**Professor’s Contact Information**

Leslie R. Roberts, Senior Lecturer and ADR Program Coordinator  
Office location - Chilton Hall, room 263  
UNT Office Phone (940) 565-4010; Fax (940) 565-4663  
UNT Denton office hours – Wednesdays 9am-12pm or by appointment  
UNT CHEC campus office hours – Thursdays 2-5pm or by appointment  
Please send 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**

None. It is recommended that PACS 4050 Negotiation be completed prior to enrolling in the Mediation course.

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

Required texts 

Other reading assignments – Please see Blackboard for assignments.

**Course Description**

Mediation is a communication tool for resolving differences. Frequently, mediation is explained as a process that assists conflicting parties to arrive at a resolution that they find mutually acceptable. A higher goal of mediation is to help parties experience the transformative potential of mediation so that they may learn how to solve their own problems in the future. From either perspective, mediation also can be viewed as a process—i.e., mediation is a series of well-defined steps through which the mediator guides parties who are in conflict.

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

The mediation course defines, examines, and demonstrates the process of mediation, as well as provides practical aspects of mediation. The course satisfies the requirements of the Texas ADR Statute (TEXAS CIVIL PRACTICE & REMEDIES CODE, CHAPTER 154. ALTERNATIVE
DISPUTE RESOLUTION PROCEDURES; Acts 1987, 70th Le., ch. 1121, sec. 1, eff. June 20, 1987, as amended.)

**Instructional methods**
Class instruction consists of lecture with a significant amount of interaction by each student, as well as completion and discussion of several exercises. The instructor expects each student to participate in order to integrate the subject matter as a new or improved skill. Online instruction consists of instructor’s and third party videos and written materials.

**Course Requirements**
**Reading:** Most reading assignments will be from the required texts. Handout materials may also be distributed or uploaded online throughout the semester. Students will be accountable for reading all materials and must be prepared to discuss and analyze them.

**Participation:** Significant amounts of class time will be spent in group discussions on theoretical and practice issues in mediation. Class discussions will be led by the professor and students will be invited to participate in a meaningful way. Class attendance 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 class discussions and exercises. In particular, you are expected to demonstrate the critical and creative thinking, reasoning, and questioning skills that you will employ in actual mediation sessions. 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. Grades for participation will be awarded and posted in BbL.

**Exercises:** Students must complete and submit the online assignment associated with each exercise and participate in each exercise in the classroom. Some exercises may require students to video themselves demonstrating specific skills.

Failure to complete assignments or participate in class will result in appropriate reductions in final grades. Departing class early or arriving excessively late will count against the class participation portion of your grade causing students to receive little to no credit for participating in exercises. Students who are absent when a class exercise is administered cannot expect to make it up at a later date. A grade for each online exercise will be awarded and posted in BbL.

**Quizzes:** Each student will individually complete online quizzes prior to class. The purpose of each quiz is to ensure that each student is reading the assigned materials on a timely basis and understanding course concepts. A grade for each quiz will be awarded and posted in BbL.
**Final exam**: The final exam will be designed to test students’ knowledge and understanding of mediation principles and concepts, including the legal and ethical issues of mediation. The final assignment is comprehensive, covering the entire course. A grade for the final exam will be awarded and posted in BbL.

**Teaching Philosophy**
I am eager to engage students who are enrolled in a 4000-level course because they are expected to be independent learners and thinkers who are eager to improve and further develop their conflict resolution skills. Students should expect to receive demonstrations, guidance and direction, and an opportunity to practice their new skills in a productive learning environment.

**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](http://www.unt.edu/helpdesk)
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](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](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](http://help.blackboard.com/en-us/Learn/9.1_SP_12_and_SP_13/Student) and [http://help.blackboard.com/en-us/Learn/9.1_SP_12_and_SP_13/Student](http://help.blackboard.com/en-us/Learn/9.1_SP_12_and_SP_13/Student). 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 First?

Students should submit the following information via Blackboard Message the first week of class so I may contact you immediately regarding urgent announcements:

- Name
- Student ID 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 emails 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:

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 communications 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 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 1 full business day after the message is left.

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.
**Blackboard Announcements**
Please check the Announcements daily 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.

- Participation
- Exercises
- Quizzes
- Final exam

**Grading Procedure**

**Total Points Possible for Semester = 379**

<table>
<thead>
<tr>
<th>Points</th>
<th>Grade</th>
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<tbody>
<tr>
<td>340+</td>
<td>A</td>
</tr>
<tr>
<td>302-339</td>
<td>B</td>
</tr>
<tr>
<td>264-301</td>
<td>C</td>
</tr>
<tr>
<td>226-263</td>
<td>D</td>
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<tr>
<td>0-225</td>
<td>F</td>
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</tbody>
</table>

**Accessing Grades**
Grades will be accessible to students after all assignments/quizzes/exams are completed by all students and graded.

**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.

**Exercises**
A grade for each online exercise submission will be awarded and posted in Blackboard. Exercises are not timed once started, but have specific due dates.

**Quizzes and Final Exam**
Each quiz and the exam are timed and have specific due dates. Please read the on-screen instructions carefully before beginning.
PACS 4000.001 MEDIATION - COURSE SCHEDULE

Week 1 – August 25-31, 2014

Getting started
- Course overview
- Read: History of mediation excerpts
- Read: Mediator’s Handbook - Overview
- Submit online:
  - Syllabus quiz (10 points) - by Wednesday, August 27th at 3pm

Week 2 – September 1-7, 2014

Basic Conflict Resolution & Mediation Theories; Mediation Practice
- Read: Mediator’s Handbook – Overview (pages 1-11) and Understanding Conflict (pages 79-92) chapters
- Read: Getting to Yes – Chapters 1-8
- Review: Dual Concerns Model; Collaborative Negotiation model; What’s In Your Toolbox?
- View: Instructor’s video; Escalation of a Conflict, Conflict Resolution, and Why Conflicts Escalate videos
- Discuss: conflict theory; approaches to negotiation; conflict escalation (0-3 points)
- Submit online:
  - Quiz (10 points) – by Wednesday, September 3rd at 3pm
  - Exercise (10 points) – by Sunday, September 7th at 10pm

Week 3 – September 8-14, 2014

Basic Conflict Resolution & Mediation Theories; Mediation Practice
- Read: Mediator’s Handbook – Overview (pages 1-11) and Understanding Conflict (pages 79-92) chapters
- Read: Getting to Yes – Chapters 1-8
- Review: Dual Concerns Model; Collaborative Negotiation model; What’s In Your Toolbox?
- View: Instructor’s video; Escalation of a Conflict, Conflict Resolution, and Why Conflicts Escalate videos
- Class exercise: Gaming Your Friend scenario (0-3 points)
- Submit online:
  - Gaming Your Friend - pre-class exercise – by Wednesday, September 10th at 3pm (10 points)
  - Gaming Your Friend – post-class exercise – by Sunday, September 14th at 10pm (10 points)

Week 4 – September 15-21, 2014

Ethics in Mediation
- Read: TX ADR Statute; TX Bar Association Ethical Guidelines
- View: Instructor’s video
- Discuss: video and scenarios - ethics (0-3 points)
- Submit online:
  - Quiz (10 points) – by Wednesday, September 17th at 3pm
  - Exercise (10 points) – by Sunday, September 21st at 10pm
Week 5 – September 22-28, 2014

Ethics in Mediation
• Read: TX ADR Statute and Amendments; TX Bar Association Ethical Guidelines
• View: mediation video
• Discuss: ethical dilemmas (0-3 points)
• Submit online:
  ° Ethical dilemmas - pre-class exercise - by Wednesday, September 24th at 3pm (10 points)
  ° Ethical dilemmas – post-class exercise – by Sunday, September 28th at 10pm (10 points)

Week 6 – September 29-October 5, 2014

Mediation Process
• Read: Mediator’s Handbook – The Process – Getting to the Table; The Mediation Session Part I: Exploring the Situation; opening statement outline
• View: Instructor’s video; A Landlord-Tenant Small Claims Mediation video
• Discuss: Mediator’s Opening Statement (0-3 points)
• Submit online:
  ° Quiz (10 points) – by Wednesday, October 1st at 3pm
  ° This Land is Your Land - opening statement exercise - by Sunday, October 5th at 10pm (10 points)

Week 7 – October 6-12, 2014

Mediation Process
• Read: Mediator’s Handbook – The Process – Getting to the Table; The Mediation Session Part I: Exploring the Situation; opening statement outline
• View: Instructor’s video; A Landlord-Tenant Small Claims Mediation video
• Class exercise: This Land is Your Land (0-3 points)
• Submit online:
  ° This Land is Your Land - pre-class exercise – by Wednesday, October 8th at 3pm (10 points)
  ° This Land is Your Land – post-class exercise – by Sunday, October 12th at 10pm (10 points)

Week 8 – October 13-19, 2014

Mediation Process
• Read: Mediator’s Handbook – The Process – The Mediation Session Part II: Reaching Resolution
• View: Instructor’s video
• Class exercise and demonstration: It’s a Family Affair (0-3 points)
• Submit online:
  ° Quiz (10 points) – by Wednesday, October 15th at 3pm
  ° It’s a Family Affair – pre-class exercise – by Wednesday, October 15th at 3pm (10 points)
**Week 9 – October 20-26, 2014**

- View: Collaborative Negotiation Model video
- Class exercise: *Showdown at the OK Corral* (0-3 points)
- Submit online:
  - *Showdown at the OK Corral* - pre-class exercise – by Wednesday, October 23rd at 3pm (10 points)
  - *Showdown at the OK Corral* – post-class exercise – by Sunday, October 26th at 10pm (10 points)

**Week 10 – October 27-November 2, 2014**

**Mediator’s Techniques and Self-Awareness**

- Read: *Mediator’s Handbook* – The Toolbox – Supporting the People
- Review: What’s In Your Toolbox power point
- View: Instructor’s video
- Class exercise: *Showdown at the OK Corral* scenario (0-3 points)
- Submit online:
  - Quiz (10 points) – by Wednesday, October 29th at 3pm
  - Exercise – by Sunday, November 2nd at 10pm (10 points)

**Week 11 – November 3-9, 2014**

**Mediator’s Techniques and Self-Awareness**

- Read: *Mediator’s Handbook* – The Toolbox – Facilitating the Process
- Review: What’s In Your Toolbox power point
- View: Instructor’s video
- Class exercise: *Showdown at the OK Corral* scenario (0-3 points)
- Submit online:
  - Quiz (10 points) – by Wednesday, November 5th at 3pm
  - Exercise – by Sunday, November 9th at 10pm (10 points)

**Week 12 – November 10-16, 2014**

**Mediator’s Techniques and Self-Awareness**

- Read: *Mediator’s Handbook* – The Toolbox – Solving the Problem
- Review: What’s In Your Toolbox power point
- View: Instructor’s video
- Class exercise: *Showdown at the OK Corral* scenario (0-3 points)
- Submit online:
  - Quiz (10 points) – by Wednesday, November 12th at 3pm
  - Exercise – by Sunday, November 16th at 10pm (10 points)

**Week 13 – November 17-23, 2014**

**Communication Skills**

- Read: excerpts and handouts – listening; uncovering interests; reframing; restatement; verbal vs. nonverbal
- Review: What’s In Your Toolbox power point
- View: Instructor’s video and other videos
- Class exercise and demonstration: *You Can’t Fire Me! We’re Friends!* scenario (0-3 points)
Week 14 – November 24-30, 2014

THANKSGIVING – NO CLASS
• Submit online:
  ° Quiz (10 points)

Week 15 – December 1-5, 2014

Professional considerations
• Read: excerpts and handouts on professional organizations, networking, practicum experiences, continuing education, establishing a practice, community service/pro bono opportunities; final exam review summary
• Class discussion – professional considerations and final exam review (0-3 points)

Week 16 – December 6-12, 2014

• Final exam - online (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](http://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](http://my.unt.edu)
UNT Library Information for Off-Campus Users: [http://www.library.unt.edu/services/for-special-audiences/offcampus/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://citic.unt.edu/services-solutions/students](http://citic.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/](http://www.gacl.unt.edu/)

**Course Policies**

**Exercises**
Students may discuss the exercise, 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 submission 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.

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

**Students may have the opportunity to attempt a quiz or 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
explain the number of attempts available and an appropriate course of action to take in the event of technical difficulties.

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](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](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&TYPETEXT

The paragraph reads:
(G) 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 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.