

Asking questions

If the course has a general discussion forum, you can use it to post a new topic. See above for instructions on how to add a topic to a forum. Using the discussion forum makes the question and the answer available to other students, too.

If you need to ask a question privately, or there is no public discussion forum, you can send a message directly to the professor. In the right-hand column of the course page, there's a box named "Course Contacts." There, click the icon on the right (depicting two comment balloons) to send a message to the instructor.

A. Problems with messages

When the instructor or other students post their comments on the discussion forum, you should receive an email copy. If you sometimes don't get messages sent to your email when other people post to a forum, there are a few things you can do:

1. **Check your email spam folder**, and in Gmail, the "promotions" folder. Sometimes messages get flagged as spam even if they aren't. (Your email provider may be able to tell that a computer generated the message.) You may be able to adjust your email settings to prevent GCS mail from being flagged as spam.
2. Logout when you leave. Messages may not be sent to email when the site thinks you are online. Click Logout at the bottom of the page; that tells the site you are leaving.
3. Change your message settings. The site sends messages only if it detects you are inactive for 10 minutes.
 - o Click your name in the upper right.
 - o Click "Preferences."
 - o Click "Message preferences."
 - o Make sure that email is set to "on."