**PACS 4060.001 – MEDIATION PRACTICUM - CHEC**

**SPRING 2014**

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**Professor’s Contact Information**

Leslie R. Roberts, Senior Lecturer

Office location - Chilton Hall, room 263

UNT Office Phone (940) 565-3437 Fax (940) 565-4663

UNT Office hours – Wednesdays 9am-12pm or by appointment.

Please send all electronic messages about the course to the instructor via Blackboard Message.

**About the Professor / Instructor**

Ms. Roberts is an attorney and mediator whose legal practice has encompassed international matters, regulatory and political matters, general business and transactional matters, and special education; mediation practice includes business, employment and family disputes.

**Course Pre-requisites, Co-requisites, and/or Other Restrictions**

Pre-requisite – PACS 4000 Mediation

Otherwise only with prior written instructor approval.

**Materials – Text, Readings, Supplementary Readings**

Required text - Beer, Jennifer E. and Stief, Eileen, *The Mediator’s Handbook* (Gabriola Island, BC: New Society Publishers), 1997. ISBN: 0-86571-359-6 (paperback). (800) 567-6772 or

nsp@island.net.

Other reading assignments – Please see Blackboard for assignments.

**Course Description**

This course provides an opportunity for students to round out their education in dispute resolution through observations of actual and simulated mediations and personal analyses of them, as well as through guidance on starting a mediation practice, best practices and group discussions with the instructor and/or other conflict professionals.

**Goals / Rationale of the course**

The goal of this course is to gain practical experience in mediation and alternative dispute resolution (ADR). Upon successful completion of the course, students will have the practical knowledge and experience to co-mediate a wide variety of disputes.

**Learning Objectives:**

At the end of this course, the student will:

1. Understand and explain the nature of conflict.
2. Understand and explain conflict management techniques.
3. Identify and compare different mediator styles and approaches.
4. Identify and describe effective mediator skills.
5. Understand requirements to co-mediate a variety of disputes.
6. Understand and explain the basic requirements to begin a mediation practice or to seek employment where mediation skills are valued.

**Teaching Philosophy**

Students who have completed mediation and are interested in further pursuing mediation professionally should be independent learners and thinkers who are eager to gain practical experience in the field. Students should expect to receive guidance and direction, but limited classroom instruction in this course.

**Technical Requirements / Assistance**

The following information has been provided to assist you in preparation for the technological aspect of the course.

Hardware and software necessary to use Blackboard Learn: http://www.unt.edu/helpdesk

Browser requirements:

http://kb.blackboard.com/pages/viewpage.action?pageId=84639794

Computer and Internet Literacy: http://clt.odu.edu/oso/index.php?src=pe\_comp\_lit

Necessary plug-ins: http://www.unt.edu/helpdesk/bblearn/

Internet Access with compatible web browser

Headset/Microphone (if required for synchronous chats)

Word Processor

**Access & Navigation**

**Access and Log in Information**

This course was developed and will be facilitated utilizing the University of North Texas’

Learning Management System, Blackboard Learn. To get started with the course, please go to:

https://learn.unt.edu.

You will need your EUID and password to log in to the course. If you do not know your EUID

or have forgotten your password, please go to: http://ams.unt.edu.

**Student Resources**

As a student, you will have access to:

* Student Orientation via Blackboard Learn. It is recommended that you become familiar

with the tools and tutorials within the Orientation to better equip you in navigating the course.

* Blackboard’s On Demand Learning Center for Students and Blackboard Help for Students. It is recommended that you become familiar with the tools and tutorials to better equip you to navigate the course.

**Being a Successful Online Student**

What Makes a Successful Online Student?

Self Evaluation for Potential Online Students

**What Should Students Do After the Required Class Meeting?**

Students should submit the following information to the Professor via Blackboard message the

first week of class:

Name

Student ID

EUID

Best phone number and email address for emergency alerts

***Students should access Blackboard daily for online announcements, determine due dates for assignments and to check the schedule for available observations @ DCAP in the online calendar. Students should also contact other mediation providers to schedule observations.***

**Student Support**

The University of North Texas provides student technical support in the use of Blackboard and

supported resources. The student help desk may be reached at:

**Website: http://helpdesk.unt.edu**

**Email: helpdesk.unt.edu**

**Phone: 940.565-2324**

**In Person: Sage Hall, room 130**

Regular hours are maintained to provide support to students.

**COURSE REQUIREMENTS**

Each student is required to complete the following:

* Attendance at and quality participation in the five (5) required class meetings
* Review of all assigned online observations and course material
* Completion of all online discussion board assignments
* Completion of two (2) live observations of mediations for a minimum of four (4) hours each: one (1) civil case and one (1) family case
* Submission of a job search plan or a mediation practice development plan

**Textbook:** Students are expected to study and consult the textbook by Beer, Jennifer E. and

Stief, Eileen, *The Mediator’s Handbook*. Students must refer to topics in the textbook that demonstrate practical knowledge of this text.

**Lecture/Discussion:** As an experiential class, there are no formal class meetings beyond the

limited number of required class meetings. Your assignments, class discussions and live observations will provide practical information and experiences about the use of mediation.

**Examinations:** There are no formal examinations.

**Online videos and discussion boards: S**tudents are expected to view an assigned video and participate in an online discussion board for a specified period of time in order to earn course points.

**Job Search or Mediation Practice Development Plan:** Students will prepare and submit online either a written plan addressing a personal job search for a position that incorporates their mediation skills or a mediation practice development plan.

**Time log:** Students must submit a time log with each live observation documented by the designated deadline. A sample is available on the home page in Blackboard. Travel/commuting time to an observation does not count toward the time requirement. Grades are not pro-rated on the basis of hours completed.

**Required Attendance:** Students are required to attend the first class meeting before proceeding

with any other course activities, as well as all subsequent required class meetings.

**Questions/Communications:** Students must use the Message feature in Blackboard for all

electronic communications about the course with Prof. Roberts.

**COURSE SCHEDULE**

This schedule is subject to change by the instructor. Any changes to this schedule will be

published by the instructor via Blackboard.

**Required class meetings**

Location: CHEC Campus room 218

Monday, January 13th - 4:30-6:00 CHEC campus  
Monday, February 10th - 4:30-6:00 CHEC campus  
Monday, March 17th - 4:30-6:00 CHEC campus  
Monday, April 14th - 4:30-6:00 CHEC campus  
Monday, May 5th - 4:30-6:00 CHEC campus

For Practicum Students Who Can't Attend the CHEC Campus Meetings

Location: Rudy’s BBQ – Frisco (see map on home page)  
Thursday, January 16th - 11:15-12:45 – course orientation  
Friday, February 14th - 11:15-12:45 - discussion of job search and mediation practice development plans   
Friday, March 21st - 11:15-12:45 - discussion of online and live observations  
Friday, April 18th - 11:15-12:45 - discussion of online and live observations  
Friday, May 9th - 11:15-12:45 - discussion of online and live observations; wrap up of semester

**Required online assignments**

**View *Escalation of a Conflict* video and complete Start Saturday, January 18, 2014**

**discussion board assignment Due Friday, January 24, 2014**

**View *Mediator Accountability and Responsibility* Start Saturday, January 25, 2014**

***In Public Disputes* video and complete discussion Due Friday, January 31, 2014**

**Board assignment**

**View *Live Mediation Teaching Video: A landlord* Start Saturday, February 1, 2014**

***tenant small claims mediation* video and complete Due Friday, February 7, 2014**

**discussion board assignment**

**View *Mediators at Work: Termination Tempest* Start Saturday, February 8, 2014**

**Video and complete discussion board assignment Due Friday, February 14, 2014**

**View *Mediating A Sexual Harassment Case:* Start Saturday, February 15, 2014**

***What Would You Do?* Video and complete discussion Due Friday, February 21, 2014**

**Board assignment**

**View *An Interest Based Mediation, A full, unedited* Start Saturday, February 22, 2014**

***mediation session, Part 1* video and complete discussion Due Friday, February 28, 2014**

**board assignment**

**View *An Interest Based Mediation, A full, unedited* Start Saturday, March 1, 2014**

***mediation session, Part 2* video and complete Due Friday, March 7, 2014**

**discussion board assignment**

**SPRING BREAK – NO ASSIGNMENTS**

**View *An Interest Based Mediation, A Narrated* Start Saturday, March 15, 2014**

***mediator training video* and complete discussion Due Friday, March 21, 2014**

**board assignment**

**View *Stop Action! What Would You Do* video and Start Saturday, March 22, 2014**

**Complete discussion board assignment Due Friday, March 28, 2014**

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**SERIOUS GRADE NOTE: If you complete fewer than two (2) live observations, six (6) of the assigned videos and discussion board assignments, or fail to attend all class meetings, you will receive either a grade of D or F in the class, depending on the quality of the course work you do complete. Your grade will also be reduced by one letter grade for each failure to show for a reserved mediation.**

**Opportunities for Mediation Observations:**

Students may seek observations from private practitioners, but must seek the Professor’s written, prior approval in Blackboard before completing these observations.

Students may have personal or professional relationships with mediators with whom they may seek observations. Students who do not have these relationships may wish to contact practitioners listed in directories published by the following organizations at the following websites:

Association of Attorney-Mediators – www.attorney-mediators.org

Texas Association of Mediators – www.txmediator.org

Association for Conflict Resolution – www.acrnet.org

State Bar of Texas – www.texasbar.com

**Denton County Alternative Dispute Resolution Program [also known as DCAP]**

Ms. Erin Manley

Assistant Executive Director

512 W. Hickory, Ste. 202

Denton, Texas 76201

(940) 320-1500

www.dentonadr.com/contact.php

DCAP provides family, personal injury, and other civil mediation services to county residents under contract with Denton County. **One UNT student per day can observe mediations on Mondays and Wednesdays, excluding holidays, unless DCAP schedules a second mediation on a particular day and makes it available to UNT students.**

Mediations are conducted from 9 a.m. to 5 p.m., and students should arrive at 8:55 a.m. and plan to stay until the case is completed. The dress code is business casual. Students may bring their own lunch or order on the mediation date with DCAP for $10. DCAP does its very best to notify mediation participants of the presence of Practicum students in advance. However, if a party does not want an observer, DCAP has to respect their wishes and your observation may be cancelled. It also is not unusual for participants to cancel at the last minute or not show up at all.

You will not get credit for your hours if you are denied participation or if the scheduled mediation is cancelled.

Mediation will take place at the DCAP office located at 512 W. Hickory, Ste. 202, Denton, TX.

76201. For directions, refer to the following web link: http://dentonadr.com/contact.php.

Students ***are not charged*** for observations, but must reserve their mediation observation spots through the Professor after viewing the DCAP Calendar on the home page. Reservations are made on a first-come, first-served basis. **Mondays and Wednesdays** are available each week, excluding holidays, for UNT students. The scheduling cut-off time for any given week is **noon on Thursday of the preceding week**. Each student will be limited to twomediation observation days on the Calendar during the semester. Students may exceed the two mediation session limit after every student has completed the mandatory observations.

**Grades will be reduced by one letter grade for each failure to show for a reserved mediation.**

Please read the DCAP guidelines on the Blackboard course home page.

**DO NOT CONTACT DCAP DIRECTLY, EXCEPT WHEN A LAST-MINUTE**

**EMERGENCY WILL CAUSE YOU TO BE LATE OR PREVENT YOU FROM**

**ATTENDING A SCHEDULED MEDIATION OR TO CONFIRM THE MEDIATION THE DAY PRIOR TO YOUR SCHEDULED OBSERVATION. DO NOT SCHEDULE ADDITIONAL OBSERVATIONS DIRECTLY WITH DCAP UNLESS IT IS AFTER THE SEMESTER ENDS.**

**Dispute Resolution Services of North Texas (Tarrant County), Inc. [also known as DRS]**

Ms. Sarah Stone

Office Manager

4304 Airport Freeway, Suite 100

Fort Worth, TX 761117

(817) 877-4554

FAX: (817) 877-4557

http://www.drsnorthtexas.org/

DRS offers mediations to county residents under contract with Tarrant and surrounding counties. Students may observe civil mediations, but not family mediations. Observation is contingent on party permission. **There may be a fee to observe DRS sponsored mediations, as well as internship obligations. Please contact DRS to confirm the most recent requirements.**

Please contact DRS directly to schedule observations.

**Dispute Mediation Service, Inc. [also known as DMS]**

Ms. Karlonda Burton

Client Services Coordinator

4144 N. Central Expressway, Suite 1010

Dallas, TX 75204-3217

TEL: (214) 754-0022

FAX: (214) 754-0378

Email: kburton@dms-adr.org

http://www.dms-adr.org/index.shtml

DMS provides a full range of mediation services to county residents under contract with Dallas County. Students are provided the opportunity to observe mediations once they complete the application process and secure a reserved date in the schedule. Please contact Ms. Burton by phone or email to schedule orientation and observations. ***Practicum students will be charged $40 per observation.***

**Dallas County Dispute Resolution Center [also known as DCDRC]**

Mr. Othel Bursey

Dallas County ADR Coordinator

DCDRC

600 Commerce St.

George Allen Courts Bldg.

Dallas, TX 75202

TEL: (214) 653-6048

Email: [obursey@dallascounty.org](mailto:obursey@dallascounty.org)

DCDRC provides mediation services to qualified county residents in matters dealing with civil, family and probate litigation. Please contact the center directly for more information about observations.

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**Once you have attended the first required class meeting, you may contact the mediation organizations listed herein (except for DCAP in Denton, which requires you to view the Calendar feature in Blackboard and contact the Professor), about scheduling observations.**

**COMMUNICATIONS**

Information about the communication tools in the course and how they will be used:

**Messages to Professor**

*For all Practicum questions, please read this syllabus carefully before seeking assistance. You must use the message feature in Blackboard for all electronic communications with your professor.*

Students can expect a response from the instructor within 24-hours of sending a BbL Message. If your concern is urgent, please call and speak by phone or leave a message.

Please extend the receiver of your message the same courtesy you would expect when communicating. Please read and consider the content of the message before responding.

Profanity and insults will not be tolerated.

**Announcements**

Students must check the Announcements frequently for updated information and changes.

**ASSESSMENT & GRADING**

**Assessments**

This course will utilize the following instruments to determine student grades and proficiency of the learning outcomes for the course.

**Grading Procedure**

Grades are determined according to evidence about the quality of the Practicum learning experience, completion of the course work, and the student’s behavior when observing parties in mediation. Input about the student’s behavior is collected from the agencies and organizations involved.

To successfully complete the class and receive a grade, students must complete at least 6 video/discussion board assignments, submit a log reflecting the information requested for the required live mediation observations, submit the required plan in accordance with the deadline(s) posted in the assignment and participate fully in the required group discussions.

A sample of the time log and instructions for the paper are available in Blackboard on the home page. Should you find that one or more of the mediation observation sessions you attend lasts fewer than 4 hours and that you will likely fall short of the requirement, please contact the Professor to discuss options.

**Plans submitted after the deadline will not be graded without the written agreement of the professor.**

Grades will be assigned according to the following:

Attendance at class meetings = 25 points ] Maximum of

Participation in class meetings = 50 points ] 15 points per class

Videos/discussion board assignments = 90 points (10 points each assignment)

Development Plan = 50 points

Live observations = 50 points (25 points each observation)

Total points available = 265

238 – 265 points = A

212 – 237 points = B

185 – 211 points = C

159 - 184 points = D

0 – 158 points = F

**Accessing Grades**

Your grades for each assignment will be available in Blackboard in the Grade Center within one week following the due date, completion date or semester end date.

**COURSE EVALUATION**

Toward the end of the semester, students will be able to complete a course survey at

www.my.unt.edu. Please logon and select SETE.

**SCHOLARLY EXPECTATIONS**

All works submitted for credit must be original works created by the scholar uniquely for the

class. It is considered inappropriate and unethical to make duplicate submissions of a single

work for credit in multiple classes, unless specifically requested or approved by the instructor.

**RESOURCES**

UNT Portal: http://my.unt.edu

As a student, you will have access to:

* Student Orientation via Blackboard Learn. It is recommended that you become familiar with the tools and tutorials within the Orientation to better equip you in navigating the course.
* Blackboard’s On Demand Learning Center for Students and Blackboard Help for Students. It is recommended that you become familiar with the tools and tutorials to better equip you to navigate the course.

UNT Library Information for Off-Campus Users:

http://www.library.unt.edu/services/for-special-audiences/offcampus/information-for-offcampus-

users

UNT Computing and Information Technology Center:

http://citc.unt.edu/services-solutions/students

Computer Labs: General access computer lab information (including locations and hours of operation) can be located at: http://www.gacl.unt.edu/

**COURSE POLICIES**

**Discussion Board Policy**

Students may discuss the discussion board assignments, but must create their own work product in their own words. Due dates for all course work are posted in the instructions connected to each assignment. Students should complete work in a Word document and copy and paste it in the page available in BbL.

**Late Work**

The professor will base decisions regarding acceptance of and credit for late work consistent with UNT and course policies. An extension may be given under limited circumstances, including but not limited to, the student’s or a close family member’s illness or injury; death of a close family member; or other major life event. If a student believes he/she will miss or has missed assigned course work, the student must contact the professor within two (2) days after the course work’s due date has passed. The student must provide written documentation of any such event upon request. If a student fails to timely contact the professor and/or provide the requested documentation, the student will not be given additional time to complete the assigned course work and will receive no credit for the assigned course work.

**Copyright Notice**

Some or all of the materials in this course may be protected by copyright. Federal copyright law prohibits the reproduction, distribution, public performance, or public display of copyrighted materials without the express and written permission of the copyright owner, unless fair use or another exemption under copyright law applies. Additional copyright information may be located a[t: http://copyright.unt.edu/content/unt-copyright-policies.](http://copyright.unt.edu/content/unt-copyright-policies)

**Undergraduate Online Course Attendance Policy**

Students who attend classes regularly typically experience greater success than those students who do not attend regularly. Similarly, students who enroll in online courses also typically perform better by fully participating in the course.

Information about the University of North Texas’ Attendance Policy may be found at: [http://policy.unt.edu/policy/15-2-5.](http://policy.unt.edu/policy/15-2-5)

**Administrative Withdrawal**

Students may add this course or withdraw in accordance with the University’s policy currently in effect.

**Syllabus Change Policy**

Changes to the syllabus may be necessary at times. Communication of any changes will be made via an Announcement and/or Message BbL.

# UNT AND DEPARTMENT POLICIES

**Student Conduct**

Any student behavior that interferes with an instructor’s ability to conduct class or other students' opportunity to learn is unacceptable and will not be tolerated in any instructional setting at UNT. This includes traditional face-to-face classes, online or blended classes, labs, discussion groups or boards, field trips, and verbal and/or written (including email) communication with the instructor. Examples of unacceptable behavior include, but are not limited to:

* Private conversations with other students during lecture or class discussions;
* Disrespectful treatment of other students such as verbal or written harassment or name-calling;
* Use of profane or other inappropriate language or gestures in class, in written assignments, on discussion boards, or in email communications, with the instructor or other students;
* Disrespectful email communication with the instructor and/or other students;
* Inappropriate use of electronic devices during class, including but not limited to any use of a cell phone. Use of tablets or personal computers for anything other than taking notes or other approved class activities is not allowed.
* Tardiness that disrupts class.

A student engaging in unacceptable behavior may be directed to leave the classroom or other instructional setting. The instructor may also elect to refer the student to the Dean of Students to consider whether his/her conduct violates UNT’s Student Code of Conduct. Poor behavior may result in a reduction of a certain number of points up to a full letter grade in the course irrespective of the student’s performance on exams, quizzes, or other assignments. This action may be taken separate and apart from any sanction administered by the Dean of Students.

**Academic Dishonesty**

Academic dishonesty is a student’s failure to do his or her own work in a course. It also includes providing any type of unauthorized assistance to other students, or engaging in activities that prevent other students’ success. Academic dishonesty will not be tolerated in any instructional setting including traditional face-to-face classrooms, electronic classrooms (online or blended courses), labs, and discussion groups or boards. Academic dishonesty includes, but is not limited to:

* Cheating: The use of unauthorized assistance in any academic exercise. Specific examples include:
  + *Improper use of phones*: The use of phones during exams administered in traditional face-to-face classes or online classes is expressly prohibited. If a cell phone is in a student’s hand or on his or her desk during a face-to-face exam, it will be assumed that the student is cheating and he or she will automatically receive a zero.
  + *Discussion with other students:*  Students may not communicate with other students during an exam in either a traditional face-to-face or online class. Any student caught communicating with another student during the administration of an exam will automatically receive a zero irrespective of the content of the communication.
* Plagiarism: The use of another person or organization’s thoughts, ideas or words without proper attribution in any academic exercise regardless of intent. Specific examples of plagiarism include:
  + *Copying material verbatim* from websites, articles, books, or another student and failing to cite the source. Directly copied material must be delineated from the student’s work through the use of quotation marks.
  + *Passing off the idea of another as your own* by failing to provide credit to the source.
* Forgery: Altering a score or official academic university record or forging the signature of an instructor or other student. A specific example of forgery includes, but is not limited to:
  + Signing an attendance roster for another student or having another student sign for you.
* Fabrication: Falsifying or inventing any information, data or research as part of an academic exercise unless explicitly permitted by the instructor.
* Facilitating academic dishonesty: Helping or assisting another in the commission of academic dishonesty. Specific examples of this type of academic dishonesty include, but are not limited to:
  + Telling another student(s) specific exam questions and/or answers.
  + Taking screen shots of quiz or exam questions in an online course and providing them (or information about them) to another student(s) or utilizing them at a later date.
  + Making or reviewing an unauthorized copy of all or any portion of a quiz or exam.
* Sabotage: Acting to prevent another student from completing his or her work or willfully disrupting the academic work of other students.

Any suspected occurrence of academic dishonesty will be investigated and handled in accordance with UNT policy and procedures. Moreover, at the instructor’s discretion, students suspected of cheating on an exam may be requested to re-take the exam in an alternative form or setting. Students who refuse this request will receive a “zero” on the exam. This applies in any course setting, online or otherwise. Students are encouraged to report suspected academic dishonesty to the instructor. If a student has any question about whether or not conduct constitutes academic dishonesty, the student should consult with the instructor before engaging in that conduct.

Penalties for academic dishonesty range from a verbal or written warning to a grade of “F” in the course. The student may also be reported to UNT’s Office for Academic Integrity. Further university issued sanctions may apply to incidents involving major violations.

More about the UNT’s academic integrity policies and students’ right to appeal may be found at <http://vpaa.unt.edu/academic-integrity.htm>.

**Disability Accommodation**

UNT makes reasonable academic accommodation for students with disabilities. Students seeking accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide the student with an accommodation letter to be delivered to the instructor to begin a private discussion regarding the student’s specific needs in the course.

Students may request accommodations at any time; however, ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Every semester students must obtain a new letter of accommodation, and they must meet with each faculty member prior to implementation in each class.

Students are strongly encouraged to deliver letters of accommodation during faculty office hours or by appointment. Faculty members have the authority to request that students discuss such letters during their designated office hours in order to protect the privacy of the student.

For additional information, visit the Office of Disability Accommodation website at [http://www.unt.edu/oda](https://webmail.unt.edu/owa/redir.aspx?C=394dTSeurUqu4t2t4xcZeMy9UNmByNAI1ATMEC2ePIGtOAPf77MIgdTSCixF_brcgS5fg1VDzR4.&URL=http%3a%2f%2fwww.unt.edu%2foda). You may also contact that office by phone at [940.565.4323](tel:940.565.4323). Specific information on UNT’s policies related to disability accommodations is available at <http://policy.unt.edu/policy/18-1-14>.

Please note that disability accommodations are not retroactive. Accommodations will be made only after a disability is officially verified.

**Professional Etiquette**

The college experience is intended to assist in preparing students for professional and career pursuits. That preparation includes learning to use professional etiquette in dealing with people in positions of authority. The appropriate way to address your instructor depends on her/his particular education credentials. These are usually indicated on the course syllabus. If your instructor has a:

* Doctorate (Ph.D. or Ed.D.), you should address them as: Dr. Instructor’s last name
* Master’s degree (MA, MS, MSW, MSSW) you should address them as: Professor Instructor’s last name
* Law degree (J.D.) you should address them as: Professor Instructor’s last name

If you are not certain about an instructor’s education credentials, you should address them as “Professor.” It is not appropriate to call the instructor by his/her first name unless given permission.

Professional etiquette extends to all types of communication with your instructor. Written communication—including email—forms a permanent record and so it is important to use care about how you make requests, ask questions, or express concerns. Slang (*e.g.,* Hey, Yo) and texting abbreviations should be avoided. The use of profanity is not permitted.

Any type of communication—verbal or written—is most likely to achieve the intended result when it is polite or courteous. Please note that communication can be polite even if there is some type of conflict involved. Instructors may choose not to respond to emails or other forms of communication that are perceived as insulting or disrespectful.

**Requests for an Incomplete**

A grade of incomplete ("I") may be given to a student only during the last quarter of a semester and only if he/she meets all of the following conditions:

* The student is passing the course;
* There is a justifiable and documented reason beyond the control of the student (*e.g.*, serious illness or military service) for not completing the course on schedule; and
* The student has the approval of his/her instructor and the department chair.

The student must arrange with the instructor to finish the course at a later date by completing specific requirements. These requirements must be listed on a Request for Grade of Incomplete form signed by the student, instructor, and the department chair.

**Important Notice for F-1 Students taking Distance Education Courses:** Federal Regulation

To read detailed Immigration and Customs Enforcement regulations for F-1 students taking

online courses, please go to the Electronic Code of Federal Regulations website at [http://ecfr.gpoaccess.gov.](http://ecfr.gpoaccess.gov/) The specific portion concerning distance education courses is located at "Title 8 CFR 214.2 Paragraph (f) (6) (i) (G)” and can be found buried within this document: <http://frwebgate.access.gpo.gov/cgi-bin/get> cfr.cgi?TITLE=8&PART=214&SECTION=2&TYPE=TEXT

The paragraph reads:

1. For F–1 students enrolled in classes for credit or classroom hours, no more than the equivalent of one class or three credits per session, term, semester, trimester, or quarter may be counted toward the full course of study requirement if the class is taken on-line or through distance education and does not require the student's physical attendance for classes, examination or other purposes integral to completion of the class. An on-line or distance education course is a course that is offered principally through the use of television, audio, or computer transmission including open broadcast, closed circuit, cable, microwave, or satellite, audio conferencing, or computer conferencing. If the F–1 student's course of study is in a language study program, no on-line or distance education classes may be considered to count toward a student's full course of study requirement.

**University of North Texas Compliance**

To comply with immigration regulations, an F-1 visa holder within the United States may need to engage in an on-campus experiential component for this course. This component (which must be approved in advance by the instructor) can include activities such as taking an on-campus exam, participating in an on-campus lecture or lab activity, or other on-campus experience integral to the completion of this course.

If such an on-campus activity is required, it is the student’s responsibility to do the following:

* 1. Submit a written request to the instructor for an on-campus experiential component within one week of the start of the course.
  2. Ensure that the activity on campus takes place and the instructor documents it in writing with a notice sent to the International Student and Scholar Services Office. ISSS has a form available that you may use for this purpose.

Because the decision may have serious immigration consequences, if an F-1 student is unsure about his or her need to participate in an on-campus experiential component for this course, s/he should contact the UNT International Student and Scholar Services Office (telephone 940-565- 2195 or email internationaladvising@unt.edu) to get clarification before the one-week deadline.

**Policy on Server Unavailability or Other Technical Difficulties**

The University is committed to providing a reliable online course system to all users. However, in the event of any unexpected server outage or any unusual technical difficulty which prevents students from completing a time sensitive assessment activity, the instructor will extend the time windows and provide an appropriate accommodation based on the situation. Students should immediately report any problems to the instructor and also contact the UNT Student Help Desk: [helpdesk@unt.edu](mailto:helpdesk@unt.edu) or 940.565.2324. The instructor and the UNT Student Help Desk will work with the student to resolve any issues at the earliest possible time.