Professor’s Contact Information
Leslie R. Roberts, J.D.
Senior Lecturer and ADR Program Coordinator
Office location - Chilton Hall, room 263
UNT office phone (940) 565-4010; Fax (940) 565-4663
UNT office hours – Wednesdays 9am-12pm 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
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 required and points will be deducted from each student’s participation point bank for each unexcused absence.

Each student is expected to make meaningful and substantial contributions to class discussions and exercises. In particular, students are expected to demonstrate the critical and creative thinking, reasoning, and questioning skills that will be used in actual mediation sessions. Upon completion or near completion of the assigned readings and activities, students are expected to engage in an ongoing discussion with learning community peers. Points will be deducted from each student’s participation point bank if the student fails to participate as described in this syllabus. Students may view their participation points throughout the semester in the BbL grade center.

Students with more than four absences will be dropped from the course regardless of whether the absence is considered excused or unexcused.

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

Failure to complete assignments or participate in class will result in appropriate reductions in points. 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 exercise assigned 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 students read the assigned materials on a timely basis and understand course concepts prior to each class. 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 students in preparation for the technological aspects 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:

• 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 BbL 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 (maximum of 42 points ≈ 10%)
- Exercises (maximum of 160 points ≈ 41%)
- Quizzes (maximum of 90 points ≈ 23%)
- Final exam (maximum of 100 points ≈ 26%)

Grading Procedure
Total Points Possible for Semester = 392

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\begin{array}{c}
A = 353-392+ \\
B = 314-352 \\
C = 274-313 \\
D = 235-273 \\
F = 0-234
\end{array}
\]

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

Grade Calculation Spreadsheet
Students are provided with a grade calculation spreadsheet (see course home page in BbL) 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.

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 required and points will be deducted from each student’s participation point bank for each unexcused absence.

Each student is expected to make meaningful and substantial contributions to class discussions and exercises. In particular, students are expected to demonstrate the critical and creative thinking, reasoning, and questioning skills that will be used in actual mediation sessions. Upon completion or near completion of the assigned readings and activities, students are expected to engage in an ongoing discussion with learning community peers. Points will be deducted from each student’s participation point bank if the student fails to participate as described in this syllabus. Students may view their participation points throughout the semester in the BbL grade center.

Students with more than four absences will be dropped from the course regardless of whether the absence is considered excused or unexcused.
Exercises
A grade for each online exercise submission will be awarded and posted in BbL. 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.

A Note on Grammar and Writing: Being able to communicate well in writing is one of the marks of an educated person and is important in most professions. As a result, it will be emphasized in this course. It is always a good idea to proofread your own papers for errors before submission. Students who do not have strong writing skills should consider having another person proofread the paper and/or use the services of the UNT Writing Lab. Students can meet with a tutor in person at the main location in the Auditorium Building (AUDB 105), or participate in an online tutoring session.

The errors listed below or those similar in nature will result in a 1-point loss in the written work assigned for this class every time they appear:

- Using incorrect punctuation or lack of punctuation.
- Failing to capitalize words appropriately.
- Failing to write a complete sentence.
- Misuse of the following words:
  - affect/effect
  - dominate/dominant
  - for/four
  - its/it’s
  - quite/quiet
  - there/they’re/their
  - then/than
  - to/too/two
  - weather/whether
  - woman/women
  - your/you’re
- Using made up words, such as “irregardless” (it’s “irrespective” or “regardless”) or “supposably” (it’s “supposedly”);
- Using misspelled words; and,
- Using abbreviations and/or phrases commonly used in text messages, such as “LOL”, “OMG”, “U R…”. 

PACS 4000.001 MEDIATION - COURSE SCHEDULE

Week 1 – January 20-25, 2015

Getting started
• Course overview
• Read: History of mediation excerpts
• Read: Mediator’s Handbook - Overview
• Submit online:
  ° Syllabus quiz (10 points) - by Sunday, January 25 at 10pm

Week 2 – January 26-February 1, 2015

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
• Submit online:
  ° Quiz (10 points) – by Wednesday, January 28th at 3pm
  ° Exercise (10 points) – by Sunday, February 1st at 10pm

Week 3 – February 2-8, 2015

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
• Submit online:
  ° Gaming Your Friend - pre-class exercise – by Wednesday, February 4th at 3pm (10 points)
  ° Gaming Your Friend – post-class exercise – by Sunday, February 8th at 10pm (10 points)
Week 4 – February 9-15, 2015

Ethics in Mediation
- Read: TX ADR Statute; TX Bar Association Ethical Guidelines
- View: Instructor’s video
- Discuss: video and scenarios - ethics
- Submit online:
  - Quiz (10 points) – by Wednesday, February 11th at 3pm
  - Exercise (10 points) – by Sunday, February 15th at 10pm

Week 5 – February 16-22, 2015

Ethics in Mediation
- Read: TX ADR Statute and Amendments; TX Bar Association Ethical Guidelines
- View: mediation video
- Discuss: ethical dilemmas
- Submit online:
  - Ethical dilemmas - pre-class exercise - by Wednesday, February 18th at 3pm (10 points)
  - Ethical dilemmas – post-class exercise – by Sunday, February 22nd at 10pm (10 points)

Week 6 – February 23-March 1, 2015

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
- Submit online:
  - Quiz (10 points) – by Wednesday, February 25th at 3pm
  - This Land is Your Land - opening statement exercise - by Sunday, March 1st at 10pm (20 points)

Week 7 – March 2-8, 2015

Mediation Process
- Read: Mediator’s Handbook – The Process – Getting to the Table; The Mediation Session Part I: Exploring the Situation; opening statement outline; initial caucus handout
- View: Instructor’s video; A Landlord-Tenant Small Claims Mediation video
- Class exercise: This Land is Your Land
- Submit online:
  - This Land is Your Land - pre-class exercise on initial caucus – by Wednesday, March 4th at 3pm (10 points)
  - This Land is Your Land – post-class exercise on initial caucus – by Sunday, March 8th at 10pm (10 points)
Week 8 – March 9-15, 2015

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
• Submit online:
  ° Quiz (10 points) – by Wednesday, March 11th at 3pm
  ° It’s a Family Affair – pre-class exercise – by Wednesday, March 11th at 3pm (10 points)

Week 9 – March 16-22, 2015

SPRING BREAK – NO CLASS; NO ASSIGNMENTS

Week 10 – March 23-29, 2015
• View: Collaborative Negotiation Model video
• Class exercise: Showdown at the OK Corral
• Submit online:
  ° Showdown at the OK Corral - pre-class exercise – by Wednesday, March 25th at 3pm (10 points)
  ° Showdown at the OK Corral – post-class exercise – by Sunday, March 29th at 10pm (10 points)

Week 10 – March 30-April 5, 2015

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
• Submit online:
  ° Quiz (10 points) – by Wednesday, April 1st at 3pm
  ° Exercise – by Sunday, April 5th at 10pm (10 points)

Week 11 – April 6-12, 2015

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
• Submit online:
  ° Quiz (10 points) – by Wednesday, April 8th at 3pm
  ° Exercise – by Sunday, April 12th at 10pm (10 points)
Week 12 – April 13-19, 2015

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
• Submit online:
  ° Quiz (10 points) – by Wednesday, 15th at 3pm
  ° Exercise – by Sunday, April 19th at 10pm (10 points)

Week 13 – April 20-26, 2015

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
• Submit online:
  ° Quiz (10 points)
• Class exercise and demonstration: You Can’t Fire Me! We’re Friends! scenario

Week 14 – April 27-May 3, 2015

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

Week 15 – May 4-8, 2015

• Review: required class meeting for final exam review and discussion
• Bonus quiz and SETE survey – online (bonus points)

Week 16 – May 9-15, 2015

• Final exam - online (100 points) (date TBA)
• No class meeting
**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 written exercise, but must create and submit their own work product in their own words. Due dates for all course work are posted in the instructions connected to each assignment. Each student’s 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
provide 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; other major life event; mandatory military service; or mandatory university approved or sponsored 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.

Attendance
Students with more than four absences will be dropped from the course regardless of whether the absence is considered excused or unexcused.

A Note on Grammar and Writing: Being able to communicate well in writing is one of the marks of an educated person and is important in most professions. As a result, it will be emphasized in this course. It is always a good idea to proofread your own papers for errors before submission. Students who do not have strong writing skills should consider having another person proofread the paper and/or use the services of the UNT Writing Lab. Students can meet with a tutor in person at the main location in the Auditorium Building (AUDB 105), or participate in an online tutoring session.

The errors listed below or those similar in nature will result in a 1-point loss in the written work assigned for this class every time they appear:

- Using incorrect punctuation or lack of punctuation.
- Failing to capitalize words appropriately.
- Failing to write a complete sentence.
- Misuse of the following words:
  - affect/effect
  - dominate/dominant
  - for/four
  - its/it’s
  - quite/quiet
  - there/they’re/their
- then/than
- to/too/two
- weather/whether
- woman/women
- your/you’re

- Using made up words, such as “irregardless” (it’s “irrespective” or “regardless”) or “supposably” (it’s “supposedly”);
- Using misspelled words; and,
- Using abbreviations and/or phrases commonly used in text messages, such as “LOL”, “OMG”, “U R…”.

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:
  o 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:
  o Telling another student(s) specific exam questions and/or answers.
  o 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.
  o 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&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.