College of Arts and Sciences  
Hispanic Languages and Literature

INTERMEDIATE SPANISH I  
SPN 211 Sec. 02  
Fall Semester (2017)

Instructor:  Luis Rodríguez Chaves

Class Hours:  Monday and Friday 1:00PM - 2:20PM

Class Location:  Frey Hall, Room 316

Office Location:  Melville Library, Room N3044

Office Hours:  Monday and Friday 11:45AM-12:45PM and by appointment

Email:  luis.rodriguezchaves@stonybrook.edu

Texts:
1. *Fuentes: Conversación y Gramática* (5th Edition) along with the textbook's online component, *iLrn*. Details for textbook and *iLrn* purchase are as follows: Rusch, Debbie; Domínguez, Marcela; Caycedo Garner, Lucía. *Fuentes: Conversación y Gramática*. Houghton Mifflin, Boston. 5th Edition. 5th edition of *Fuentes* packaged with *iLrn* access [9781337067614].

   **iLrn is mandatory. Students must have *iLrn by the first week of classes*, otherwise the student will not be able to complete the lab portion of the course and twelve points will be deducted from the final grade.** Instructions how to register in *iLrn* for this course are at the end of this syllabus.

2. Accompanying readings available on Blackboard (PDF).

*iLrn Course Code for SPN211, section 2, Fall 2017: HKNRB443*

Pre-requisites:
- This course is only for non-native speakers of Spanish.
- Students registered in this course have not taken and are not taking Spanish courses in the levels 300 or 400.
- Students in this course have taken SPN 112 or Placement Test Level 3

Learning Objectives: SPN 211 is an intermediate-level course designed to allow the language learner to enhance reading, speaking, listening and writing skills through an
introductory study of the cultural diversity of Latin America. The course employs a **communicative approach**, where students will be encouraged to actively participate in all class sessions, working individually and collectively to express their ideas using a range of vocabulary and grammatical structures. The completion of all homework and other assignments is therefore essential. The course content includes readings, video clips, auditory samples, and comprehension activities from the *Fuentes* textbook and iLrn (see below), as well as authentic materials.

**Outcomes Objectives:** SPN 211 is the first semester of a two-semester intermediate Spanish-language program. By the end of the course students should: 1) acquire increased proficiency in all language skills, and 2) working knowledge of the diverse historical and cultural attributes of the Hispanic world, including Spain, Latin America, the Caribbean and North America. *Increased proficiency at the Intermediate level means that students will be able to produce the language spontaneously and effectively to communicate complex ideas including reference to past events, influencing and expressing opinions, and using both temporal markers and verb tenses to establish temporal frameworks and relations.* Below is a detailed outline of the outcome objects of SPN 211.

- **Language proficiency.** Students will study and apply the following grammatical concepts:
  - Preterit
  - Imperfect
  - Uses of the preterit and imperfect
  - Pluperfect
  - Uses of “ser” and “estar”
  - Indirect object pronouns
  - Direct object pronouns
  - Present perfect indicative
  - Present Subjunctive
    - Verbs of volition
    - Verbs of opinion
    - Verbs of doubt
    - Impersonal structures with “ser”
  - Present perfect subjunctive
  - Formal commands
  - Passive and accidental “se”
  - Use of “por” and “para”

- **Thematic topics.** Students will learn a more detailed and specialized vocabulary for each of the following units:
  - Cinema
  - Personality and Physical Description
  - Immigration
  - Food, culinary practices and cuisine
  - Politics
• Cultural and historical areas. Students will acquire working knowledge of the following cultural and/or historical aspects:
  o Defining “Hispanic,” “Latino/a” and “Spanish” identities
  o History of Spain
  o Indigenous presence in the Americas
  o African presence in the Caribbean
  o Latino culture of the U.S.
  o Democracy and Dictatorship in Latin America

SPN 211 prepares students for continued focus on language proficiency, thematic units and cultural and historical areas of the Hispanic World as presented in SPN 212. Upon completion of SPN 211 and SPN 211 students will have studied all grammatical structures of the Spanish language, developed a specialized vocabulary to discuss academic and general interest topics, and become familiar with the historical and cultural attributes of the Hispanic World.

**Target Language:** It is expected that students **will speak only in Spanish during class time.** By not lapsing into English students will acquire valuable linguistic skills to gain proficiency and fluency in the language. Students are encouraged to help one another in all communicative activities and will have the assistance of the instructor. If a student needs clarification, they may ask in Spanish. If after further explanation the matter is not resolved, the student may speak with the instructor after class. Preparing homework assignments will facilitate comprehension of the material at hand and promote Spanish-only exchange (see below).

**Class Attendance:** Attendance to class is mandatory and will be taken at the beginning of the class period. Absences are calculated based on the number of class-hours missed in the following manner:

• Absence from a 1 hour, 20 minute class session → 1.5 absences

Since this is a 3-credit course, each absence over the limit of 3 will reduce your final grade by a half-letter in the following way UNLESS you have a written medical reason or other documented excuse. The documentation must be turned in on the day of your return to class; otherwise it will not be valid.

Example: For 4.5 absences B → B-, For 7.5 absences B → C+, For 10.5 absences B → C

For 12 absences the student will not receive credit for the course and the grade will automatically result in an F.

Arriving to class more than 10 minutes late or departing from class more than 10 minutes early will count towards a missed class. Three late arrivals or early departures count as 1.5 absence (i.e., one hour of missed class time).
**Please note:** Attendance will be taken at the beginning of every class. If you arrive to class after attendance has been taken it is your responsibility to inform the instructor you were late on that day. Otherwise, your attendance will be recorded as an absence for the entire class session (1.5 absences).

**Class Protocol:**
- Students will need to bring the Fuentes textbook to class every day.
- Drinks in spill-proof containers ARE allowed in the classroom.
- There is NO eating in the classroom.
- Laptop computers are NOT allowed in the classroom.
- Cell phone use IS PROHIBITED.

**Numerical Evaluation:** Your grade will be calculated as follows:

- 4% **Presentation: Ventanas Culturales** (see below)
- 5% **Active class participation** (2.5% prior to mid-term; 2.5% post mid-term)
- 12% **iLrn Workbook and Lab Manual**

  **Note:** It is the student’s responsibility to check their own iLrn grades each time they log-in to the site and to check with the instructor about current iLrn grades or any other concerns.

- 14% **Compositions** (4, see below)
- 18% **Quizzes** (2; both quizzes include an oral part worth 15 points)
- 22% **Midterm Exam** (Written: 85 points; Oral: 15 points)
- 25% **Final Exam** (Written: 85 points; Oral: 15 points)

**Active class participation** - The participation grade will be given twice during the semester: once during the week of midterms (2.5 pts.), and again in the last week of classes (2.5 pts.).

Class participation will be evaluated based on 1) the student’s willingness to contribute to class discussion and group-work; 2) the quality of the contributions; and 3) the consistency of the student’s participation over the entire semester. Class participation grades, thus, reflect the student’s demonstrated interest in the materials at hand as well as his/her preparation outside of class over a sustained period of time.

Completing the homework assignments on time has a direct impact on your ability to partake in class work since it allows you to draw upon material studied at home to either reinforce or to apply to new contexts.

Class participation will be evaluated over the entire course. It is in the student's interest to maintain a consistent level of active participation rather than to contribute to only a few classes, even if these contributions are of a very high quality.
Class participation is also contingent on your presence in class. If you are absent your participation grade will be directly impacted in accordance with the attendance policy. That is, for every four absences your class participation grade will be lowered by 1.5 points.

**Homework:**
Homework is to be completed before class time on the date it is assigned. Homework that is submitted late will **NOT** be accepted.

Assignments include short answer and written lab activities submitted online via *iLrn* (see below), readings and response questions, and film viewings. Homework assignments are selected to 1) review material previously studied in class and 2) to preview subjects that will be covered in the next class. Completing homework, therefore, is essential for the learning experience and for productive in-class meetings.

**It is the student’s responsibility to enroll in *iLrn* during the first week of class.** At the end of this syllabus is detailed instructions on how to set up your iLrn access along with the code for the course (PDF also available on Blackboard). The first assignment to be submitted through *iLrn* is due **DATE: Sept. 5th, 2016.** Thereafter, assignments will be due prior to each class.

*iLrn* is the online component to *Fuentes*. It includes the Student Activity Manual (SAM), which is divided into two sections: the Workbook and Lab Manual. The Workbook contains reading comprehension and writing activities while the Lab Manual focuses on auditory and speaking skills. Your homework will include both Workbook and Lab Manual activities. In addition to SAM, iLrn includes:

- *Conversación y Gramática* eBook
- Chapter readings from the *Lectura y Redacción* text (also available on Blackboard) (Enrichment)
- Grammar tutorials (Enrichment)
- *Fuentes* Video Library
- Individual assessment modules (Diagnostics)
- Practice exams (Diagnostics)
- VoiceBoard – an online chat that allows you to connect with classmates

**The instructor will offer an overview of the *iLrn* website during the first week of class. If you miss the overview, it is your responsibility to familiarize yourself with the website to ensure enrollment and the completion of homework assignments.**

Students may also consult the **Student User Guide** on the iLrn website:

Late assignments of any type (*iLrn*, compositions, etc.) will not be accepted for any reason including an absence from class. Since all homework is posted online ahead of
time you are expected to complete the assignments on time, regardless of class absences. **Remember**: 12% of your grade will be related to the Workbook and Lab Manual (*iLrn*) assigned throughout the semester. **All homework is due prior to class time on the date it is assigned.**

**“Ventanas Culturales” Presentation:** Students will work in groups to create a PowerPoint presentation that will further explore the topics covered throughout the semester, including: the history of Spain, indigenous cultures of the Americas, the African influence in the Caribbean, Latinos in the U.S. and democracy and dictatorship in Latin America. The presentation, like all oral evaluations, must demonstrate spontaneous speech. As a result, **students are not permitted to READ from PowerPoints and slides should be DEVOID of text. Instead, slides should include a heading, images, names and/or dates that will serve as clues for spontaneous speech.** A sign-up sheet for topics and detailed information will be provided during the first weeks.

**Compositions:** There will be four compositions of approximately 150-175 words each. Each assignment will have two versions: a draft and a final. All compositions must be typed, double-spaced and adhere to the word limit. The topics will be provided by your instructor. Once you receive feedback on the draft, you will have **one week** to hand-in the final version along with the commented draft. The final grade for the composition will be an average of the two grades received on the preliminary and revised versions.

Students are strongly encouraged to visit the Writing Center when preparing the final version of the composition (see below). This will allow students to review comments provided by their instructor with a Writing Center tutor to ensure full comprehension of the revisions. Students that seek assistance with the final version of the composition **must** obtain documentation from the Writing Center tutor, which states the date of the meeting and the content reviewed. Failure to provide documentation could result in point deduction.

**Please note:** While you may consult the Writing Center for the final version of the composition, students are **NOT** permitted to review the preliminary version with Writing Center tutors before it is submitted to the instructor. This allows the instructor to familiarize him/herself with the students’ work and make the appropriate assessments. By viewing the students’ OWN work the instructor is better able to evaluate student strengths, detect areas that need further attention and track progress throughout the semester.

Compositions are to be submitted via email prior to class on the day it is assigned. **Failure to email the composition will result in a grade of 0.** If you are experiencing technical difficulties or want to ensure that the composition is submitted on time you may bring a hard-copy to class. **Given the option for hard-copy submission, no composition will be accepted after the deadline. It is also expected that all written assignments are your own** (see “Academic Integrity Statement”).

**Quizzes** – There will be two quizzes given during the course of the semester. The written portion of each quiz, worth 85 points, will be administered in class and is designed to take
the entire period. The sections included in the quiz are: listening comprehension, grammar, vocabulary, reading comprehension and a composition.

**Oral Evaluations** – Oral evaluations are conducted entirely in Spanish and account for 15 points of **Quizzes, the Midterm and Final exam**. Students are not permitted to use any written references for oral evaluations. Instead the presentation or dialog should demonstrate the ability to converse spontaneously in the target language. Students will be asked to **sign up for the first evaluation for the first quiz**, which will be conducted between student and instructor. The second oral evaluation will be a **VoiceThread individual recording using Blackboard for the Midterm exam** completed during class time. The third oral evaluation will be a **VoiceThread recording in pairs using Blackboard for the second quiz** completed during class time. The oral part for the **Final Exam** will be a final project: **Español en vivo. Cruzando fronteras**. The instructor will provide details.

**Grading System:**

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<td>B+</td>
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Be advised: **It is not allowed to have an Incomplete Grade in this course.**

**Performance Review:** It is the students’ responsibility to review their performance on the iLrn website each time they log-in and on Blackboard Grade Center throughout the semester. Should any questions or concerns arise about overall performance or grades received on a particular assignment, students should consult with the instructor during office hours.

**Exam Policy:** There will be **NO** make-ups for quizzes or exams unless you have a written medical reason or other documented excuse. **The documentation must be turned in on the first day of your return to class; otherwise it will not be valid.**

**Videos/ Films:** Films are to be viewed outside of class and prior to the date they are assigned. You may access the films on iLrn, YouTube or at the reserve desk of the library.

**Writing Center:** The Spanish Tutorial and Writing Center “En español” provides free, individual help with Spanish grammar to students enrolled in language, grammar and literature courses. You are encouraged to go there for help. You may review the following course materials with Writing Center tutors: grammar explanations, textbook and homework assignments and the **final version** of compositions (see above).

The Center is located at the Melville Library, room N3065, and will be open as follows: Monday, Wednesday and Thursday: 10:00 a.m. – 4:00 p.m.
**Café Latino:** Join us for informal conversation at Café Latino during Campus Life Wednesdays from 1:00 pm to 2:20 pm, in Melville Library, starting the third week of classes. This is a chance to practice Spanish in a relaxed setting with other students and instructors. Feel free to stop by for the full hour or as long as you can.

**Group Work:** Study groups are an extremely effective means of completing work and preparing for exams. Not everyone in the study group needs to be at the same proficiency level. When working in groups all participants must vary their work so assignments reflect individual work.

**Resources:** In addition to the Writing Center, students may consult with the instructor during office hours. Meeting with tutors at the Writing Center or with the course instructor ensures that students review the material at hand and are offered grammatical or cultural explanations. This promotes overall knowledge of the Spanish language rather than receiving information from another source without a comprehensive explanation.

Students may also make use of online dictionaries when completing assignments. While you are encouraged to use a Spanish-Spanish dictionary such as www.rae.es, you may also use Spanish-English dictionaries like www.wordreference.com. **Use of online translators is not allowed for the preparation of any assignment, especially written compositions.** **If the use of online translators is detected it could result in a grade of 0** as this violates the guidelines in the “Academic Integrity Statement”

**UNIVERSITY POLICIES**

**Disability Support Services (DSS) Statement:** If you have a physical, psychological, medical, or learning disability that may impact your course work, please contact Disability Support Services (631) 632-6748 or http://studentaffairs.stonybrook.edu/dss/. They will determine with you what accommodations are necessary and appropriate. All information and documentation is confidential.

Students who require assistance during emergency evacuation are encouraged to discuss their needs with their professors and Disability Support Services. For procedures and information go to the following website:
http://www.stonybrook.edu/ehs/fire/disabilities/asp.

**It is very important that you register with DSS as soon as possible during the semester, preferably by the second week, to ensure that you can be accommodated. DSS requires documentation prior to administering services. Obtaining these documents takes time. You must anticipate and plan in advance if you will need DSS services.** While DSS seeks to accommodate all students, if you do not allow ample time you may have difficulty scheduling times for quizzes, or the midterm and final exams.

**Academic Integrity Statement (as approved by the undergraduate council):** Each student must pursue his or her academic goals honestly and be personally accountable for all submitted work. Representing another person’s work as your own is always wrong.
Faculty are required to report any suspected instance of academic dishonesty to the Academic Judiciary. For more comprehensive information on academic integrity, including categories of academic dishonesty, please refer to the academic judiciary website at http://www.stonybrook.edu/uaa/academicjudiciary/

**Critical Incident Management (as approved by the undergrad council):** Stony Brook University expects students to respect the rights, privileges, and property of other people. Faculty are required to report to the Office of Judicial Affairs any disruptive behavior that interrupts their ability to teach, compromises the safety of the learning environment, and/or inhibits students’ ability to learn.

As stated in the **University Student Conduct Code**, "No student shall obstruct or disrupt any educational, research, administrative, social or recreational activity of the University; nor shall any student create a nuisance to members or guests of the University community" (Article IIA, 8, p. 8, in the Code). Students involved in such conduct are subject to disciplinary action. Disruptive behavior is that which persistently or grossly interferes with academic or administrative activities. Such behavior actively inhibits students' ability to learn, instructors' ability to teach, or the regular operation of the campus. Occasionally, disruptive behavior may even threaten or endanger the physical or psychological health, safety, or welfare of others.

"Stony Brook University expects students to maintain standards of personal integrity that are in harmony with the educational goals of the institution; to observe national, state, and local laws and University regulations; and to respect the rights, privileges, and property of other people."

While the University is a place where the free exchange of ideas and concepts allows for debate and disagreement, all classroom behavior and discourse should reflect the values of respect and civility. Both students and the course instructors share the responsibility to maintain an appropriate learning environment that reflects these values. Students have both the right to learn and the responsibility to participate in and respect the learning process.

The Department of Hispanic Languages and Literature will report any cases of academic dishonesty to the Academic Judiciary Committee. This will result in the grade of “Q” on the student’s transcript, which cannot be removed until the student takes and passes a seminar on “Academic Dishonesty”. Academic dishonesty includes plagiarism (copying someone else’s ideas/words without citing them), cheating—during exams, quizzes, copying homework, and all other types.
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<th>Sem</th>
<th>Días</th>
<th>Capítulos y temas</th>
<th>Tarea</th>
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<tr>
<td>1</td>
<td>Agosto</td>
<td>Syllabus. Introducción del curso.</td>
<td>Lectura: Brevísima historia de España (BB)</td>
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<td>lunes 28</td>
<td>Lectura: La dificultad de llamarse hispano (BB)</td>
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<td>Septiembre</td>
<td>Capítulo 2</td>
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<td>viernes 1</td>
<td>Gramática: Pretérito</td>
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<td>Lectura: Brevísima historia de España (BB)</td>
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<td>lunes 4</td>
<td>Gramática: Pretérito (continuación)</td>
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<td>viernes 8</td>
<td>Gramática: Pluscuamperfecto y el pretérito en combinación</td>
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<td>Ventana cultural: España grupo 1.</td>
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<td>3</td>
<td>septiembre</td>
<td>Capítulo 2</td>
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<td>lunes 11</td>
<td>Vocabulario: El Cine</td>
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<td>viernes 15</td>
<td>Gramática: Imperfecto</td>
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<td>Gramática: Pretérito e Imperfecto (I)</td>
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<td>Gramática: Pretérito e Imperfecto (II)</td>
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<td>Ventana cultural: España grupo 2.</td>
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<td>iLrn cap. 3</td>
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<td>septiembre</td>
<td>Quiz #1 Evaluación Oral (Interview and VoiceThread)</td>
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<td>lunes 18</td>
<td>Review Quiz 1</td>
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<td>viernes 22</td>
<td>Quiz #1 Escrito</td>
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<td>Quiz #1 Evaluación Oral (Interview and VoiceThread)</td>
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<td>Lectura: La presencia indígena en Hispanoamérica (BB)</td>
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<td>5</td>
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<td>Capítulo 3</td>
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<td>lunes 25</td>
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<td>Viernes 29</td>
<td>Capítulo 3</td>
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<td>Gramática: Pronombre de Complemento Indirecto</td>
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<td>Ventana cultural: La América Precolombina. La influencia</td>
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<td>indígena. Grupo 1.</td>
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| Octubre | Lunes 2 | Capítulo 4  
Vocabulario: La inmigración  
Gramática: Pretérito e Imperfecto (III)  
Gramática: Presente Perfecto del indicativo. |
|---|---|---|
| Viernes 6 | Capítulo 4  
Ventana cultural: La América Precolombina. La influencia indígena. Grupo 2.  
Reaso Midterm |
| Octubre | Lunes 9 | Midterm Written Exam |
| Viernes 13 | Midterm Written Exam |
| Octubre | Lunes 16 | Evaluaciones Orales Midterm (VoiceThread)  
Capítulo 4  
Lectura: El sabor africano del Caribe (BB) |
| Viernes 20 | Capítulo 5  
Lectura: El sabor Latino de los Estados Unidos  
Gramática: La comida |
| Octubre | Lunes 23 | Capítulo 5  
Mandatos con "Ud" (Formal Commands)  
| Viernes 27 | Capítulo 5  
-Video documental: Marca Perú, p.159 |

**Fri, Oct. 27 4:00 pm**

- Section/Credit Change Form/GPNC/Course Withdrawal: Last day to submit a Section/Credit Change Form to Office of Registrar. Last day students can select Grade/Pass/No Credit (GPNC) and/or process a withdrawal from individual courses(es) via SOLAR. "W" will be recorded on transcript. Changes must be processed by 4:00 PM.
<table>
<thead>
<tr>
<th>Fecha</th>
<th>Lunes</th>
<th>Viernes</th>
<th>Material</th>
<th>iLrn cap.</th>
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</table>
| 11 noviembre | lunes 6     | viernes 10 | Capítulo 6  
Gramática: Presente del Subjuntivo (Feelings and Opinions)  
Review for Quiz 2.  
**Quiz #2** | iLrn cap. 6 |
|             | lunes 13    | viernes 17 | Quiz#2 Evaluación Oral (VoiceThread)  
Capítulo 6  
Lectura: Dictadura y democracia (BB)  
Capítulo 6  
Vocabulario: La política  
Ventana cultural: Latinos en los Estados Unidos. Grupo 1. | iLrn cap. 6 |
| 13 noviembre | lunes 20    | viernes 24 | Capítulo 6  
Gramática: Presente Perfecto del Subjuntivo (expressing feelings about the present and the future)  
NO HAY CLASSES  
(Thanksgiving day) | iLrn cap. 6 |
| 14 noviembre | lunes 27    | viernes 1  | Capítulo 6  
Gramática: Presente del Subjuntivo (Doubt and Denial)  
Capítulo 6  
Gramática: Por y Para.  
Ventana cultural: Latinos en los Estados Unidos. Grupo 2. | iLrn cap. 6 |
<table>
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<tr>
<th></th>
<th>diciembre</th>
<th>(LAST WEEK OF CLASSES)</th>
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<tr>
<td>lunes</td>
<td>4</td>
<td>Repaso Gramática</td>
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<td>Final Exam: evaluaciones orales (Cruzando Fronteras)</td>
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<td>FINAL EXAM</td>
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<td>Wednesday, December 20, 2017</td>
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Your instructor, Luis Rodríguez Chaves, invites you to enroll in the following course.

Course: SPN 211 - 02 Intermediate Spanish I - Fall2017  
Code:   HKNRB443 
Book:   Fuentes 5th Edition iLrn: Heinle Learning Center

**CREATING A HEINLE LEARNING CENTER ACCOUNT**

If you do not have an account, you need to create one. To do so, follow these steps:

1. Go to [http://hlc.quia.com](http://hlc.quia.com) and click Create an account.
2. Select a username and password and enter your information, then click Submit.

Note: Remember to write down your username and password and be sure to select the correct time zone. Also, please enter a valid e-mail address so we can send you your password if you forget it.

**ENTERING THE BOOK KEY AND COURSE CODE**

Enter the book key and course code to complete the enrollment process. You may already have a book key, or you may need to purchase a book key. Depending on your situation, use one of the procedures below. If you activated the book for a previous course, you can start at step 4 of I already have a book key below.

Once you have completed this step, the system lists the course and book on the Student Workstation home page. To enter additional books, enter a book key in the Enter field and click Go.

Note: Book keys can only be used once. Your book key will become invalid after you use it.

I already have a book key

1. Go to [http://hlc.quia.com](http://hlc.quia.com) and log in.
2. At the top of the page, enter your book key and click Go.
3. Click Confirm to confirm your registration information. Your book will appear under the My books heading.
4. Beside the book listing, enter the course code HKNRB443 in the Enter course code field and click Go.
5. If necessary, select a class or section and click Submit.

I need to purchase a book key, or would like to access a free 3-week trial.

1. Go to [http://hlc.quia.com](http://hlc.quia.com) and log in.
2. At the top of the page, enter the course code HKNRB443 and click Go.
3. If necessary, select a class or section and click Submit. The course and books will appear under the My classes heading.
4. Locate the book and click buy.
5. Proceed through the purchase process. If you are not ready to purchase your book key and would like to access a free 3-week trial, follow the instructions on this page. Note that 3-week trials are not available for all titles.

Note: If the buy link does not appear in Step 4, contact your instructor for information about obtaining a book key.

**USING HEINLE LEARNING CENTER**

To access your Student Workstation in the future, go to [http://hlc.quia.com](http://hlc.quia.com) and log in. Here, you can open your book, submit activities, view your results, and view your instructor’s feedback. If you have any questions, contact Heinle Learning Center Support at [http://hlc.quia.com/support](http://hlc.quia.com/support).