

Who to Contact for Support Guide

AFRICAM W111

Race, Class, & Gender in the United States

June 19-August 11, 2017

Who Should You Contact for Support

The following is a description of the Instructor, Graduate Student Instructor (GSI), and your Online Learning Support Specialist.

The Course Instructor, Stephen Small, is responsible for the following activities:

- Monitoring discussion forums
- Creating and modifying all assignments, multimedia presentations, quizzes, and exams
- Reviewing requests for incomplete or pass/no pass grades
- Monitoring student progress
- Approval of final course grades
- Posting announcements about course or schedule revisions
- You should ask the following types of questions on the discussion forums or in office hours, where the instructor or GSIs will answer them:
 - General, non-personal questions about course policies and procedures
 - Questions about the course content (reading, lectures, and quizzes)
 - Questions clarifying assignments (before they are due) or questions about assignments (after they are due) and quizzes, or related problems

You should contact the Instructor through course email when you have the following issues:

- Personal questions about course policies or procedures
- Requests for incompletes or pass/no pass grades
- Other questions which cannot be answered by your GSI

The GSIs are responsible for the following activities:

- Moderating discussion forums
- Grading student assignments and providing feedback to students
- Monitoring student participation in the course
- Interacting with each student via email, discussion forums, and office hours
- Responding to student questions
- Posting announcements about course or schedule revisions

You should contact your GSI through course email when you have the following issues:

- Questions about grades
- Questions about course content and assignments which cannot be answered in the discussion forum or office hours

The Online Learning Support Specialist, Tracie Allen, is responsible for the following activities:

- Providing students with the Student Orientation Guide and the Who to Contact for Support Guide prior to the course start date
- Responding to student inquiries about online logistics
- Handling student issues regarding contact with instructor or GSI
- Assistance with off-site finals, including monitoring and getting the final to and from the proctoring site
- Backup contact for students who have not logged in to their course within a few days of the start date

You should contact your Online Learning Support Specialist when you have the following issues:

- If you cannot log into your course, and tech support is unable to help
- If you need a proctor site or questions or problems scheduling your proctor
- If you have difficulty contacting a faculty member
- If you have difficulty navigating the course site or using course tools
- If you have general course information questions