

# UC Berkeley Summer Sessions Who to Contact for Support Guide

L&S C12

The Berkeley Changemaker: A Discovery Experience

July 27 – August 14, 2020

## Welcome, *Berkeley Changemakers!*

We are delighted to have you join us in our summer course! We want to be sure that you get the most out of your learning experience and so we have assembled a stellar team to support you. We anticipate that you will have questions as you navigate the course and will do our best to answer them as quickly as possible. While you'll find most of the information you need on our bCourses site, the information below should help you in getting your questions answered. Please take a moment to read it in its entirety. Thank you.

## Who to Contact for Support

Your course team includes your Course Instructor, your Supporting Instructor, a team of Readers, and your Online Learning Support Specialist.

**The Course Instructor, Alex Budak, is responsible for the following activities:**

- Monitoring discussion forums
- Creating and modifying all assignments and multimedia presentations
- Monitoring student progress
- Approval of final course grades
- Posting announcements about course or schedule revisions

**Please contact Alex Budak or your Supporting Instructor, Laura Hassner, through course email when you have the following issues:**

- Questions about course content and assignments which cannot be answered in the discussion forum or office hours
- Personal questions about course policies or procedures
- Other questions which cannot be answered by your Reader

**Please ask the following types of questions on the discussion forums or in office hours, where the Instructors or Readers 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

**The Readers 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

**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 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