Course Prerequisite(s): None
Course Credit Exclusions: Please refer to [York Courses Website](#)

Course Director: Gerry Goldberg, Ph.D., C. Psych. (email: gegold@yorku.ca)

TIME: Official class times are Tuesday and Thursday 1:00 - 2:30. Lectures are pre-recorded and available online via on Moodle. Tests will be administered during these times or during exam periods. A live question and answer period will be offered Tuesdays at 1pm.

Virtual Zoom office hours: Office hours for Dr. Goldberg will be during the official class times though obviously not during exams. Office hours for the Teaching Assistants (TAs) will be posted. Private zoom meetings may be scheduled by email. Dr. Goldberg will be available to discuss personal matters, issues related to accommodation/accessibility, and missed exams. He will not answer emails regarding issues/questions covered in the course syllabus. For questions concerning lecture or text material, study habits, etc., you should contact your TA.

We look forward to receiving your emails. When emailing include your Student ID and full name in the body of your email with the course number on the subject line (if not, a reply is not guaranteed). See end of this document for guidance on email etiquette.

Program Learning Outcomes
Upon completion of this course, students should be able to:
1. Define psychology and explain how it meets the criteria of science.
2. Recognize key concepts, methods, theories and assumptions in psychology.
3. Describe basic characteristics of the scientific method in psychology.
4. Discern differences between personal views and scientific evidence.

Course Format
The first official lecture on September 10 at 1:00pm will consist of a welcome and orientation to the course by way of a zoom meeting that will be recorded and placed on Moodle as Lecture 1 part 1. The rest of the lectures are prerecorded and available on the Moodle course site. These lectures include films. Lectures will discuss and expand on text readings. The first lectures will follow the text relatively closely but as the course progresses the lectures will deviate from the text. Although not all text material will be discussed directly in class you are responsible for the material. Some lectures will discuss material not in the text. You are responsible for this material and media presentations. When studying for tests, do not study just from the text or the lecture notes. Questions derived from media presentations may appear on tests.

Course website: [Moodle](#)
Except for the textbook, all course materials such as pre-recorded lectures, PowerPoint slides, tests/exams results, important notifications, etc. will be available on the Moodle site. **It is your responsibility to check this site regularly.**
**Technical Requirements:**
This course depends on remote teaching and learning. There will be no in-person interactions or activities on campus. There are numerous technical requirements for this course. These include a computer equipped with a webcam and microphone and high-speed internet access. Several platforms will be used to support this course (Moodle, Zoom, Turnitin).

**Zoom:** Zoom occasionally will be used for class meetings such as question and answer periods. These will be recorded and placed on Moodle. Zoom is hosted on servers in the U.S. If you have privacy concerns, provide only your first name or a nickname when you join a session. All participants are automatically notified when a session is being recorded. A session cannot be recorded without your knowledge.

**Video:** You may sometimes need to appear on video via Zoom (e.g., for remote exam proctoring). If you have concerns about appearing on video or do not have access to a webcam, please inform the course instructor at the beginning of the course.

**Remote Exam Proctoring:** A remote exam proctoring program, Proctortrack, may be used for multiple choice exams given within the exam period. This system may be utilized to promote academic integrity.

The instructor may use an online proctoring service to deliver the exam(s), which would be administered through the Learning Management System (e.g. Moodle, Canvas, etc.). Students are required to have access to minimum technology requirements to complete examinations. If an online proctoring service is used, students will need to become familiar with it at least five days before exam(s). For technology requirements, Frequently Asked Questions (FAQs) and details about the online proctoring service visit at [https://registrar.yorku.ca/proctortrack-faq](https://registrar.yorku.ca/proctortrack-faq). Students are required to share any IT accommodation needs with the instructor as soon as they are able.

The following are some useful links for you regarding computing information, resources and help:

- [Student Guide to Moodle](https://moodle.yorku.ca)
- [Zoom@YorkU Best Practices](https://www.zoomuni.ca)
- [Zoom@YorkU User Reference Guide](https://www.zoomuni.ca/reference/user-guide)
- [Computing for Students Website](https://computing.yorku.ca)
- [Student Guide to eLearning at York University](https://www.yorku.ca/it/course-guide/)

**Tests/Evaluation:**
Student evaluation is based on two components: 4 exams constituting 96% of your final grade and participation in URPP (Undergraduate Research Participant Program) research opportunities constituting 4% for a total of 100%.
**URPP or Research Participation:** To be discussed at the beginning of the course. All Introductory psychology students may receive up to 4% for participating in 8 hours (credits) of research run by the URPP. You can contact them at urpp@yorku.ca. *If you have any concerns regarding URPP points or participation, email them, not your instructor or TA.*

**Tests:** See section near the end of this document entitled *Information about taking online tests*

- During official class time there will be a practice multiple choice quiz to familiarize you with taking online multiple-choice tests.
- When Proctortrack is used students must present their York student ID card or a Canadian government issued pictured ID when taking online exams via zoom.
- The 2\textsuperscript{nd} and 4\textsuperscript{th} exams will take place during the final official exam periods and involve remote exam proctoring (Proctortrack).
- There are four exams in total, each of different weight.
- Exams are non-cumulative and each cover roughly four chapters + class material. Questions will be drawn from the text, lectures and media presentations.
- Each exam will consist of approximately 50 multiple choice questions (50\%) administered during class time and a take home open book assignment (= 50\%) for which you will have at least 48 hours to complete.

**Details of the Exams**

<table>
<thead>
<tr>
<th></th>
<th>Multiple Choice</th>
<th><em>Take-home:</em> Starts: 2:30pm on: Due 2:30pm on:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Test 1</strong></td>
<td>Oct 29 Starts 1:15</td>
<td>Starts: Oct 29 Due: Nov 3</td>
<td>(20%) Chapters 1-4, Appendix B, Lectures 1-4 including media</td>
</tr>
<tr>
<td><strong>Test 2</strong></td>
<td>TBA: Exam period</td>
<td>Starts: Dec 3 Due: Dec 8</td>
<td>(20%) Chapters 5-8, lectures 5, 6, 8-11 including media</td>
</tr>
<tr>
<td><strong>Test 3</strong></td>
<td>March 2 Starts 1:15</td>
<td>Starts: March 2 Due: March 4</td>
<td>(28%) Chapters 10-13, lectures 13-18 including media</td>
</tr>
<tr>
<td><strong>Test 4</strong></td>
<td>TBA: Exam period</td>
<td>Starts: Apr 8 Due: Apr 12</td>
<td>(28%) Chapters 9,14-16, lectures 20-24 media</td>
</tr>
</tbody>
</table>

*PENALTY FOR LATE SUBMISSIONS TO TURNITIN:* A 10\% per day (including holidays and weekends) penalty will be imposed on open book tests that are late.

**SHOULD TECHNICAL PROBLEMS MAKE IT IMPOSSIBLE TO HOLD TESTS ON THE DATE SCHEDULED, THEY WILL BE HELD THE NEXT LECTURE PERIOD**
Course website: Moodle

The Moodle course site has important information about the course (including a copy of this course outline with updates), pre-recorded lectures and most slides in PowerPoint format. Grades will be posted on this site. New information concerning the course, such as make-up exam information will be posted. **It is your responsibility to check the Moodle site for this course frequently for updates. Go to:** [http://moodle.yorku.ca/index.htm](http://moodle.yorku.ca/index.htm) to learn how to access and use Moodle.

### Fall/Winter 2020-21

<table>
<thead>
<tr>
<th>DATE</th>
<th>TENTATIVE SCHEDULE OF TOPICS</th>
<th>TEXT READING</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Sep 10, 15 Introduction</td>
<td>Ch. 1</td>
</tr>
<tr>
<td>2</td>
<td>Sep 17, 22 Research Methods</td>
<td>Ch. 2</td>
</tr>
<tr>
<td>3</td>
<td>Sep 24, 29 Biological Basis of Behaviour</td>
<td>Ch. 3</td>
</tr>
<tr>
<td>4</td>
<td>Oct 1, 6 Sensation and Perception</td>
<td>Ch. 4</td>
</tr>
<tr>
<td>5 Oct 8, 20</td>
<td>Variations in Consciousness</td>
<td>Ch. 5</td>
</tr>
<tr>
<td>6 Oct 13, 15</td>
<td>Reading Week - no classes</td>
<td></td>
</tr>
<tr>
<td>7 Oct 22, 26</td>
<td>Variations in Consciousness</td>
<td>Ch. 5</td>
</tr>
<tr>
<td>8</td>
<td>Oct 29, Nov 3 Test 1: Chapters 1-4, appendix B and lectures 1-4 including media</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(Note: Lect. 5 and 6 and Ch.5 will be tested on the 2nd midterm)</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Nov 5, 10 Learning</td>
<td>Ch 6</td>
</tr>
<tr>
<td>9</td>
<td>Nov 12, 17 Human Memory</td>
<td>Ch. 7</td>
</tr>
<tr>
<td>10</td>
<td>Nov 19, 24 Language and Thought</td>
<td>Ch. 8</td>
</tr>
<tr>
<td>11</td>
<td>Nov 26, Dec 1 Language and Thought</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Dec 3, 8 Test 2: Chapters 5-8, lectures 5, 6, 8-11 including media</td>
<td>Ch. 8</td>
</tr>
<tr>
<td></td>
<td>Winter Break (Happy Holidays and Happy New Year.)</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Jan 12, 14 Motivation and Emotion</td>
<td>Ch. 10</td>
</tr>
<tr>
<td>14</td>
<td>Jan 19, 21 Motivation and Emotion</td>
<td>Ch.11</td>
</tr>
<tr>
<td>15</td>
<td>Jan 26, 28 Human Development</td>
<td>Ch 11</td>
</tr>
<tr>
<td>16</td>
<td>Feb 2, 4 Personality</td>
<td>Ch. 12</td>
</tr>
<tr>
<td>17</td>
<td>Feb 9, 11 Social Psychology</td>
<td>Ch. 13</td>
</tr>
<tr>
<td></td>
<td>Feb 16, 18 Reading Week (no classes)</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Feb 23, 25 Social Psychology</td>
<td>Ch. 13</td>
</tr>
<tr>
<td>19</td>
<td>Mar 2, 4 Test 3: Chapters 10-13, lectures 13 -18 including media</td>
<td>Ch. 13</td>
</tr>
<tr>
<td>20</td>
<td>Mar 9, 11 Stress &amp; Health</td>
<td>Ch. 14</td>
</tr>
<tr>
<td>21</td>
<td>Mar 16, 18 Stress &amp; Health</td>
<td>Ch. 14</td>
</tr>
<tr>
<td>22</td>
<td>Mar 23, 25 Psychological Disorders</td>
<td>Ch. 15</td>
</tr>
<tr>
<td>23</td>
<td>Mar 30, Apr 1 Treatment of Psychological Disorders</td>
<td>Ch. 16</td>
</tr>
<tr>
<td>24</td>
<td>Apr 6, 8 Intelligence, Testing and Ind/Organizational Psych</td>
<td>Ch. 9</td>
</tr>
</tbody>
</table>

**Teaching Assistants:** Updated contact information and office hours for the Teaching Assistants will be posted on the Moodle website. Students will be assigned to a specific Teaching Assistant alphabetically by the student’s last name. Check the website about two weeks into the course to find out your assigned TA. It is important that each student have someone who is familiar with him or her and their grades etc. If you have trouble meeting during your TA office hours, contact them about this.
Each TA will be available weekly for consultation regarding text readings, exams, grades, study habits, etc. They will be happy to talk with you about any troubles you are having with the lectures or the text materials, improving your study habits and about graduate school in psychology and careers in psychology. **If you wish, you can use emails to set up a private zoom meeting.**

<table>
<thead>
<tr>
<th>Surname, First name</th>
<th>Email</th>
<th>Virtual Office Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>TBA</td>
<td>@yorku.ca</td>
<td>TBA</td>
</tr>
</tbody>
</table>

**Access to tests/exams:**
To promote academic integrity students will not have access to their exams after they complete them. Your TA can discuss your exams with you in general terms.

**START YOUR OWN STUDY TEAM:**
Students learn most from communicating with each other. When students get together to help each other understand material they relate to and remember the material. I encourage you to form your own study teams. The course website or Moodle site is set up so that students may communicate among themselves using the class discussion forum link. You have the opportunity to invite others to join at a specified time and place to form teams. For example, you might select one of the following as a meeting time: immediately after class, one hour before class, Monday to Friday during the day, evening, or weekend, etc. You could meet online or at some meeting location. Access to the university is limited due to Covid-19 but you might meet in a coffee shop or patio, etc. **Make sure it is a safe location.** Get started right away. Take a leadership role and send out an email invite to your fellow students.

**Missed Tests/Late Assignments:**
**Missing exam is considered a very serious matter.** If you miss a test, you will be given only one opportunity to make up this test. **This will be after the April exam period.** If you miss a makeup test, there will be no other opportunity to make up the grade for the test. If you miss the test(s) prior to the drop date, **you have waived the right to have a specific percentage of graded feedback available prior to the drop date.**

For any missed quiz or late assignment, students **MUST** complete the online form below which will be received and reviewed in the Psychology undergraduate office [HH PSYC: Missed Tests/Exams Form](#).

**Failure to complete the form within 48 hours of the original deadline will result in a grade of zero for the missed quiz or late assignment.**

Due to COVID-19 an Attending Physician’s Statement (APS) is not required, however, a reason for missing an evaluated component in the course must be provided. In addition, to the online form, a student’s documented reason for a missed test must be submitted. Tests/exams missed due to **non-medical circumstances** must be supported by appropriate documentation, i.e., death certificates, automobile accident reports, airline/bus ticket/receipt for emergency travel (with date of booking on ticket), etc.

**Airline/train/bus ticket/receipts for emergency travel must indicate destination, departure, and return dates.**

**Having to work at the time of a test is not considered a valid excuse for missing the test.**
IMPORTANT NOTE: Only extremely unusual circumstances would warrant a second chance if you miss two term tests. It would be in your best interests to drop or withdraw from the course if you have long term health issues. Permission from the course instructor is required before any accommodation can be determined. Further extensions or accommodation will require students to submit a formal petition to the Faculty.

Psychology Department’s policies on missing an exam (available at http://www.yorku.ca/health/psyc/advising_missedtests.html).

Grading as per Senate Policy
The grading scheme for the course conforms to the 9-point grading system used in undergraduate programs at York (e.g., A+ = 9, A = 8, B+ = 7, C+ = 5, etc.). Assignments and tests* will bear either a letter grade designation or a corresponding number grade (e.g. A+ = 90 to 100, A = 80 to 89, B+ = 75 to 79, etc.)

Continuing Study in Psychology
Students must obtain a minimum grade of C (4.0) this course in order to be permitted to pursue a degree in Psychology or to take any further course work in psychology even if they do not plan to major in Psychology. This regulation applies to students wishing to take Psychology courses in most faculties.

Add/Drop Deadlines
For a list of all important dates please refer to: Fall/Winter 2020-21 Important Dates

<table>
<thead>
<tr>
<th></th>
<th>Fall (F)</th>
<th>Year (Y)</th>
<th>Winter (W)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last date to add a course without permission of instructor Financial Deadlines</td>
<td>Sept. 22</td>
<td>Sept. 22</td>
<td>Jan. 25</td>
</tr>
<tr>
<td>Last date to add a course with permission of instructor Financial Deadlines</td>
<td>Oct. 6</td>
<td>Oct. 27</td>
<td>Feb. 8</td>
</tr>
<tr>
<td>Drop deadline: Last date to drop a course grade without receiving a grade Financial Deadlines</td>
<td>Nov. 6</td>
<td>Feb. 5</td>
<td>March 12</td>
</tr>
<tr>
<td>Course Withdrawal Period and a grade of “W” on transcript</td>
<td>Nov. 7–Dec. 8</td>
<td>Feb. 6–April 12</td>
<td>March 13–April 12</td>
</tr>
</tbody>
</table>

Add and Drop Deadline Information
There are deadlines for adding and dropping courses, both academic and financial. Since, for the most part, the dates are different, be sure to read the information carefully so that you understand the differences between the sessional dates below and the Refund Tables.
You are strongly advised to pay close attention to the "Last date to enroll without permission of course instructor" deadlines. These deadlines represent the last date students have unrestricted access to the registration and enrolment system.
After that date, you must contact the professor/department offering the course to arrange permission.

You can drop courses using the registration and enrolment system up until the last date to drop a course without receiving a grade (drop deadline).

You may withdraw from a course using the registration and enrolment system after the drop deadline until the last day of class for the term associated with the course. When you withdraw from a course, the course remains on your transcript without a grade and is notated as 'W'. The withdrawal will not affect your grade point average or count towards the credits required for your degree.

**Academic Integrity for Students**

In this course, we strive to maintain academic integrity to the highest extent possible. Please familiarize yourself with the meaning of academic integrity by completing SPARK’s Academic Integrity Module at the beginning of the course. Breaches of academic integrity range from cheating (i.e., the improper crediting of another’s work, the representation of another’s ideas as your own, etc.) to aiding and abetting (helping someone else to cheat). All breaches in this course will be reported to the appropriate university authorities, and can be punishable.

York University takes academic integrity very seriously; please familiarize yourself with Information about the Senate Policy on Academic Honesty.

It is recommended that you review Academic Integrity by completing the Academic Integrity Tutorial and Academic Honesty Quiz.

**Information on Plagiarism Detection (Turnitin)**

Plagiarism is a serious matter and will be of concern when it comes to the take home open book assignments in the course. Please be aware that your assignments will need be submitted by you to a portal on Moodle which will involve a program called Turnitin.

You will be required to submit your written work to Turnitin (via the course Moodle). Turnitin reviews textual similarity and helps in the detection of possible plagiarism (see below). By using this software, you are allowing your submitted material to be included as source documents in the Turnitin.com reference database, where they will be used only for the purpose of detecting plagiarism. Terms applying to the University’s use of the Turnitin service are described on Turnitin.com. Violations of academic honesty revealed by Turnitin will be subject to investigation and potential penalties levied by the Department of Psychology at York University.

**Electronic Device Policy**

This course will be delivered in an online format and therefore electronic devices (e.g., tablets, laptops) are permitted during class time for course-related purposes. It is expected that you would complete tests/exams in a manner that does not require consulting an unauthorized source during an examination unless the tests/exams are open book.

**Test Banks**

The offering for sale of, buying of, and attempting to sell or buy test banks (banks of test questions and/or answers), or any course specific test questions/answers is not permitted in the Faculty of Health. Any student found to be doing this may be considered to have breached the Senate Policy on Academic Honesty. In particular, buying and attempting to sell banks of test questions and/or answers may be considered as “Cheating in an attempt to gain an improper advantage in an academic evaluation” (article 2.1.1 from the Senate Policy) and/or “encouraging, enabling or causing others” (article 2.1.10 from the Senate Policy) to cheat.
Academic Accommodation for Students with Disabilities

While all individuals are expected to satisfy the requirements of their program of study and to aspire to do so at a level of excellence, the university recognizes that persons with disabilities may require reasonable accommodation to enable them to do so. The university encourages students with disabilities to register with Student Accessibility Services (SAS) to discuss their accommodation needs as early as possible in the term to establish the recommended academic accommodations that will be communicated to Course Directors as necessary. Please let me know as early as possible in the term if you anticipate requiring academic accommodation so that we can discuss how to consider your accommodation needs within the context of this course. https://accessibility.students.yorku.ca/

Excerpt from Senate Policy on Academic Accommodation for Students with Disabilities:

1. Pursuant to its commitment to sustaining an inclusive, equitable community in which all members are treated with respect and dignity, and consistent with applicable accessibility legislation, York University shall make reasonable and appropriate accommodations in order to promote the ability of students with disabilities to fulfill the academic requirements of their programs. This policy aims to eliminate systemic barriers to participation in academic activities by students with disabilities.

All students are expected to satisfy the essential learning outcomes of courses. Accommodations shall be consistent with, support and preserve the academic integrity of the curriculum and the academic standards of courses and programs. For further information please refer to: York University Academic Accommodation for Students with Disabilities Policy.

Course Materials Copyright Information

These course materials are designed for use as part of the 1010 G course at York University and are the property of the instructor unless otherwise stated. Third party copyrighted materials (such as book chapters, journal articles, music, videos, etc.) have either been licensed for use in this course or fall under an exception or limitation in Canadian Copyright law.

Copying this material for distribution (e.g. uploading material to a commercial third-party website) may lead to a violation of Copyright law. Intellectual Property Rights Statement.

Religious Observance Accommodation: Please refer to the following link.
https://futurestudents.yorku.ca/enrol/dates/religious-accommodation-guidelines-2020-2021
You should complete a Religious Accommodation Form available at:

The following information regarding taking online tests is found on the sites below.

There will be a practice quiz so that you may test your technology and get used to taking the online tests.

Best practices for students taking an online quiz

Extra considerations you may need to take into account when taking an online quiz.

Internet connection is your lifeline to the course, the quiz and your success. If you’re on wireless and you have the ability to physically connect to your internet connection: Do this first.

We recommend that you use a wired connection over a wireless (WiFi) at all times. If your internet is unstable, that’s one thing. If the WiFi is unstable, it could be something as simple as you being in an area
where there are multiple WiFi hotspots that are using the same channels. This will cause issues. It is better to be wired into the router and away from the invisible war for channel supremacy between yours and your neighbours routers.

**Is your browser up to date?** Check that you are using the most up to date version of your Browser. See our [recommended browser setting](#) article for more information.

**Pay attention to your every move.** When you’re clicking around in the quiz, make sure that you see the effect that your click has. If you click too close to a previous answer, you may inadvertently change it. Be careful and review your answers before you move on.

Ultimately it is you who is responsible for the change that happens. Make sure you double-check your answers before you continue.

**Time is a funny thing…** Don't leave it to the last few seconds (or even minutes) to submit your quiz. If you are taking a timed quiz you will see a timer so you can keep track of how much time you have left, but make sure you allow yourself time to submit.

**Have the power… so to speak.** Make sure that your computer is plugged in to a constant power supply. Obviously for those of you who are at a desktop computer, you’re already doing this.

For those of you on a laptop computer, make sure your power supply is plugged in to the wall and connected to your laptop. There is no guarantee that your battery is going to last you to the end of the quiz.

However unlikely, mid-quiz is not the time you want to find out that the battery on your laptop can no longer keep a charge, even though it said it still had 50% left. Even if your quiz had an automatic save, or if you just clicked the save button, the next few minutes you’re going to spend trying to get back into your course may be what you needed to finish on time.

**One last thing.** All of this is really important, so make sure that you can do your best to guarantee that your technical capability to get in, execute, and submit the quiz is as good as you can make it.

Don't forget to take a deep breath. You've got this.
**Recommended browser settings**

**Browser versions**

Moodle is compatible with most modern web browsers, for the best experience we recommend you keep your browser up to date.

**Note: Legacy browsers with known compatibility issues:**
- Internet Explorer 10 and below
- Safari 7 and below

**Browser settings**

For Moodle to function correctly, it is recommended that the following requirements be met:
- Pop-ups are enabled
- Cookies are enabled
- Javascript is enabled
- Java is installed, up-to-date and enabled
- Firefox help: [http://support.mozilla.org](http://support.mozilla.org)
- Chrome help: [http://www.google.com/support/chrome/](http://www.google.com/support/chrome/)
- Microsoft Edge help: [https://support.microsoft.com/en-gb/products/microsoft-edge](https://support.microsoft.com/en-gb/products/microsoft-edge)
- Safari help: go to Safari > Preferences. The settings are located on the Security and Privacy tabs.

**Email Etiquette**

1. Emails sent to the professor or teaching assistant MUST indicate the course number and section in the subject line of the email. Our course and section are PSYC1010, SEC G.
2. Include your full name and student number in the body of the email. If your preferred name differs from the name on the course roster, please let your professor and TA know that early in the term.
3. Before sending an email, make sure you’ve done a thorough job of trying to find the answer to your question in the materials posted on the course outline or Moodle. Emails asking questions that are clearly addressed in the posted course materials will not receive responses.
4. A proper email to your course director or TA begins by addressing them by their name and/or title. Your email message should be proofread for spelling, grammatical, and punctuation errors, and should be written in a polite tone.
5. Send your emails well in advance of when a response is required. You should expect to receive a response with 3 days of sending an email. If you have not received a response within that time period, you can follow-up politely.