

# UC Berkeley Summer Session

## Who to Contact for Support Guide

*AFRICAM W111*

*Race, Class, & Gender in the United States*

*June 18-August 10, 2018*

### 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
- 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

**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