inf1 and 2 courses but some familiarity with some to the material is a definite help. You can find the course descriptors here: <http://www.inf.ed.ac.uk/teaching/courses/>

The aim of InfBase is to be easy for students to access and:

1. Deal with a significant proportion of questions on the course content quickly, in particular with simple queries from students in the first two years of Informatics courses.
2. Where InfBase cannot deal with a question you should work with the student(s) concerned to shape their question into a form that can be dealt with quickly by the course TA, lecturer or tutors. Often students find it difficult to frame questions precisely and for students in the later years this will be the main role of InfBase. This will insure students get a relevant answer that addresses their concerns.
3. InfBase is intended to be supported by a Wiki of frequently asked questions. Part of the work of InfBase will be to help students document their question and answer(s) online so other students can share the information.

InfBase operates two hours per day Mon-Thurs in semester and before examinations. We envisage having several helpers so the level of commitment required is variable depending on your interest in InfBase.