

UC Berkeley Summer Sessions

Who to Contact for Support Guide

PS W135

Introduction to Game Theory

June 18 – August 10, 2018

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, Sean Gailmard, is responsible for the following activities:

- Monitoring and posting in the discussion forums
- Creating and modifying all problem sets, multimedia presentations, and exams
- Office hours – in person and via online chat
- 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 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 problem sets)
- Questions clarifying problem sets (before they are due) or questions about problem sets (after they are due)

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

- Personal questions about course policies or procedures
- Other questions which cannot be answered by your GSI

The GSIs are responsible for the following activities:

- Monitoring discussion forum postings and providing feedback as necessary
- Grading student assignments and providing feedback to students
- Mark the problem sets and exams
- Office hours – in person and via online chat
- Monitoring student participation in the course
- 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
- 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