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, 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

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 (reading, lectures, and quizzes)
• Questions clarifying assignments (before they are due) or questions about
  assignments 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
• 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 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 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 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 general course information questions