PACS 4610.070 SPECIAL TOPICS IN COMMUNITY SERVICE: BUSINESS NEGOTIATION
FALL 2014

Professor’s Contact Information
- Leslie R. Roberts, Senior Lecturer and ADR Program Coordinator
- Chilton Hall, room 263
- UNT Office Phone (940) 565-4010; Fax (940) 565-4663
- UNT Denton campus office hours – Wednesdays 9am-12pm or by appointment
- CHEC campus office hours - Thursdays 2pm-5pm in UNT office, room 148
- When communicating electronically about the course, please communicate with the professor only through Blackboard Message.

About the Professor
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 has included business, employment and family disputes.

Materials – Text, Readings, Supplementary Readings
- Recommended readings - Brodow, Negotiation Boot Camp, (New York: Doubleday)
  William Ury, Getting Past No, (New York: Bantam Books)

Course Description
The course focuses on the fundamentals of non-litigation-based conflict resolution and negotiation strategies for a variety of business scenarios. Students have the opportunity to further develop their negotiation skills through assigned readings, written assignments, exams, videos and other online activities, as well as through classroom discussion and activities.

This course is blended, which means that some content must be accessed and all course work must be submitted online.

Instructional Methods
Instruction is in the class room and online and consists of a variety of videos and written materials, exercises, both written and role-plays in the class room, and written exams.

Course Requirements
Participation: Significant amounts of class time will be spent in group discussions on theoretical and practice issues in business negotiation. Discussions will be led by the professor and students
will be invited to participate in a meaningful way. Class attendance during a discussion is not sufficient participation. Class attendance is required and students who do not attend class will not earn participation points.

Each student is expected to make meaningful and substantial contributions to discussions. In particular, you are expected to demonstrate the critical and creative thinking, reasoning, and questioning skills that you will employ in actual business negotiations. Upon completion or near completion of the assigned readings and activities, you are expected to engage in an ongoing discussion with your learning community peers.

**Reading assignments:** Each week’s reading assignment must be completed prior to class and completion of all assignments.

**Exercises:** Students must read the reading assignment in order to complete the weekly exercise. Exercises require students to apply the negotiation skills addressed in the course, which will include role-playing in class and written assignments.

**Journals:** Students must complete weekly journal assignments that require them to reflect on their experiences and perspectives.

**Exams:** There will be two (2) exams during the course to help students determine their progress.

**Group Project**
At the end of the course, students will be assigned to a group in order to complete a final assignment that incorporates the different aspects of business negotiation. Students must cooperatively develop or identify an approved topic and effectively role-play a chosen scenario.

**Learning Objectives/Outcomes**
At the end of this course, students will:

- Investigate the knowledge claims of self and others;
- Use strategic thinking to negotiate to a specific outcome;
- Demonstrate a working knowledge of bargaining and collaborative negotiation;
- Understand the influence of internal and external factors on the process of negotiation; and
- Understand the ethical practices in business negotiation.

**Teaching Philosophy**
I am eager to engage students who are independent learners and thinkers and eager to improve their conflict resolution skills.
Technical Requirements/Assistance
The following information is provided to assist you in preparation for the technological aspects 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 and/or Microphone (if required for synchronous chats)
Word Processor

Access and Log in Information
The course was developed and will be facilitated utilizing the University of North Texas Learning Management System, Blackboard Learn (BbL). To get started with the course, please go to: https://learn.unt.edu

Students must use their EUIDs and passwords to log in to the course. Students who do not know their EUID or have forgotten their password should go to: http://ams.unt.edu.

Student Resources
As a student, you will have access to:

- Blackboard’s On Demand Learning Center for Students and http://help.blackboard.com/en-us/Learn/9.1_SP_12_and_SP_13(Student

Being a Successful Online Student

- What Makes a Successful Online Student?
- Self Evaluation for Potential Online Students

What Should Students Do First?
1. Go to the home page and become familiar with the course in BbL.
2. Students should submit the following information to the instructor via a Blackboard Message the first week of class:

   - EUID
   - Best phone number and email address for emergency alerts

How Students Should Proceed Each Week for Class Activities
Students should access Blackboard daily for announcements and messages regarding the course.

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:
Email: helpdesk@unt.edu  
Phone: (940) 565-2324  
In person: Walk-ins @ Sage Hall (Room 130)  

Regular hours are maintained to provide support to students. Please refer to the website (http://www.unt.edu/helpdesk/hours.htm) for updated hours.

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

**Blackboard Messages**  
For all course-related questions, please read this syllabus carefully before seeking assistance. You must use the Message function in Blackboard for all *electronic communication* with your professor about the course. Should we communicate face-to-face or by phone, please restate your communication in a BbL Message so I may respond via BbL Message. 

Students can expect a response from the instructor within 24-hours of sending a BbL Message *during business hours*. BbL messages may not be answered during the weekend.

If your concern is urgent *during business hours*, please call the office number provided and speak with me by phone or leave a message. If you leave a message *outside of business hours*, you can expect to receive a response no later than one full business day after the message is left.

**Blackboard Announcements**  
Please check the Announcements frequently for updated information and changes.

**The Golden Rule Applies:** *Please extend the receiver of your message the same courtesy you would expect to receive when communicating. Please read and consider the content of the message before responding. Profanity and insults are not effective negotiation tactics.*

**Assessments / Grading**  
**Assessments**  
This course will utilize the following instruments to determine student grades and proficiency of the learning outcomes for the course:

- Participation  
- Journals  
- Exercises  
- Quiz/Exams  
- Group project  

**Participation**  
Students who participate in class discussions and exercises will earn up to 2 points for their
participation in each class. Students who simply attend class, but do not otherwise participate will earn no more than 1 point in each class. Students who do not attend class will earn 0 participation points for the class missed. Please see the course syllabus and online assignments for specific points available for participating.

Journals
Each journal assignment requires students to reflect on topics and their personal perception and/or experience. These assignments are not timed. Each journal will be graded based on the quality of the student’s written submission. Each grade will be awarded posted in BbL.

Exercises
Exercises are not timed and attempts are limited to the number provided in each assignment. A grade for each assignment will be awarded and posted in BbL.

Quiz/Exams
Each exam is timed and limited to one attempt. Please read the on-screen instructions carefully before you begin. After all exams are graded and released, the score will be posted in BbL. Additional feedback will be provided after all students have completed the exam.

Group Project
At the end of the course, students will be assigned to a group in order to complete a final assignment that incorporates the different aspects of business negotiation. Students must cooperatively develop or identify an approved topic and effectively role-play a chosen scenario. Following the role-play, a group grade will be awarded and posted in BbL.

Grading Scale

<table>
<thead>
<tr>
<th>Grade</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>504-560+</td>
</tr>
<tr>
<td>B</td>
<td>448-503</td>
</tr>
<tr>
<td>C</td>
<td>392-447</td>
</tr>
<tr>
<td>D</td>
<td>336-391</td>
</tr>
<tr>
<td>F</td>
<td>0-335</td>
</tr>
</tbody>
</table>

Accessing Grades
Grades will be accessible to students in BbL after assigned course work is completed by all students and graded.

Grade Calculation Spreadsheet
Students are provided with a grade calculation spreadsheet that lists all assignments and bonus points available in this course. Students should add their grades to this spreadsheet weekly to be informed of their current grade in the course. Consequently, students are responsible for completing the spreadsheet before inquiring about their current course grade.
BUSINESS NEGOTIATION – FALL 2014 - COURSE SCHEDULE

Week 1 – August 25-31, 2014
Foundational issues in business negotiation
- Syllabus quiz (10 points)
- Chapter 12 of text
- Negotiator’s Boot Camp (PDF provided in BbL) – Week One
- Negotiation Quotient Survey (exercise) (10 points)
- Journal (10 points)
- Videos

Week 2 – September 1-7, 2014
Competing Versus Collaborative Decision Making
- Instructor’s video(s)
- Chapter 1 of text
- Dual Concerns Model
- Collaborative Negotiation Model
- Videos
- Exercise (10 points)
- Journal (10 points)
- Class discussion (0-3 points)

Week 3 – September 8-14, 2014
BATNA – Choosing Whether to Walk Away
- Instructor’s video(s)
- Chapter 2 of text
- Videos
- Exercise (10 points)
- Journal (10 points)
- Class exercise (0-3 points)

Week 4 – September 15-21, 2014
Are We Ready? Innoculation Protects the Parties
- Instructor’s video(s)
- Chapter 3 of text
- Videos
- Exercise (10 points)
- Journal (10 points)
- Class exercise (0-3 points)
Week 5 – September 22-28, 2014

Exam

- Instructor’s video(s)
- Exam review summary
- Exam (100 points)

Week 6 – September 29-October 5, 2014

Preparation Part One: Stakeholders, Constituents and Interests
Preparation Part Two: Developing a Strategy Using the Interest Map

Cynthia Marcotte Stamer, Attorney at Law, will speak to the class about negotiations in the health care sector.

- Instructor’s video(s)
- Chapters 4 and 5 of text
- Strategy and Planning Summary power point
- Videos
- Exercise (10 points)
- Journal (10 points)
- Class discussion (0-3 points)

Week 7 – October 6-12, 2014

Communication: Key to Effective Negotiating

- Instructor’s video(s)
- Chapter 6 of text
- Videos
- Exercise (10 points)
- Journal (10 points)
- Class exercise (0-3 points)

Week 8 – October 13-19, 2014

Emotions: Dealing with Ourselves and Others

- Instructor’s video(s)
- Chapter 7 of text
- Videos
- Exercise (10 points)
- Emotional IQ quiz and Journal (10 points)
- Class discussion (0-3 points)
Week 9 – October 20-26, 2014
Dealing with Annoyance and Leveling the Playing Field
Don R. White, Jr., Partner, Hayes, Berry, White, Vanzant, will speak to the class about negotiating the purchase of residential and commercial real estate.

- Instructor’s video(s)
- Chapter 8 of text
- Challenges power point
- Videos
- Exercise (10 points)
- Journal (10 points)
- Class exercise (0-3 points)

Week 10 – October 27-November 2, 2014
Globalism Starts at Home: Cross-Cultural Issues

- Instructor’s video(s)
- Chapter 9 of text
- Videos
- Exercise (10 points)
- Journal (10 points)
- Class discussion (0-3 points)

Week 11 – November 3-9, 2014
Creativity and Bargaining Chips
Bill Sneddon, Director of Operations, InnerWireless, Inc., will speak to the class about vendor/purchaser and supply chain negotiations.

- Instructor’s video(s)
- Chapter 10 of text
- Videos
- Exercise (10 points)
- Journal (10 points)
- Class discussion (0-3 points)

Week 12 - November 10-16, 2014
The Negotiation Process

- Instructor’s video(s)
- Chapter 11 of text
- Videos
- Exercise (10 points)
- Journal (10 points)
- Class exercise (0-3 points)
- Group project assignment made
Week 13 – November 17-23, 2014

Exam
- Instructor’s video(s)
- Exam review summary
- Exam (100 points)

Week 14 – November 24-30, 2014 [THANKSGIVING]

NO ASSIGNMENTS

Week 15 – December 1-5, 2014

Group Project
- Instructor’s video(s)
- Group project
- BONUS quiz/SETE survey

Week 16 – December 6-12, 2014

Group Project
- Instructor’s video(s)
- Group project – role play (100 points)
Course Evaluation
Toward the end of the semester, students will be able to complete a course survey. Please logon to www.my.unt.edu and select SETE.

Scholarly Expectations
All works submitted for credit must be original works created by the student 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 by the instructor.

Resources
UNT Portal: http://my.unt.edu
UNT Blackboard Learn Student Resources: Technical Support: http://www.unt.edu/helpdesk/
UNT Library Information for Off-Campus Users:
http://www.library.unt.edu/services/for-special-audiences/offcampus/information-for-off-campus-users
UNT Computing and Information Technology Center:
http://cict.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

Journals
This type of assignment requires students to reflect and offer their personal perspectives and experiences. Students may discuss the assignment and their perspectives and experiences; however, they must create their own work product in their own words. Students should complete work in a Word document and copy, cut and paste it in the page available in BbL.

Exercises
Students may discuss the exercise with others, 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. Your work should be submitted in the Type Submission Here section by using the “Submit” button at the end of each assignment. Students should complete work in a Word document and copy, cut and paste it in the page available in BbL. Exercise scenarios may also be demonstrated using class role plays.

Quiz/Exam Policy
Exams are open-book and open-note; however, students may not discuss an exam with another student after accessing the exam at any time unless both have completed and submitted their answers.

Students may have the opportunity to attempt an exam an additional time if they lose their internet connection or have another technical problem beyond their control that prevents completion of the quiz or exam. The instructions for each quiz and exam will address the appropriate course of action to take in the event of technical difficulties.
Group Project
Students assigned to a particular group must work together to complete the assignment. To demonstrate effective negotiation skills must prepare the work assigned to them by the group and complete it without outside assistance. Students must share the responsibilities equally and be able to demonstrate the division of labor and time committed to the project.

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 at: 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.

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](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](http://www.unt.edu/oda). You may also contact that office by phone at 940.565.4323. Specific information on UNT’s policies related to disability accommodations is available at [http://policy.unt.edu/policy/18-1-14](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. 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/getcfr.cgi?TITLE=8&PART=214&SECTION=2&type=TEXT
The paragraph reads:

(G) For F–I 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–I 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 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.