

Who to Contact for Support Guide

NUSCTX W104

Food, Culture and the Environment AC

June 22-August 14, 2020

Who Should You Contact for Support

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

The Course Instructor, Kristen Rasmussen de Vasquez (krasmussen@berkeley.edu), is responsible for the following:

- Monitoring discussion forums
- Creating and modifying all assignments, multimedia presentations, quizzes, and exams
- Reviewing requests for incomplete or pass/no pass grades
- Monitoring student progress
- Approval of final course grades
- Posting announcements about course or schedule revisions
- Answering questions and discussing course concepts with students during office hours

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

The GSIs (contact them through bCourses messages) are responsible for the issues regarding the following:

- Discussion forums
- Grading and feedback
- Student participation
- Interaction with each student (via email, discussion forums, and office hours)
- Student questions
- Announcements about course or schedule revisions
- Answering questions and discussing course concepts with students during office hours

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
(summer_online_support@berkeley.edu), is responsible for issues regarding the following:

- Final remote proctoring
- Online logistics and difficulty navigating the course/using course tools (including zoom)
- Logging into the course if tech support is unable to help
- Contact with instructor or GSI
- General course information questions

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

Issues with bCourses

- bCourses help team email; bcoursehelp@bcourses.edu