PSY2012

COURSE SYLLABUS

CONTACT INFORMATION

Instructor

Dr. Shani Kerr (pronounced "Car")

Email

s.kerr@ufl.edu

Office Hours

Thursdays 2:00–3:00 pm, by appointment

The best way to contact me is via the Canvas Inbox or the email address above. Please allow 24–48 hours to respond to your emails on weekdays. Emails sent on the weekend will be responded to during the following weekdays. Please include PSY2012 in the subject line for easy communication tracking.

SOCIAL AND BEHAVIORAL SCIENCES GENERAL EDUCATION SUBJECT AREA OBJECTIVES

Social and behavioral science courses provide instruction in the history, key themes, principles, terminology, and underlying theories or methodologies used in the social and behavioral sciences. Students will learn to identify, describe, and explain social institutions, structures, or processes. These courses emphasize the effective application of accepted problem-solving techniques. 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. Students are expected to assess and analyze ethical perspectives in individual and societal decisions.

GENERAL EDUCATION STUDENT LEARNING OUTCOMES

Category	Definition	SLO
Content	Content is knowledge of the concepts, principles, terminology, and methodologies used within the discipline.	Students demonstrate competence in the terminology, concepts, methodologies, and theories used within the discipline.
Communication	Communication is the development and expression of ideas in written and oral forms.	Students communicate knowledge, ideas, and reasoning clearly and effectively in written or oral forms appropriate to the discipline.
Critical Thinking	Critical thinking is characterized by comprehensively analyzing issues, ideas, and evidence before accepting or formulating an opinion or conclusion.	Students analyze information carefully and logically from multiple perspectives, using discipline-specific methods, and develop reasoned solutions to problems. These will be accomplished through assignments and assessments given in this course.

OVERVIEW

This course is an overview of major topics in modern psychology, the scientific study of behavior and mental processes. As a first course in the discipline of psychology, it introduces some of the fundamental concepts, principles, and theories with consideration for the complexity of human behavior.

COURSE GOALS

The information and activities in this course are organized around three broad learning goals:

1. To understand the scientific method and its role in psychology.
2. To become familiar with the major content domains of psychology, such as biological psychology, social psychology, and personality psychology.
3. To apply the information you have learned better to understand the human experience, including your own.

In addition to these broad goals, we will have a set of specific learning objectives for each module.

COURSE REQUIREMENTS

As this is an online class, you are encouraged to be self-directed and take responsibility for your learning.

You are also expected to check your email regularly (at least once a day) and to visit e-Learning on a regular basis. Students typically find that for each credit, at least one hour of preparation is required.

COURSE MATERIALS

Everything you need for the course can be accessed on Canvas. Our textbook is the e-book version of *Psychology: From Inquiry to Understanding* (5th edition) hosted on Pearson Publishing's Revel platform. For the best price and quickest access, I recommend you opt-in to this class through [UF All Access](). (As you read, engage with the videos and other interactive features embedded in the text, as you will be responsible for this material on exams. The exception to this is the writing prompts that appear every so often throughout the text — you are **not** required to respond to these.)
I strongly recommend downloading the [Revel mobile app]() to your laptop, tablet, and/or mobile phone. (**Seriously — please do this!**) The app has several useful features, including:

- Offline access to the textbook (for when your internet is spotty during hurricane season!)
- Access to the complete audio version of the book
- Access to the Revel section quizzes that will help you prepare for the quizzes and exams
- Access to flash cards for the key terms in each chapter

Our textbook is integrated with the Canvas website for this class. Also, on Canvas, you'll find this course's thirteen modules. The learning center page for each module contains links to the required lectures, readings, external videos, and all assignments and exams.

PREREQUISITES

There are no prerequisites for this course.

MINIMUM TECHNOLOGY REQUIREMENTS

Below are the general technology requirements for taking an online course.

The University of Florida expects students entering an online program to acquire computer hardware and software appropriate to their degree program. Most computers are capable of meeting the following general requirements. A student's computer configuration should include:

- Webcam
- Microphone
- Broadband connection to the internet and related equipment (cable/DSL modem)
- Microsoft Office Suite installed (provided by the university)

Individual colleges may have additional requirements or recommendations that students should review before starting their program.

MINIMUM TECHNICAL SKILLS

Below are the minimum technical skills needed for taking an online course.

To complete your tasks in this course, you will need a basic understanding of operating a computer and using word processing software.

MATERIALS/SUPPLY FEES

There is no supply fee for this course.

HONORLOCK

Honorlock is an online proctoring service that allows students to take exams on-demand 24/7. There are no scheduling requirements or fees.

You will need a laptop or desktop computer with a webcam, a microphone, and a photo ID. The webcam and microphone can be either integrated or external USB devices.

Honorlock requires that you use the Google Chrome browser and that you must add the Honorlock extension to Chrome.
For further information, FAQs, and technical support, please visit Honorlock.

ZOOM

Zoom is an easy-to-use video conferencing service available to all UF students, faculty, and staff that allows for meetings of up to 100 participants.

You can find resources and help using Zoom at the University of Florida's Zoom website.

COURSE POLICIES

Requirements for make-up exams, assignments, and other work in this course are consistent with university policies found on UF's Attendance Policies website.

PERFORMANCE POLICY

This Flexible Learning course has been developed with the same rigorous standards of content as a campus course. Expectations for your performance as a Flexible Learning student are as high as they would be if you were taking this course in a classroom.

PARTICIPATION POLICY

Students are required to participate in all course activities and submit all assignments posted on the website.

REQUESTS FOR REGRADES

You have one week after a grade has been posted to dispute your grade and request that the grader take a second look at your work. Please note that requests for regrades will not be considered after the one-week window has passed. In your request for a regrade, contact the grader with information about the assignment you are referring to and a clear explanation of why you believe your grade is not accurate. If needed, refer to material in the textbook or other course resources (e.g., posted videos, rubrics, etc.) to provide evidence for why the grade you received is incorrect.

Contact Dr. Kerr for assistance with grades only if you are unable to come to a satisfactory resolution with the grader or if Dr. Kerr was the grader. This policy applies to all types of graded work in this class, including writing assignments, module quizzes, and exams. Please check the Instructor Contact page for information about who to contact for each assignment type.

COURSE COMPLETION POLICY

Students are allotted **16 weeks** from their enrollment date to complete the course. If a student fails to complete the course before expiration, a failing grade (E, E0, or E1) will be issued and recorded to the UF registrar. Students also need to **spend at least six weeks** to complete the course. A final grade will not be posted until students have been in the course for six weeks.

- All quizzes, exams, and assignments must be completed and submitted for grading **a minimum of two weeks before the course expiration date**. This is to ensure the grades will be posted in plenty of time for transcripts.
- The policy is to submit up to two assignments per week, with as the maximum.

COURSE ORGANIZATION AND SCHEDULE

This course contains thirteen modules, each organized around a general psychology topic. One module corresponds with approximately one class week and contains its own set of required activities and assignments.

This table shows how topics will flow as we proceed through the semester:

Module	Topic	What is Due?
	Course Orientation	- Introduce Yourself Discussion - Course Orientation Quiz
1	Psychology and Scientific Thinking: A Framework for Everyday Life	Chapter 1 Quiz
2	Research Methods: Vital Safeguards Against Error	- Chapter 2 Quiz - Module 2 Application Paper: Operational Definitions
3	Biological Psychology: Bridging the Levels of Analysis	- Module 3 Application Paper: Your Brain Waiting for a Friend - Exam 1
4	Sensation and Perception: How We Sense and Conceptualize the World	- Chapter 4 Quiz - Module 4 Application Paper: Gestalt Principles of Perception
5	Consciousness: Expanding the Boundaries of Psychological Inquiry	- Chapter 5 Quiz - Module 5 Application Paper: Analysis of a Film About Addiction

Module	Topic	What is Due?
6	Learning: How Nurture Changes Us	• Module 6 Application Paper: Classical and Operant Conditioning • Exam 2
7	Memory: Constructing and Reconstructing Our Pasts	• Chapter 7 Quiz • Module 7 Application Paper: False Memories and Eyewitness Testimony
8	Thinking, Language, and Intelligence: Getting Inside Our Talking Heads	• Chapter 8 Quiz • Module 8 Application Paper: The Flynn Effect
9	Human Development: How and Why We Change	• Module 9 Application Paper: Developmental Importance of the Third Decade of Life • Exam 3
10	Social Psychology: How Others Affect Us	• Chapter 12 Quiz • Module 10 Application Paper: Prosocial Behavior
11	Personality: How We Became Who We Are	• Chapter 13 Quiz
12	Psychological Disorders: When Adaptation Breaks Down	• Exam 4

Module	Topic	What is Due?
13	Psychological and Biological Treatments: Helping People Change	- Chapter 15 Quiz - Module 13 Application Paper: Treatment and Symptoms of Schizophrenia

COURSE REQUIREMENTS

CHAPTER QUIZZES

There will be nine chapter quizzes during the semester (9 x 25 points each = 225 pts). Quizzes are designed to assess your understanding of the course material in each module. Each quiz contains 25 multiple-choice applied questions, with each question worth 1 point. Module Quizzes can be found on Canvas under the "Quizzes" tab and on each Module overview page.

APPLICATION PAPERS

There will be ten application papers (10 x 20 points each = 200 pts). In these writing assignments, you are required to think critically about the concepts and theories covered in the module. Each paper should be no longer than one double-spaced page and contain two paragraphs. See Canvas under the "Assignments" tab for more info and on each Module homepage.

EXAMS

We will have an exam during every third module, for a total of four exams (4 x 25 points each = 100). Exams are non-cumulative and will cover all material presented in the modules, including textbook chapters, enrichment lectures, required external videos, and required supplemental readings. Although exams in this class are open note/open book, we will use exam proctoring from Honorlock to verify your identity and that you do not communicate with others or record test questions during the test.

GRADING SCALE

I will do my best to provide feedback on your work within a week after your submission.

Percent	Grade	Grade Points
93%–100%	A	4.00
90%–92%	A-	3.67
87%–89%	B+	3.33
82%–86%	B	3.00
80%–82%	B-	2.67
77%–79%	C+	2.33
73%–76%	C	2.00
70%–72%	C-	1.67
67%–69%	D+	1.33

Percent	Grade	Grade Points
63%–66%	D	1.00
60%–62%	D-	0.67
<60%	E	0.00

Final total percentage points with a decimal value equal to or greater than .5 will be rounded to the next number. See the current UF Grading Policies for more information.

UF POLICIES

UNIVERSITY POLICY ON ACCOMMODATING STUDENTS WITH DISABILITIES

Students with disabilities requesting accommodations should first register with the Disability Resource Center (352-392-8565) by providing appropriate documentation. Once registered, students will receive an accommodation letter that must be presented to the instructor when requesting accommodation. Students with disabilities should follow this procedure as early as possible in the semester.

UNIVERSITY POLICY ON ACADEMIC CONDUCT

As a student at the University of Florida, you have committed to upholding the Student Honor Code, which includes the following pledge: "We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity." You are expected to exhibit behavior consistent with this commitment to the UF academic community, and on all work submitted for credit 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."

It is assumed that you will complete all work independently in each course unless the instructor explicitly permits you to collaborate on course tasks (e.g., assignments, papers, quizzes, exams).

Furthermore, as part of your obligation to uphold the Student Honor Code, you should report any condition that facilitates academic misconduct to appropriate personnel. It is your responsibility to know and comply with all university policies and procedures

regarding academic integrity and the Student Honor Code. Violations of the Student Honor Code at the University of Florida will not be tolerated. Violations will be reported to the Dean of Students Office for consideration of disciplinary action.

PLAGIARISM

A student shall not represent as the student's own work all or any portion of the work of another. Plagiarism includes but is not limited to:

1. Quoting oral or written materials, including but not limited to those found on the internet, whether published or unpublished, without proper attribution.
2. Submitting a document or assignment which in whole or in part is identical or substantially identical to a paper or assignment not authored by the Source: Regulations of the University of Florida, UF-4.041.

For a violation or violations of the Student Honor Code, a student may receive any of the sanctions that can be imposed for Student Conduct Code violations, including but not limited to conduct probation, suspension, and expulsion, as well as any educational sanctions. In addition, students may receive the following:

1. Assignment Grade: The student is assigned a grade penalty on an assignment, including but not limited to a zero.
2. Course Grade: The student is assigned a grade penalty in the entire course, including but not limited to an "E."

NETIQUETTE AND COMMUNICATION COURTESY

It is important to recognize that the online classroom is a classroom, and certain behaviors are expected when you communicate with your peers and your instructors. These guidelines for online behavior and interaction are known as netiquette.

SECURITY

Remember that your password is the only thing protecting you from pranks or more serious harm.

- Don't share your password with anyone.
- Change your password if you think someone else might know it.
- Always log out when you are finished using the system.

GENERAL GUIDELINES

When communicating online:

- Treat the instructor respectfully, even via email or other online communication.
- Always use your professors' proper title: Dr. or Prof., or if you are unsure, use Mr. or Ms.
- Unless specifically invited, don't refer to a professor by their first name.
- Use clear and concise language.
- Remember that all college-level communication should have correct spelling and grammar.
- Avoid slang terms such as "wassup?" and texting abbreviations such as "u" instead of "you."
- Use standard fonts such as Times New Roman and a 12- or 14-point font.
- Avoid using the caps lock feature, AS IT CAN BE INTERPRETED AS YELLING.
- Limit and possibly avoid the use of emoticons like :).
- Be cautious when using humor or sarcasm, as the tone is sometimes lost in an email or discussion post, and your message might be taken seriously or be construed as offensive.
- Be careful with personal information (both yours and others).
- Do not send confidential information via email.

EMAIL

When you send an email to your instructor, teaching assistant, or classmates:

- Use a descriptive subject line.
- Be brief.
- Avoid attachments unless you are sure your recipients can open them.
- Avoid HTML in favor of plain text.
- Sign your message with your name and return email address.
- Think before you send the email to more than one person. Does everyone really need to see your message?
- Be sure you REALLY want everyone to receive your response when you click "Reply All."
- Be sure that the message author intended for the information to be passed along before you click the "Forward" button.

DISCUSSION BOARDS

When posting on the discussion board in your online class:

- Check to see if anyone already asked your question and received a reply before posting to the discussion board.
- Remember your manners and say please and thank you when asking something of your classmates or instructor.
- Be open-minded.
- If you ask a question and many people respond, summarize all posts for the benefit of the class.
- When posting:
  - Make posts that are on-topic and within the scope of the course material.
  - Be sure to read all messages in a thread before replying.
  - Be as brief as possible while still making a thorough comment.
  - Don't repeat someone else's post without adding something of your own to it.
  - Take your posts seriously. Review and edit your posts before sending them.
  - Avoid short, generic replies such as, "I agree." You should include why you agree or add to the previous point.
  - If you refer to something said in an earlier post, quote a few key lines so readers do not have to go back and figure out which post you are referring to.
  - Always give proper credit when referencing or quoting another source.
  - If you reply to a classmate's question, make sure your answer is correct; don't guess.
  - Always respect others' opinions even when they differ from yours.
  - When you disagree with someone, you should express your differing opinion in a respectful, non-critical way.
  - Do not make personal or insulting remarks.
  - Do not write anything sarcastic or angry; it always backfires.
  - Do not type in ALL CAPS; if you do, IT WILL LOOK LIKE YOU ARE YELLING.

ZOOM

When attending a Zoom class or meeting:

- Do not share your Zoom classroom link or password with others.

- Even though you may be alone at home, your professor and classmates can see you! While attending class in your pajamas is tempting, remember that wearing clothing is not optional. Dress appropriately.
- Your professor and classmates can also see what is behind you, so be aware of your surroundings.
- Ensure the background is not distracting or something you would not want your classmates to see.
  - When in doubt, use a virtual background. If you choose to use one, you should test the background first to ensure your device can support it.
  - Your background can express your personality, but avoid using backgrounds that may contain offensive images and language.
- Mute is your friend, especially when you are in a location that can be noisy. Don't leave your microphone open if you don't have to.
- If you want to speak, you can raise your hand (click the "raise hand" button at the center bottom of your screen) and wait to be called upon.

GETTING HELP

TECHNICAL DIFFICULTIES

For help with technical issues or difficulties with Canvas, please contact the UF Computing Help Desk (352-392-HELP (4357) / Walk-in: HUB 132).

Any requests for make-ups (assignments, exams, etc.) due to technical issues should be accompanied by the ticket number received from the UF Computing Help Desk when the problem was reported. The ticket number will document the time and date of the problem. You should email your instructor within 24 hours of the technical difficulty to request a make-up.

STUDENT COMPLAINTS

Each online distance learning program has a process for and will make every attempt to resolve student complaints within its academic and administrative departments at the program level. If you are unsure who to contact at the program level, please email distance@dce.ufl.edu, and a member of the distance learning staff will forward your complaint to the appropriate UF administrative authority.

HEALTH AND WELLNESS

- **U Matter, We Care**: If you or someone you know is in distress, please email umatter@ufl.edu, call 352-392-1575, or visit U Matter We Care to refer or report a concern, and a team member will reach out to the student in distress.

- **Counseling and Wellness Center:** Visit the [UF Counseling & Wellness Center](#) website or call 352-392-1575 for information on crisis services and non-crisis services.
- **Student Health Care Center:** Call 352-392-1161 for 24/7 information to help you find the care you need, or visit the [UF Student Health Care CenterLinks to an external site.](#) website.
- **University Police Department**: Visit the [UF Police Department](#) website or call 352-392-1111 (or 9-1-1 for emergencies).
- **UF Health Shands Emergency Room/Trauma Center:** For immediate medical care in Gainesville, call 352-733-0111 or go to the emergency room at 1515 SW Archer Road, Gainesville, FL 32608. Visit the [UF Health Shands Emergency Room/Trauma Center](#) website.

ACADEMIC AND STUDENT SUPPORT

- **Career Connections Center:** For career assistance and counseling services, visit the [UF Career Connections Center](#) website or call 352-392-1601.
- **Library Support:** For various ways to receive assistance concerning using the libraries or finding resources, visit the [UF George A. Smathers Libraries Ask-a-Librarian](#) website.
- **Teaching Center:** For general study skills and tutoring, visit the [UF Teaching Center](#) website or call 352-392-2010.
- **Writing Studio:** For help with brainstorming, formatting, and writing papers, visit the [University Writing Program Writing Studio](#) website or call 352-846-1138.

COURSE EVALUATIONS

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 on the GatorEvals [Providing Constructive Feedback](#) FAQ page. Students will be notified when the evaluation period opens. They can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals, or via the [UF's GatorEvals](#) website. Summaries of course evaluation results are available to students on the [GatorEvals Public Results](#) page. More information about UF's course evaluation system can be found at the [GatorEvals Faculty Evaluations](#) website.

SOFTWARE POLICY

All faculty, staff, and university students are required and expected to obey the laws and legal agreements governing software use. Failure to do so can lead to monetary damages and/or criminal penalties for the individual violator. Because such violations are also against university policies and rules, disciplinary action will be taken as appropriate.

TIPS FOR SUCCESS

Taking a course online can be a lot of fun! Here are some tips that will help you get the most out of this course while taking full advantage of the online format:

- Schedule "class times" for yourself. It is important to do the coursework on time each week. You will receive a reduction in points for work that is turned in late!
- Read ALL of the material contained on this site. There is a lot of helpful information that can save you time and help you meet the course's objectives.
- Print out the Course Summary in the Course Syllabus and check things off as you go.
- Take full advantage of the online discussion boards. Ask for help or clarification of the material if you need it.
- Do not wait to ask questions!
- Sometimes things happen. If your computer goes down when you are trying to submit an assignment, you'll need time to troubleshoot the problem.
- To be extra safe, back up your work to an external hard drive, thumb drive, or through a cloud service.

PRIVACY AND ACCESSIBILITY POLICIES

It is critical to protect your data and privacy. Since we use several online tools for this course (Canvas, Honorlock, Zoom), you should be mindful of protecting your own data.

- Do not share your personal information online.
- Do not share the password with others.
- Change your password if you think someone else might know it.
- Always log out when you are finished using the system.

This course offers pre-recorded video lectures, so there will not be any recording of class sessions. However, if there is any need to record the lecture, you will be notified so you can turn off your camera if you don't want to get recorded.

For information about the privacy policies of the tools used in this course, see the links below:

Adobe

- Adobe Privacy Policy
- Adobe Accessibility

Honorlock

- Honorlock Privacy Policy
- Honorlock Accessibility

Instructure (Canvas)

- Instructure Privacy Policy
- Instructure Accessibility

Microsoft

- Microsoft Privacy Policy
- Microsoft Accessibility

Revel (Pearson)

- Pearson Privacy Policy
- Revel Accessibility

Sonic Foundry (Mediasite Streaming Video Player)

- Sonic Foundry Privacy Policy
- Sonic Foundry Accessibility (PDF)

YouTube (Google)

- YouTube (Google) Privacy Policy
- YouTube (Google) Accessibility

Zoom

- Zoom Privacy Policy
- Zoom Accessibility

DISCLAIMER

This syllabus represents my current plans and objectives. As we go through the semester, those plans may need to change to enhance the class learning opportunity. Such changes, communicated clearly, are not unusual and should be expected.

Flexible Learning Policies

Disability Accommodations:

The Disability Resource Center in the Dean of Students Office provides students and faculty with information and support regarding accommodations for students with disabilities. Staff at the Disability Resource Center will assist any student who registers as having a disability. Official documentation of a disability is required to determine eligibility for appropriate accommodations. The professional employees at the Disability Resource Center serve as full-time advocates for students with disabilities ensuring students have physical and programmatic access to all college programs. One of the services provided by the Disability Resource Center includes:

- Testing Accommodations
  Please click on this link for further information:
  dso.ufl.edu/drc/students/accommodations/testing-accommodations

Here is the link to register with the DRC: dso.ufl.edu/drc

The Flexible Learning Office needs to be notified of any special accommodations required by the student when they begin their course by emailing the Accommodations Letter to learn@dce.ufl.edu

Extension Policy:

Students are allowed 16 weeks from their date of enrollment to complete and submit their coursework.

If the student has made sufficient academic progress, which is defined as completing and submitting at least 50% of the coursework and has an extenuating circumstance, the student may petition the Flexible Leaning Office for a course extension before the course expires. Please email learn@dce.ufl.edu with your extension request.

If the student has not submitted at least 50% of their coursework, or the extension is denied, a failing grade of "E", "E0" or "E1" will be issued and recorded to the UF Registrar.

Course Cancels and Course Drops:

A Course Cancel:

Course cancellations must be completed in ONE.UF within 10 days of enrollment. No refunds are granted after 10 days. It is the student's responsibility to verify that all cancellation requests have been received by the Flexible Learning office within the allotted time.

To cancel a course, sign on to ONE.UF , select "Register/View Schedule" in the Courses & Registration section. Then select the course(s) you wish to cancel and submit.

Course Drop:

To drop a course, you will need to complete your request in ONE.UF within 14 weeks of the date of enrollment. It is the student's responsibility to verify that all drop requests have been received by the Flexible Learning office within the allotted time. The course grade will appear as "W" on a UF transcript.

To drop a course sign on to ONE.UF, select "Register/View Schedule" in the Courses & Registration section. Then select the course(s) you wish to drop, include reason and submit.

*UF Undergraduate Students Only-Once you have done this, you must notify your Academic Advisor that you have submitted a drop request.

Students with disabilities who need to drop a course due to disability-related reasons are permitted to petition for additional drops. Find more information by contacting the Disability Resource Center.

Full Term Withdrawals:

All full-term withdrawals must follow University of Florida policies/ procedures. An approved withdrawal form must be submitted to the Dean of Student's Office for review and final approval.

- Medical Withdrawals: Medical Withdrawal Process
- Retroactive Withdrawals: Retroactive Withdrawal Process

UF Transcripts:

1. If you are unable to order your official transcript online, please contact the UF Office of the University Registrar. In addition on more information on mailing in a transcript request form by remitting a check or money order.

2. The Registrar's Office hours are Monday-Friday, 8:00 a.m. to 5:00 p.m. and their phone number is 352-392-1374. Persons with hearing impairments can call FRS # 1-800-955-8771 (TDD).

UF Flexible Learning Contact Information:

Email: learn@dce.ufl.edu
Phone: (352) 294-6300
Website: UF Flexible Learning

Office Hours:
Monday-Friday, except Holidays
8:00am-5:00pm EST