

UC Berkeley Summer Sessions Who to Contact for Support Guide

L&S W1

Letters & Science W1

June 24 – August 16, 2019

Who to Contact for Support

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

The Course Instructor, **Alix Schwartz**, 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
- Interacting with students via email, discussion forums, and office hours

You should ask the following types of questions on the **General Course Q&A forum** or the **Assignment forum** 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 (readings and lectures)
- Questions clarifying assignments (before they are due) or questions about assignments and essays, or related problems

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

- Personal questions about course policies or procedures
- Other questions that 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 students 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 that 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 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

You should contact your Online Learning Support Specialist at summer_online_support@berkeley.edu when you have the following issues:

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