UC Berkeley Summer Sessions
Who to Contact for Support Guide
THEATER 118AC
PERFORMANCE THEORY: Performance, Television, and Social Media
June 21 – August 13, 2021

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