Berkeley
SUMMER SESSIONS

Who to Contact for Support Guide
ASTRO W12
The Planets
June 22-August 14, 2015

Quick Reference

- Difficulties within the Canvas Classroom
  Canvas Help Desk: 1-855-308-2758 or support@instructure.com
- Questions about accessing your course and proctoring exam services
  Online Learning Support Specialist: **Tracie Allen Littlejohn**, 510-664-9898
  or twgallen@berkeley.edu
- Questions about homework, online discussions, lecture materials, material
  on the exam.
  Your primary point of contact is your GSI. Please send an email and attend
  online office hours. **Only** if questions cannot be fully answered by your GSI,
  then please contact your instructor, Burkhard Militzer by course email.

Who to Contact for Support

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

Course Instructor

Professor Burkhard Militzer
407 McCone Hall
510-643-7414
militzer@berkeley.edu

The Course Instructor, Burkhard Militzer, is responsible for the following activities:

- Creating and modifying all assignments, multimedia presentations, quizzes,
  and exams
- Reviewing requests for incomplete or pass/no pass grades
- Monitoring discussion forums
- 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 Course 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
- After discussing with your GSI: for questions about the material, including readings, assignments, multimedia presentations, discussion forums and chat sessions
- After discussing with your GSI, for questions concerning exams

GSI (Graduate Student Instructors)
TBA

The GSIs are responsible for the following activities:
- Monitoring discussion forum postings and providing feedback as necessary
- Grading student assignments and providing feedback to students
- Monitoring student participation in the course
- Notification to student and Instructor of non-participation on a weekly basis
- Interacting with each student via email, discussion forums, and office hours
- Responding to student questions
- Posting announcements about course or schedule revisions
- Monitoring student enrollment and homework assignments
- Managing student absences/missed work
- Referring students with more detailed questions to the instructor

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
- Attendance – Missed homework or upcoming absences

Online Learning Support Specialist
Tracie Allen Littlejohn
1995 University Ave, Ste. 450
510-664-9898
twgallen@berkeley.edu

The Online Learning Support Specialist, Tracie Allen Littlejohn, is responsible for the following activities:
- Providing students with the Student Orientation Guide and Who to Contact for Support Guide prior to the course start date
- Responding to student inquiries about online logistics
- Monitoring course
- Handling student issues regarding contact with instructor or GSI
- Assistance with offsite finals, including monitoring and getting final to and from 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