San José State University  
College of Science / Department of Biology  
Biology 10, The Living World, Spring 2023

### January 25 – May 15, 2023

### 100% Online Asynchronous/ No Zoom or On Campus Meetings

# Course and Contact Information

|  |  |
| --- | --- |
| **Instructor:** | Dr. Mary Poffenroth |
| **Office Location:** | DH447/ Online |
| **Telephone:** | 408-924-4831 (email is best as I rarely check my VM on my office phone) |
| **Email:** | Please refer to me as Dr. Poffenroth. [mary.poffenroth@sjsu.edu](mailto:mary.poffenroth@sjsu.edu) It is best to email me any questions or concerns. For email, **I will respond within 2 business days.** Please do not expect a response late at night or on weekends. |
| **Office Hours:** | Monday 11:00 am to 3:00 pm Online or by appointment. We can meet via Zoom, Skype, or FaceTime. Please email for a link to open timeslots. |
| **Class Days/Time:** | Online, Asynchronous |
| **Classroom:** | Online, Asynchronous |
| **GE/SJSU Studies Category:** | Area B2 – No Lab |

*Read the entire syllabus, as it is a contract between you and your instructor.*

*Your continued enrollment in this course implies that you agree to all terms in this contract.*

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# Class Policies

## This is a technology Intensive, Asynchronous Online Course with No Required Zoom Meetings

This course is delivered online through Canvas and Canvas. Success in the course requires active participation by logging in multiple times a week for updates, completing assignments, taking quizzes, reviewing lectures, and participating in discussions.

## This Class Is Not Self-Paced

You will have deadlines, and they will not be adjusted unless there is an issue that affects the entire class. Online classes, although more convenient for lecture attendance than in-person, are still as rigorous. If you cannot meet the demands and timing of the course, as set forth in the schedule, please consider taking a different course that will best support your needs.

**Since you may complete all homework any time before the deadline, no late homework will be accepted.** For all electronic assignments, do not wait until the last minute to submit. No extensions will be given for user error or unreliable internet connections.

## Communication

### Email / Canvas Direct Messages

You may email me at [Mary.Poffenroth@sjsu.edu](mailto:Mary.Poffenroth@sjsu.edu) or via Canvas. I prefer to be formally addressed as Dr. Poffenroth, and you can expect a response within two business days.

Email / DMs will only be answered Monday–Friday during business hours (9 to 5 PST)

### Email Etiquette

As our communications are of a professional nature, please make sure to use business/professional language in your email, which includes salutations.

### Netiquette

As we will be interacting online with one another, it is of the utmost importance that all of our communications are done in a respectful manner. There is a zero-tolerance policy for any inappropriate language, hate speech, or personal attacks of any kind toward another student or faculty member. If such an occurrence happens, then the University will be immediately notified, and appropriate steps are taken to address the issue under the University guidelines.

### How I Will Communicate with You

I will be sending you digital messages via your school-registered email and Canvas. Please make sure you are checking both these tools often.

## Technology Requirements

You’re required to have access to reliable computer technology, the internet, and up-to-date software/antivirus. You must have basic computing skills and know how to use the internet, Canvas, a word processing program (such as MS Word), and a slide deck program (such as PowerPoint). You must also know how to create a short video and upload that video to a video hosting site like YouTube or Vimeo. There are many technology resources on campus to support you if you do not already have access to reliable technology or an internet connection.

## Workload and Credit Hour Requirements

Success in this course is based on the expectation that students will spend, for each unit of credit, a minimum of 45 hours over the length of the course (normally 3 hours per unit per week with 1 of the hours used for lecture) for instruction or preparation/studying or course-related activities including but not limited to internships, labs, and clinical practice. **This means our course (3 units) is 135 hours per term that you are expected to devote to classwork.** Other course structures will have equivalent workload expectations as described in the syllabus.

## Course Materials Are the Intellectual Property of The Instructor

Course material developed by the instructor is the intellectual property of the instructor and cannot be shared publicly without his/her approval. You may not publicly share or upload instructor-generated material for this course, such as exam questions, lecture notes, or homework solutions, without instructor consent. You may not duplicate, screenshot, or save any materials for dissemination to any other parties.

## All writing assignments will be evaluated for plagiarism using Turnitin.com

Turnitin.com is a software program that allows your papers to be graded online and will scan all publications to check how much your paper matches other sources, including other students’ papers. Since I can see exactly which parts of your paper are similar to a resource, I make the final determination of whether or not I feel plagiarism has occurred. It is of the utmost importance that you do all your own work. Do not submit anything that is not your own writing, it will be caught, and you will be held accountable. Please see the SJSU guidelines on plagiarism for further information.

Help with Writing Assignments:

SJSU Writing Center, <https://www.sjsu.edu/writingcenter/>

This information will also always be part of all the writing assignments in the instructions.

The official detailed description of our course can be found in the [Course Catalog for Biology 10](https://catalog.sjsu.edu/preview_course_nopop.php?catoid=10&coid=41041)

# Required Materials

**McGraw Hill Connect Master**: You are required to have digital access to CONNECT MASTER: Why Biology through McGraw Hill in order to complete the interactive homework assignments, quizzes, and exams. You are not required to have a physical book, though. You will be able to access everything through the CANVAS Course BIOL10. **Please see your introductory email or Canvas modules for the information.**

***Why is this material required for the course?*** This is an interactive homework solution that allows students to expand on the content and go deeper into the science with instant feedback.

**If we are using Canvas to access McGraw-Hill Connect, why do I need to purchase it?** McGraw-Hill owns all rights to the McGraw-Hill content, which is why you must purchase from them. We are only using Canvas as an additional way to view/access their content. The Biology Department is now requiring all Bio 10 students, no matter the instructor, to purchase McGraw-Hill Connect.

# Determination of Grades

* Grades are calculated evenly, with no one assignment weighted differently and final course grades will not be curved.
* It is your responsibility to check your grade in Canvas throughout the semester. You will have a final opportunity to check your grades before they are submitted to SJSU after the final exam. If you fail to address any issues/discrepancies before this time, no changes will be made after grades are submitted unless it is due to instructor error.
* You will have one week from the posting of each grade update to address any concerns/mistakes with your instructor. After this one week, grades will become permanent and unchangeable. It is your responsibility to ensure your grade is correct weekly. Incorrect grade change requests at the end of the semester will not be honored.
* In order to pass with a C or better, students must submit the major course project(s), which are those that are worth 100 points.

## Letter Grades

Final grades for this course will be calculated from the activities described above. At any given time during the semester, you will see how you are doing in the class because of the % system being used in CANVAS. The following grading scale is used (with +/- standard rounding rules apply where .1-.49 is rounded down, .5-.99 is rounded up):

| Grade | Percentage |
| --- | --- |
| A + | 97.0 to 100% |
| A | 93.0 to 96.9% |
| A - | 90.0 to 92.9% |
| B + | 87.0 to 89.9% |
| B | 83.0 to 86.9% |
| B - | 80.0 to 82.9% |
| C + | 77.0 to 79.0% |
| C | 73.0 to 76.9% |
| C - | 70 to 72.9% |
| D + | 66.0 to 69.9% |
| D | 63.0 to 65.9% |
| D - | 60.0 to 62.9% |
| F | ≤59.9% |

## *The course grade will be calculated based on the following assignments:*

|  |  |  |
| --- | --- | --- |
| **Assignment** | **Total Points** | **% of Total Points** |
| 12 McGraw Hill Connect homework assignments, 20 points each | 240 | 24% |
| Canvas Based Writing/Video Assignments (including the Biodiversity Literature Review Paper) | 400 | 40 % |
| 6 Mid-Term Exams (One per module), each worth 60 points | 360 | 36% |
| Total Points | 1000 | 100% |

# Assignments

## Submitting Your Work

We will submit all work to Canvas. When a file upload is requested, you may only upload a .PDF, .DOCX, or .DOC file. All other submissions, including any .pages or any [Google Share Files](https://support.google.com/drive/answer/2494822?hl=en&co=GENIE.Platform%3DDesktop) will receive an automatic zero grade. If you are using Google Docs, simply download a copy as a .PDF or .DOCX from Google Docs and upload that file into Canvas. Your work must be directly viewable within Canvas without any password or download requirements by the viewer.

Do not submit your assignments via the smartphone app. The app has proven to be unreliable, and you should always use a laptop or desktop computer to perform your work.

# Missed/Late Work & Emergency Safety Net Policy

### Missed Exams

Exams cannot be made up, and the process below is only for missed exams to compensate for illness or emergencies, not for poor performance on an exam taken.

All exam scores will be recorded as is, and there is no opportunity to drop the lowest score unless the following occurs:

**If your exam runs past the deadline**: you will have 10% of your score deducted for every hour after the deadline until it turns into a zero.

**For 1 Missed Exam**: One missed exam (no matter the reason) will get an in-lieu score from the average of your other 5 exams with no penalty - this will happen automatically at the end of term - no need to contact me. i.e. everyone gets to miss one exam without penalty, no questions asked.

**For more than 1 missed exam:** If there is a documented emergency out of your control that causes you to miss two exams, and you have documentation to cover the dates of both your first and second missed exam, contact me immediately via email with the details and documentation of your emergency, and we will go from there. Examples of major emergencies out of your control include debilitating illness/hospitalization, the death of a close family member, and incarceration. If more than two exam dates are missed, you will need to late drop or, if eligible, take an incomplete. More about incompletes below.

### Late/Missed Homework Assignments (Not Exams)

Late work is not accepted in our class except for the 100-point biodiversity paper, which will have 10 points deducted per calendar day late with a maximum of 5 calendar days late. No other assignments will be accepted late.

#### All Students May Miss Exactly 1 MHC Homework & 1 Canvas Discussion Without Penalty

Everyone is allowed to miss exactly one McGraw Hill module homework (20 points) and one Canvas discussion (20 points), no questions asked, and you do not need to contact me to take advantage of this. It will be processed automatically for everyone after the semester has concluded.

This is meant to provide for emergencies, so I suggest you only miss a MHC homework/Canvas discussion if you absolutely have no other choice (such as an illness or death of a loved one). This will, essentially, cover a week’s worth of work (except for the biodiversity literature review paper and PSA video project).

If you find that you are missing more than one week of class, you will need to decide if a late drop or incomplete is more supportive of your success, as you will not be allowed to make up additional work in our class.

### FAQ About the Emergency Safety Net

**If I have a doctor's note, can I have more extensions than other students?**

No. This policy is written to cover all students for missing a single week of class for any reason, illness, or emergency. If you find you need to miss more than one full week of class (equal to 10% of the total class), we will need to discuss other options, such as a late drop or incomplete, depending on the circumstances at the time.

**Why was this policy created?**

A single missed work policy that applies to all students equally is the most equitable way to manage life’s emergencies for students that prevent decision bias from me. Of course, I try always to be as unbiased as possible - but having a policy that applies to all students instead of me deciding case by case, student by student ensures that all emergencies are treated equally and fairly - no matter their cause. In each term, I teach anywhere from 200-400 students, and without a strong policy that applies equally to all, I can’t guarantee that all students are treated equally. If you find that life has dealt you an emergency larger than missing a week/10% of the class, the university is set up to support you with a late drop or incomplete.

This policy puts the power into your hands to decide when to use your 10% emergency safety net without the stress of feeling like you have to justify your need.  This also removes me as a judge of your need since you are the best person to judge when you need to use your emergency safety net. This also ensures all emergencies are treated equally - from physical to emotional to mental well-being.

However, this also creates a bit of a temptation to use it sooner rather than later, so I urge you to save your safety net for a true emergency.

**Why was this amount of missed work forgiveness chosen?**

The workload for this course is meant to be a minimum of 10 or more hours per week. This policy essentially excuses each student from 10 % of our course. Again, if you find that you need to miss more than 10%, then a late drop or incomplete is the next step.

**Do I need to contact you or provide any documentation to use this safety net?**

Not at all. I created this policy because I wanted you to feel in control over when to use your safety net without any need to ask or justify. Just know that what is stated here is the maximum for all students in our class, and the adjustments will happen at the very end of the term once all other work has been graded.

## Assignment Details

### Homework Assignments (240 points)

Before you start your homework, you should attempt the “Prep” assignments first. You will have two opportunities to earn full credit on the homework assignments. Once you submit the homework the first time, it will be graded, and you will be given the opportunity to go back and correct any mistakes you make on the assignment. Please do not wait until the last minute to submit homework, as you will not have much time to correct any wrong responses.

### “Prep” Assignments (up 132 points total extra credit for term)

Prep assignments in McGraw Hill Connect are not required and are ungraded. However, if you wish to complete them, they can add up to 6 points per prep work module completed for each unit up to the maximum of that unit's exam. For example, if you scored a 94 on Unit 1 exam and did one prep module for 6 points, you would have a score of 100 out of 100 entered in Canvas for Unit 1 exam. However, if you did two prep modules for a total of 12 points for Unit 1 and scored a 94 on Unit 1 exam, you would still only get 100. The prep work modules can help you learn and master the content as well as help you get a stronger score on that unit's exam, but they will not get you over the max score of any exam nor count towards any additional points, nor can they be transferred or used on any other unit.

These assignments are found in the electronic course textbook under CONNECT. The Prep Modules are mastery-based and graded by completion. For example, as long as you can prove mastery of the learning objectives in the module by the due date, you will receive 100% on the assignment. You do not have to complete the assignment in one sitting, but you must complete them by the due dates to receive full credit.

**Highlights**

* Prep work is optional but can boost your exam score within that unit up to 24 points to a maximum of 100% on that unit's exam
* Prep work can't be used for extra credit on any other assignment or any unit outside the one associated with it
* You must take the exam in order for prep work extra credit to be applied. Those that do not take the exam, or use their missed exam in lieu of score, may not have any extra credit prep points added to their score for that unit.

### Writing Assignments (400 points)

The ***minimum*** writing requirement for a G.E. course is 1500 words in a language and style appropriate to the discipline (Biology). For us, this means that the writing will be factual, academic style writing rather than creative or poetic. Your writing shall be assessed for correctness, clarity, and conciseness. You will have writing assignments that are due every week on the topic that is being covered that week in class. You can use any reference material available to answer these questions, and you can discuss possible answers with other students in the class before submitting your answers. However, the answers that you submit must to in your own wording and subsequent writing, and you must not copy another student’s work or copy some reference material. You must reference all the sources of your materials using CSE Name Year Style. The 240 points include weekly work in Canvas as well as the 100-point biodiversity literature review paper.

### Environmental PSA Video & Script (50 Points)

The Why: One of my primary goals is to prepare my students for future careers that will look very different than the ones of the past. This will include communicating digitally to present to investors, leaders, team members, and clients across all industries. Having the ability to effectively communicate using video will support your success no matter what field you wish to pursue.

Your task: The goal is to get the message across about an environmental issue important to you. It could be climate change, water conservation, air pollution, ocean issues - anything that falls under the umbrella of environmental conservation. A PSA is a public service announcement, a way to increase awareness, in a short concise way, usually in a video/motion picture format (more details at <https://mediacommons.psu.edu/2017/02/14/public-service-announcement/>) . You will create a short video 30 to 60 seconds long about an environmental conservation issue important to you. (If your video is more than 60 seconds, not to worry - just aim for an absolute maximum of 3 minutes.) It can be an animation, film, selfie video, slide deck recording (Screencast style), puppets, whatever you wish, as long as it is well researched. You will submit a link to your short video and upload a copy of your written script.

### Unit Exams (360 points)

The **six exams** are designed to cover each unit of material in the class. There will be no comprehensive final exam. The exams are 60 points each and will be usually 60 questions (1 point per question). You will have a standard class time of 1 hour and 15 minutes to complete the exam. The questions may be made up of the following types: multiple-choice, true-false, fill-in-the-blank, or short answer. They will come from a test bank, and the questions will be randomized so that not every person will get the same questions.

#### Exam Details

* Style: multiple-choice, short answer, and/or essay
* It will be timed at 75 minutes, and the clock begins once you press start
* You may only take it once, and it is open note, open internet
* You may take the exam anytime on the scheduled date between the hours of 12:01 am and must be finished before 11:59 pm PST
* You must prepare for your exam. Do not rely solely on your notes to answer questions; you will run out of time and will not complete the exam. Any questions not answered will receive a zero. You will only get credit for those questions you answer correctly. Preparation should consist of having your notes from each module easy to find in order.
* The final exam is not cumulative.
* **Exam material will be based on lecture videos, readings, course activities, and Canvas homework**.

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# Campus Policies

## Student Learning Outcomes / GELOs

### GE Learning Outcomes (GELO)

Upon successful completion of this course, students will be able to:

* 1. Demonstrate knowledge of scientific theories, concepts, and data used in the physical and life sciences.
  2. Apply scientific principles and communicate in ways appropriate to the discipline about the process and results of scientific discovery.
  3. Access, critically evaluate, and represent scientific information in various forms and draw appropriate conclusions.
  4. Use methods derived from current scientific inquiry to form evidence-based opinions about science-related matters of personal, public, and ethical concern.

The GELOs will be assessed in the following ways in our class:

GELO 1: A multitude of learning objective-focused homework questions in McGraw Hill Connect primary and secondary literature readings and written/video group discussions in Canvas.

GELO 2: 1500-word Biodiversity Writing Assignment (100 points), with a required ten examples of cited primary literature articles, Scientific Methods Activity (20 points), and written/video group discussions in Canvas.

GELO 3: Scientific Methods Activity (20 points), a multitude of learning objective-focused homework questions in McGraw Hill Connect, and the 1500-word Biodiversity Writing Assignment (100 points).

GELO 4: 1500-word primary literature review paper, research/write/produce/share a conservation PSA video.

### Course Learning Outcomes (CLO) (Required)

Upon successful completion of this course, students will be able to:

CLO 1: Levels of organization of living systems – Beginning at the atomic level we will continue on to the molecular, cell and organism levels and then finally to the ecology of populations, communities and the biosphere.

CLO 2: Structures and function of living organisms – We will study the basic unit of all life, the cell, and also discuss the structure and function of several body organ systems.

CLO 3: Principles of genetics and variation – We will study Mendel’s experiments to discover how they reveal the laws of heredity, how these laws apply to human genetics, and DNA codes for the variation we see in individuals.

CLO 4: Patterns, rates and trends of evolution - We will trace the history of life on earth and patterns of evolution as seen in the fossil record, with emphasis on the evidence of evolution, speciation, and vertebrate evolution.

CLO 5: Strategies of reproduction and thus survival – We will study the various types of reproduction, concentrating on the unifying concepts of animal structure, function and reproductive strategies among different organisms.

CLO 6: Interaction of organisms and the Natural environment – We will study interactions between species, their ecological relationships, the importance of maintaining biodiversity and how human population growth, our actions and economics affect this planet.

## Campus Policies

### All up-to-date campus policies can be found in our official web syllabus, otherwise called the [SJSU Accessible Syllabus](https://sjsu.edu/ecampus/software-tools/teaching-tools/accessible-syllabus/features.php). To access this, go into Canvas and click on the “Web Syllabus” link in our Module 0.

### Academic integrity

Instances of academic dishonesty will not be tolerated. Cheating on exams or plagiarism (presenting the work of another as your own (this includes AI) or the use of another person’s ideas without giving proper credit) will result in a failing grade and sanctions by the University. For this class, all assignments are to be completed by the individual student unless otherwise specified. If you would like to include your assignment or any material you have submitted or plan to submit for another class, please note that SJSU’s Academic Policy S07-2 requires the approval of instructors. You are responsible for knowing the University Policy on Academic Dishonesty outlined in the University Catalog. Any student found plagiarizing *any* assignment will receive an automatic failing grade (F) on the essay or assignment, may receive a failing grade, and will be referred to the Judicial Affairs office. Plagiarism includes copying phrases, sentences, keywords, parts or all of another’s writing, including papers or articles published on the Internet, newspapers, magazines, books, journals, or any other medium, including the writing of your fellow students from current and/or previous classes. All phrases, keywords, sentences, or larger sections of writings taken from an outside source and used in a student’s paper should be appropriately re-worded by the student AND cited. Drawing as few as five consecutive words from another’s writings will be considered plagiarism, as can improper paraphrasing. All ideas or concepts drawn from another’s work should be properly cited. NOTE: A student who shows or lends to their classmates their own work is at risk of being an accessory to plagiarism and, if their work is copied, will suffer the same consequences as the student who plagiarizes (see section 1.1.6 of the Definition of Academic Dishonesty). **This policy also applies to students in previous courses who show or lend their work to current students.**

*The most up-to-date academic integrity policies can be found in our official web syllabus, otherwise called the* [SJSU Accessible Syllabus](https://sjsu.edu/ecampus/software-tools/teaching-tools/accessible-syllabus/features.php)*. To access this, go into Canvas and click on the “Web Syllabus” link in our Module 0.*

## Incompletes & Instructor Drops

Incompletes are permitted only if a student is in good standing (has a passing grade), has completed at least two-thirds of the course, and has a documented serious and compelling reason to take an incomplete.  An incomplete is not given due to poor performance. **Students are required to drop themselves as needed. I will not honor any request by a student for an instructor drop.**

## Schedule

***On the next page*** is your schedule for the semester. The deadlines are firm and no late homework is accepted.

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# Schedule

* The schedule below outlines our deliverables due in Canvas and McGraw Hill. You must complete all work before 11:59 pm Pacific Standard Time (PST).
* No late work is accepted in Bio 10.
* When file uploads are required, only PDF or DOCx will be accepted to Canvas. All .pages or other unreadable files will result in a zero with no chance of makeup.

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| --- | --- | --- |
| **Unit # 1** | **Module #** | **Due Date No Later Than 11:59 pm PST (but can submit work any time before)** |
| Unit 0: Welcome & Let’s Get Started | 0 | January 27 |
| Unit 1: Energy Drinks (Energy & Nutrients) | 0 | February 3 |
| Unit 1: Energy Drinks (Energy & Nutrients) | 1 & 2 | February 3 |
| Unit 1: Energy Drinks (Energy & Nutrients) | 3 & 4 | February 17 |
| Unit 1 | Exam | February 17 |

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| --- | --- | --- |
| **Unit # 2** | **Module #** | **Due Date No Later Than 11:59 pm PST (but can submit work any time before)** |
| Unit 2: Sickle Cell (Genetics & DNA Biology) | 0 | February 24 |
| Unit 2: Sickle Cell (Genetics & DNA Biology) | 1 & 2 | February 24 |
| Unit 2: Sickle Cell (Genetics & DNA Biology) | 3 & 4 | March 3 |
| Unit 2: Sickle Cell (Genetics & DNA Biology) | Exam | March 3 |

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| --- | --- | --- |
| **Unit # 3** | **Module #** | **Due Date No Later Than 11:59 pm PST (but can submit work any time before)** |
| Unit 3: GMOs (Plants & Genetic Engineering) | 0 | March 10 |
| Unit 3: GMOs (Plants & Genetic Engineering) | 1 & 2 | March 10 |
| Unit 3: GMOs (Plants & Genetic Engineering) | 3 & 4 | March 17 |
| Unit 3: GMOs (Plants & Genetic Engineering) | Exam | March 17 |
| **Biodiversity Literature Review Paper Due – 100 Points** |  | **March 24** |
| **SPRING RECESS March 27-31** | | |

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| **Unit # 4** | **Module #** | **Due Date No Later Than 11:59 pm PST (but can submit work any time before)** |
|  |  |  |
| Unit 4: Climate Change (Ecology and Environmental Science) | 0 | April 7 |
| Unit 4: Climate Change (Ecology and Environmental Science) | 1 & 2 | April 7 |
| Unit 4: Climate Change (Ecology and Environmental Science) | 3 & 4 | April 14 |
| Unit 4: Climate Change (Ecology and Environmental Science) | Exam | April 14 |
| ***Environmental PSA Video & Script (50 Points)*** |  | April 14 |

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| **Unit # 5** | **Module #** | **Due Date No Later Than 11:59 pm PST (but can submit work any time before)** |
| Unit 5: Influenza (Evolution & Viruses) | 0 | April 21 |
| Unit 5: Influenza (Evolution & Viruses) | 1 & 2 | April 21 |
| Unit 5: Influenza (Evolution & Viruses) | 3 | April 28 |
| Unit 5: Influenza (Evolution & Viruses) | Exam | April 28 |

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| --- | --- | --- |
| **Unit # 6** | **Module #** | **Due Date No Later Than 11:59 pm PST (but can submit work any time before)** |
| Unit 6: Cancer (Cells & Cell Division) | 0 | May 5 |
| Unit 6: Cancer (Cells & Cell Division) | 1 & 2 | May 5 |
| Unit 6: Cancer (Cells & Cell Division) | 3 & 4 | May 12 |
| Unit 6: Cancer (Cells & Cell Division) | Exam (Final Exam, not accumulative) | May 12 |

\* Please note: If you choose to submit/take your exam after business hours (after 5 pm PST), I will not be available for support and if you run into any issues with the McGraw Hill platform you must contact McGraw Hill Directly at **1-800-331-5094** as I can’t provide tech support for their system.