Who should you contact for support?

- **Difficulties with the Angel Class room:**
  Angel Help Desk: phone: 866-786-8197, email: onlinehelp@berkeley.edu

- **Questions about accessing your course and proctoring exam services:**
  Program coordinator: Tracie Littlejohn, 510-664-9898, summer_online_support@berkeley.edu
  In the email subject line ASTRON W12 – STUDENT NAME – Student ID

- **Questions about homework, online discussion, lecture material, material on the exam:**
  Your primary point of contact is your GSI. Please send email and attend the electronic office hours. Only if your questions cannot be fully answered by your GSI, then please contact the instructor Prof. Burkhard Militzer by email.

**Instructor**

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

The Course Instructor is responsible for the following activities:

- Creating and modifying all assignments, online lectures, and exams
- Reviewing requests for homework and exam extensions (rarely granted, only in extenuating circumstances)
- Monitoring student progress
- Approval of final course grades

You should contact the Course Instructor for the following issues:

- 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
- Course policies or procedures

Please remember to post general questions about the content, materials, assignments or other concerns to the Questions and Answers forum so all students can benefit from the response.

(continued on next page)
GSI (Graduate Student Instructors)
Therese Jones <tjones@astro.berkeley.edu>

The GSI is responsible for the following activities:

- Moderating chat sessions, discussion forums
- Posting announcements about course or schedule revisions
- Grading student assignments, providing feedback to the student, and coordinating grading options
- Monitoring and recording weekly student participation in the course
- Notification to student and Instructor of non-participation on a weekly basis
- Interacting with students via email, postings, chat sessions, or Skype
- Responding to student questions
- Monitoring student enrollment and homework assignments
- Monitoring status of student participation
- Managing student absences/missed work
- Referring students with more detailed questions to instructor

You should contact your GSI via email inside the classroom for the following issues:

- Questions regarding assignments/grades & grading options
- Questions regarding enrollment status and assignments
- Attendance - Missed homework or upcoming absences

Online Program Coordinator

Tracie Littlejohn
408-784-0005
summer_online_support@berkeley.edu

Online Learning Department
UC Berkeley Extension
1995 University Ave #110
Berkeley, CA 94704

The Program Coordinator is responsible for the following activities:

- Notifying students about textbook information
- Monitoring course and orientation sites
- Supporting students with navigation or use of the online classroom

You should contact the Program Coordinator for the following issues:

- If you have not received your course materials
- If you are having difficulty contacting your GSI or instructors
- If you have difficulty navigating the course site or using course tools
- General course information

Updated 030613
Summer Sessions office
Phone: 510-642-5611 (select option 1)
Email via website https://mysummer.berkeley.edu/contact/contactUs.php

Contact the Summer Sessions office for:
- Course Registration issues
- Change of address, phone, or e-mail

24/7 Technical Support

Angel Help Desk
Phone: 866-786-8197
E-mail: onlinehelp@berkeley.edu

Angel Help Desk is responsible for:
- Assisting students having difficulties accessing the course website, collaboration (chat) sessions, discussion forums, course e-mail, submitting/posting assignments, and quizzes online
- Support for basic hardware, software, ISP, and Internet browser issues
- Information is available on the UC Berkeley help site at http://elearning.berkeley.edu/ (Click the question mark on the left) that will answer most of your questions about Angel. If you don't find the answer to your question there, send an email to onlinehelp@berkeley.edu and a UC Berkeley Support Team member will respond to your request/question. Include the following information in your email for a quick and accurate response:
  - Your full name and system username
  - The nature of your problem - What are you trying to do?
  - An exact copy of any error messages you receive
  - The organization name and ID number to which you are referring
  - Any other pertinent information