

UC Berkeley Summer Sessions Who to Contact for Support Guide

THEATER 118AC

PERFORMANCE THEORY: Performance, Television, and Social Media

June 22 – August 14, 2020

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, Abigail De Kosnik, is responsible for the following activities:

- Creating and modifying the descriptions, requirements, and deadlines for all weekly Assignments and for the Final Project.
- Monitoring student progress
- Approval of final course grades
- Posting announcements about course or schedule revisions

You should ask the following types of questions by sending email to the instructor and/or to your section GSI, or in the weekly chats that will be offered by the instructor and the GSIs:

- General, non-personal questions about course policies and procedures
- Questions about the course content (reading, lectures, and quizzes)
- Questions clarifying what is required by the Weekly Assignments and Final Project (before they are due), or related problems

You should contact the Instructor when you have the following issues:

- Personal questions about course policies or procedures
- Requests for incompletes or pass/no pass grades
- Other questions which cannot be answered by your GSI

The GSIs are responsible for the following activities:

- Grading student assignments and providing feedback to students
- Monitoring student participation in the course
- Interacting with each student via email and weekly chats on bCourses
- 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 course content and assignments which cannot be answered in the weekly chats

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 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