Emails

- **Students should email the instructor through Desire2Learn email only.**

- **A minimum of 24 hours is required to respond to all email messages.** In addition due to my schedule, emails sent after 11:00 a.m. on Friday may not be responded to until Monday morning. Very often I check my email sometime over the weekend but there are a few weekends during the semester that I know that I will not be available. Again, please make sure that all course emails are sent through Desire2Learn. I rarely check my Pellissippi State email account during the weekend.

- **If for some reason Desire2Learn is not available, or operating slowly, during the semester; a message will be posted on the Online Course homepage.** If this occurs, feel free to email me at my PSTCC email address (drmichaelson@pstcc.edu) with any questions or concerns.

- **Because of the volume of emails that are received during the semester only emails containing specific questions, and demonstrate that a student attempted to complete an assignment and/or follow course policies, will receive a response.** The following are examples of these types of emails:

  1. In problem X, according to the solution posted in the margin of the textbook, the amount of the increase $2,000? Here is how I calculated the amount. What did I do wrong?
  2. In problem Y is the account that is increased bad debt expense? If not why?
  3. Can you explain the concept of the Balance Sheet to me. I have read the textbook and PowerPoint presentations and am still confused?
  4. I am having a problem calculating my course average based on what is posted in Desire2Learn. I have calculated it as Y, is this correct?

- **Emails containing general questions, questions related to posted course policies, or complaints will not be responded to.** The following are examples of these types of emails:

  1. I am having so much trouble understanding this chapter, can you explain it to me?
  2. I don’t know where to start on the course homework. Do you have any suggestions?
  3. What do I need to do to prepare for the exam?
  4. What is my current course average?
  5. I missed Exam II because of a reason other than a death in the family or hospitalization. When can I make-up the exam?
  6. I don’t think I understand the material in an online format. Do you have any suggestions? *(actually I will respond to this question with “Did you view the link “Is a Web Course for you?”)*