

UC Berkeley Summer Sessions

Who to Contact for Support Guide

COMPLIT W60AC

Boroughs & Barrios: Moving in and through New York City & Lost Angeles

June 22 – August 14, 2020

Who to Contact for Support

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

The Course Instructor, Karina Palau, is responsible for the following activities:

- Monitoring discussion forums
- Creating and modifying all assignments, multimedia presentations, quizzes, and exams
- Monitoring student progress
- Approving 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:

- Clarification questions about overall course content
- Concerns or compliments that arise from the course overall
- Frustrations that emerge in interactions with your GSI that you cannot resolve directly

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:

- Clarification questions about assignments and course requirements

- Questions specific to content/ideas that emerge in your section's discussion
- Concerns or compliments that arise from discussion-section activities

The Online Learning Support Specialist, Tracie Allen, 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
- 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 cannot log into your course, and tech support is unable to help
- You need a proctor site or have questions or problems scheduling your proctor
- You have difficulty contacting a faculty member
- You have difficulty navigating the course site or using course tools
- You have general course information questions