

DMICE COMMUNICATION POLICY

1. If the syllabus directs the student to contact the TA before contacting the instructor, the student should do so. Otherwise, the student should contact the instructor and allow 2 business days (not including weekends) for a response.
2. If the student does not receive a response from the instructor within 2 business days, they should contact the TA (if there is one). When contacting the TA they should cc the instructor and the Program Coordinator.
3. If a student does not receive a response from the TA within 1 business day (not including weekends), they should contact the Program Coordinator and cc the instructor and the TA.
4. If the Program Coordinator does not reply within 1 business day (not including weekends), the student should contact Andrea Ilg at ilgan@ohsu.edu.
5. Students having difficulties with Sakai should contact the Sakai Help Desk at sakai@ohsu.edu or at (877) 972-5249. Sakai help is available M-F from 8am to 9 pm and weekends from Noon to 5pm. Do not contact the instructor.
6. Please use professional etiquette when communicating with peers and the instructor. This means avoiding aggressive or offensive language, showing respect for others' opinions and positions, and conducting yourself as if you were face to face with them. Please pay special attention to etiquette in class forums and when using email. If you notice someone violating this policy, please make the instructor and TA aware of the problem.