Professor’s Contact Information

- Leslie R. Roberts, JD
- Senior Lecturer and ADR Program Coordinator
- Chilton Hall, room 263
- UNT office phone (940) 565-4010; Fax (940) 565-4663
- UNT office hours – Wednesdays 9am-12pm or by appointment
- 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

- Required text – *The Road to Success: Learning How to Become an Effective Negotiator* (Dubuque, IA: Kendall Hunt Publishing Company)

Go to the link below or at the UNT bookstore to purchase:

https://www.kendallhunt.com/boles_moeller/

Print ISBN: 978-1-4652-4879-4  $90.00
eBook ISBN: 978-1-4652-4020-0  $72.00

*Instructions to access the publisher’s website are on the inside cover of your NEW text or provided by the publisher when students purchase an eBook. Students may purchase one or the other and will not be given access to the publisher’s website without a new code provided by the publisher.*

- Recommended readings -

Course Description

The course focuses on the fundamentals of non-litigation-based conflict resolution and negotiation strategies for a variety of business and personal settings. Students have the opportunity to further develop their negotiation skills through assigned readings, written assignments and exams, videos and online instruction.

*This course is 100% online, which means that all content must be accessed and all course work must be submitted online.*
**Instructional Methods**

Online instruction consists of a variety of instructor’s and other videos and written materials relating to the journals, discussion boards, exercises and exams.

**Course Requirements**

**Participation:** Significant amounts of time online will be spent completing discussion board assignments. Each student is expected to make meaningful and substantial contributions to these discussions. In particular, students are expected to demonstrate the critical and creative thinking, reasoning, and questioning skills that will be used in actual negotiations.

**Students who fail to submit work online for more than four non-consecutive weeks will be dropped from the course regardless of whether the failure to do so is considered excused or unexcused.**

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

**Videos:** A variety of course concepts are illustrated, explained and/or demonstrated through videos. Students must view these prior to completing or as a part of various assignments.

**Journals:** Students must complete online journal assignments from time-to-time that require them to reflect on their experiences and perspectives.

**Discussion boards:** Students must complete discussion board assignments from time-to-time that require them to submit meaningful posts that prompt discussions with their peers. Two posts are required for each assignment.

**Exercises:** Students must first complete various parts of the week’s assignments in order to complete the exercises. Exercises require students to apply the concepts addressed in the course.

**Chapter tests:** Students should complete all assignment before completing the tests on 1-3 chapters and online content at the end of each week. Each test is designed to help students assess his/her understanding of the core concepts in the reading assignments and in online content.

**GoTo Meeting online discussion:** Students are required to participate in an online group discussion during week 7 to complete a review prior to the final exam.

**Final exam:** There will be a final exam at the end of the course to assess students’ mastery of course content.

**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 collaborative negotiation;
• Understand the influence of internal and external factors on the process of negotiation; and
• Understand the ethical practices of negotiation.

**Teaching Philosophy**
I am eager to engage students who are independent learners and thinkers and who are 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](http://www.unt.edu/helpdesk)
- 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](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](http://ams.unt.edu).

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

- Blackboard’s On Demand Learning Center for Students

**Being a Successful Online Student**

- Self Evaluation for Potential Online Students

**What Should Students Do First?**

- Go to the home page and review: Welcome!, Getting Started, Technical Requirements of Course.
- Students should submit the following information to the instructor via a Blackboard Message the first week of class:
**How Students Should Proceed Each Week for Course 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:
- Journals ≈ 9%
- Discussion boards ≈ 9%
- Exercises ≈ 17%
- Chapter tests ≈ 34%
- GoTo Meeting online discussion ≈ 3%
- Final exam ≈ 29%

**Discussion Boards**
Significant amounts of time online will be spent completing discussion board assignments. Each student is expected to make meaningful and substantial contributions to these discussions. In particular, students are expected to demonstrate the critical and creative thinking, reasoning, and questioning skills that will be used in actual negotiations. No additional points are awarded for participation, but discussion board assignments are worth 10 points each.

**Journals**
Each journal assignment requires students to reflect and write about topics and their personal perception and/or experiences. These assignments are not timed, but do have a deadline for submission. Each journal is worth 10 points. A grade for each assignment will be awarded and posted in BbL.

**Exercises**
Exercises assigned each week require students to apply the course concepts. Exercises are not timed, but do have a deadline for submission. Each exercise is worth 10 points. A grade for each exercise will be awarded and posted in BbL.

Some exercises require students to briefly record themselves while demonstrating specific skills requested in an assignment and to submit the video in BbL. They are excellent experiential learning opportunities in an online course. Some exercises may involve videos that require viewing and analysis.

**Chapter tests**
Each test is timed and has a deadline for completion. Please read the on-screen instructions carefully before beginning. After all tests are graded and released, the score will be posted in BbL. Each test is worth 20 points.

**GoTo Meeting online discussion**: Students are required to participate in an online group discussion during week 7 to complete a review prior to the final exam. This online discussion is worth 10 points.

**Final exam**
The final exam is comprehensive and like weekly chapter tests, is timed and has a deadline for completion. This exam will be administered during **week 8 on July 7, 2015**.

**Students who fail to submit work online for more than four non-consecutive weeks will be**
dropped from the course regardless of whether the failure to submit work is considered excused or unexcused.

Grading Scale

Total Points Possible for Semester = 350

<table>
<thead>
<tr>
<th>Grade</th>
<th>Points</th>
</tr>
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<tbody>
<tr>
<td>A</td>
<td>315-350+</td>
</tr>
<tr>
<td>B</td>
<td>280-314</td>
</tr>
<tr>
<td>C</td>
<td>245-279</td>
</tr>
<tr>
<td>D</td>
<td>210-244</td>
</tr>
<tr>
<td>F</td>
<td>0-209</td>
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</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.

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 work 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, such as, “i” instead of “I”.
- Failing to write a complete sentence.
- Misuse of the following words and other similar word choice errors:
  - 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…”.
NEGOTIATION – SUMMER 2015 - COURSE SCHEDULE

Week 1 – May 18-24, 2015

The Negotiation Thing

- Videos
- Collaborative negotiation model

Recognizing You Are On the Road

- Chapter 1
- Videos
- Publisher’s online enrichment activities - optional

What Type of Driver Are You?

- Chapter 2
- Videos
- Publisher’s online enrichment activities – optional

Assignments due

- Journal assignment (due Wednesday at 11:59pm) – 10 points
- Exercise (due Friday at 11:59pm) – 10 points
- Test – chapters 1 and 2 and online content (available Saturday - Sunday; due Sunday at 11:59pm) – 20 points

Week 2 – May 25-31, 2015

Bargaining (Distributive) vs. Collaborative Negotiation

What Type of Trip Are You Taking? The Short vs. The Long Haul

- Chapter 3
- Videos
- Publisher’s online enrichment activities – optional

The Challenges of Cross-Country Driving

- Chapter 4
- Videos
- Collaborative negotiation model
- Publisher’s online enrichment activities – optional

Assignments due

- Discussion board posts (due Wednesday and Thursday at 11:59pm) – 10 points
- Exercise (due Friday at 11:59pm) – 10 points
- Test – chapters 3 and 4 and online content (available Saturday – Sunday; due Sunday at 11:59pm) – 20 points
Week 3 – June 1-7, 2015

Preparing is the Key to Your Success in Negotiation

Preparing to Drive the Negotiation Streets and Highways
- Chapter 5
- Videos
- Strategy and Planning Summary power point
- BATNA PDF
- Publisher’s online enrichment activities – optional

Assignments due
- Journal (due Wednesday at 11:59pm) – 10 points
- Exercise (due Friday at 11:59pm) – 10 points
- Test – chapter 5 and online content (available Saturday – Sunday; due Sunday at 11:59pm) – 20 points

Week 4 – June 8-14, 2015

Maximizing Outcomes, Trust and Ethics = Are These an Oxymoron?

Reading the Road Map, Watching for Billboard Signs, and Learning When to Take the Back Roads
- Chapter 6
- Videos
- Publisher’s online enrichment activities – optional

What If You’re Driving a Scooter and They Are in a Semi-Truck? Power, Leverage and Influence in Negotiation
- Chapter 7
- Challenges power point
- Videos
- Publisher’s online enrichment activities – optional

What If They Don’t Obey the Rules of the Road? Trust, Ethics and Reputation in Negotiation
- Chapter 8
- Videos
- Challenges (What Do I Do If They Don’t Agree With Me?) power point
- Publisher’s online enrichment activities - optional

Assignments due
- Discussion board posts (due Wednesday and Thursday at 11:59pm) – 10 points
- Exercise (due Friday at 11:59pm) – 10 points
• Test – chapters 6-8 and online content (available Saturday – Sunday; due Sunday at 11:59pm) – 20 points

**Week 5 – June 15-21, 2015**

**Things That Get In Our Way**

**Objects in the Mirror May Be Closer Than They Appear: Perceptions, Biases and Communication in Negotiation**
• Chapter 9
• Videos
• Publisher’s online enrichment activities - optional

**Understanding What It Is Like to Drive on the Other Side of the Road: Gender and Cultural Differences in Negotiation**
• Chapter 10
• Videos
• Publisher’s online enrichment activities – optional

**Driving Defensively: Negotiating Your Way Through Conflict, Emotional Situations and Difficult Negotiators**
• Chapter 11
• Videos
• Publisher’s online enrichment activities - optional

**Assignments due**
• Journal (due Wednesday at 11:59pm) – 10 points
• Exercise (due Friday at 11:59pm) – 10 points
• Test – chapter 9-11 and online content (available Saturday – Sunday; due Sunday at 11:59pm) – 20 points

**Week 6 – June 22-28, 2015**

**Roadblocks and Impasse**

**Whom Do You Call When You’re In Unfamiliar Territory, When You’re Stuck in a Traffic Jam or When Your Car Breaks Down?**
• Chapter 12
• Suggested text *Getting Past No*
• “Twelve Angry Men” video
• Publisher’s online enrichment activities – optional

**Assignments due**
• Discussion board posts (due Wednesday and Thursday at 11:59pm) – 10 points
• Exercise (due Friday at 11:59pm) – 10 points
• Test – chapter 12, *Getting Past No* and online content (available Saturday – Sunday; due Sunday at 11:59pm) – 20 points
Week 7 – June 29–July 5, 2015

Let’s Get Ready
- Review all week
- GoTo Meeting online group discussion – 10 points

Week 8 – July 6–10, 2015

Evaluating Your Driving Skills
- Final exam (July 7, 2015) – 100 points
- Course surveys
**Course Evaluation**
Toward the end of the semester, students will be able to complete one or more course surveys.

**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://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/

**Course Policies**
**Journals, Discussion Boards and Exercises**
Students may discuss the journal, discussion board and exercise assignments with each other, but must create their own work product in their own words and through individual effort. 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. Students are advised to keep copies of their work in their records.

**Tests and Final Exam**
Tests and the final exam are open-book and open-note; however, students may not discuss them with another student or other persons after opening the test or exam at any time unless all students have completed and submitted their answers.

Students *may* have the opportunity to attempt a test 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 test and exam will address the number of attempts available and an appropriate course of action to take in the event of technical difficulties. Opportunities for additional attempts will be evaluated on a case-by-case basis.

**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.

**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:

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- Failing to capitalize words appropriately, such as, “i” instead of “I”.
- 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:
  - 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:

- Law degree (J.D.) you should address them as: Professor [Instructor’s last name](http://example.com)
- Doctorate (Ph.D. or Ed.D.), you should address them as: Dr. [Instructor’s last name](http://example.com)
- Master’s degree (MA, MS, MSW, MSSW) you should address them as: Professor [Instructor’s last name](http://example.com)

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/get

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.