PACS 4000.001 – MEDIATION
FALL 2015

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
Instructional Methods
Class instruction consists of lecture with a significant amount of interaction by each student, as well as completion and discussion of group 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.

Attendance & 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. 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.

Departing class early or arriving excessively late will count against the class attendance portion of a student’s grade causing the student to receive little to no credit for attendance.

Class attendance is required and students who are absent will not earn attendance points.

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. Failure to complete assignments online or in the classroom will cost students points. 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 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 assignment/group exercise:** The final assignment is designed for students to demonstrate their knowledge and understanding of mediation principles and concepts, including the legal and ethical issues of mediation, and their practical mediation skills in a group. The final assignment is comprehensive, covering the entire course. A grade for the final assignment 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](http://help.blackboard.com/en-us/Learn). It is recommended that you become familiar with the tools and tutorials to better equip you to navigate the course.

- UNT’s Mobile Learn: UNT offers Blackboard Mobile Learn, which enables you to keep up with your classes through your iPhone, iPad, Android, HP or Blackberry device. Learn more at: [https://bbsupport.unt.edu/MobileLearn](https://bbsupport.unt.edu/MobileLearn).
A list of technologies not supported is at https://bbsupport.unt.edu/TechnicalRequirements.

**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.

Students will access each week’s assignments in the course syllabus and in the week’s module. Each module will be identified by the week number. For example, students should open the Week 1 module on the course home page during the first week of the course and the next week’s module each week thereafter.

**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, I will ask you to 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.

- Attendance (3 points per class; maximum of 45 points ≈ 11%)
- Exercises (maximum of 160 points ≈ 41%)
- Quizzes (maximum of 90 points ≈ 23%)
- Final assignment/group project (maximum of 100 points ≈ 25%)

**Grading Procedure**

**Total Points Possible for Semester = 395**

<table>
<thead>
<tr>
<th>Grade</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>355-395+</td>
</tr>
<tr>
<td>B</td>
<td>316-354</td>
</tr>
<tr>
<td>C</td>
<td>276-315</td>
</tr>
<tr>
<td>D</td>
<td>237-275</td>
</tr>
<tr>
<td>F</td>
<td>0-236</td>
</tr>
</tbody>
</table>

**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.

**Attendance & 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. 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.

Departing class early or arriving excessively late will count against the class attendance portion of a student’s grade causing the student to receive little to no credit for attendance.

Class attendance is required and students who are absent will not earn attendance points.

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

Quizzes
Each quiz and the exam are timed and have specific due dates. Please read the on-screen instructions carefully before beginning.

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.

Final Assignment/Group Exercise
Students will be randomly assigned to a group for the final assignment. This assignment is important and is made in lieu of a written final exam. A grading rubric will be provided to students in advance.

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 – August 24-30, 2015

Getting started
• Course overview
• Read: History of mediation excerpts
• Read: Mediator’s Handbook - Overview
• Submit online:
  ° Syllabus quiz (10 points) - by Sunday, August 30th at 10pm

Week 2 – August 31-September 6, 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 videos: Escalation of a Conflict, Conflict Resolution, and Why Conflicts Escalate
• Discuss: conflict theory; approaches to negotiation; conflict escalation
• Submit online:
  ° Quiz (10 points) – by Wednesday, September 2nd at 3pm
  ° Exercise (10 points) – by Sunday, September 6th at 10pm

Week 3 – September 7-13, 2015; LABOR DAY – SHORT WEEK

Basic Conflict Resolution & Mediation Theories; Mediation Practice
• Read: Mediator’s Handbook – Overview (pages 1-11) and Understanding Conflict (pages 79-92)
• Read: Getting to Yes – Chapters 1-8
• Review: Dual Concerns model; Collaborative negotiation model; What’s In Your Toolbox?
• View videos: Escalation of a Conflict, Conflict Resolution, and Why Conflicts Escalate
• Class exercise: Gaming Your Friend scenario
• Submit online:
  ° Gaming Your Friend (10 points) - pre-class exercise – by Wednesday, September 9th at 3pm
  ° Gaming Your Friend – post-class exercise (10 points) – by Sunday, September 13th at 10pm

Week 4 – September 14-20, 2015

Ethics in Mediation
• Read: TX ADR Statute; TX Bar Association Ethical Guidelines
• Discuss: scenarios and ethical implications
• Submit online:
  ° Quiz (10 points) – by Wednesday, September 16th at 3pm
  ° Exercise (10 points) – by Sunday, September 20th at 10pm

Week 5 – September 21-27, 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 (10 points) - by Wednesday, September 23rd at 3pm
  ° Ethical dilemmas – post-class exercise (10 points) – by Sunday, September 27th at 10pm

Week 6 – September 28-October 4, 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: A Landlord-Tenant Small Claims Mediation video
• Discuss: Mediator’s Opening Statement
• Submit online:
  ° Quiz (10 points) – by Wednesday, September 30th at 3pm
  ° This Land is Your Land - opening statement exercise (20 points) - by Sunday, October 4th at 10pm

Week 7 – October 5-11, 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: 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 (10 points) – by Wednesday, October 7th at 3pm
  ° This Land is Your Land – post-class exercise on initial caucus (10 points) – by Sunday, October 11th at 10pm
**Week 8 – October 12-18, 2015**

**Mediation Process**
- Class exercise and demonstration: *It’s a Family Affair*
- Submit online:
  - Quiz (10 points) – by Wednesday, October 14th at 3pm
  - *It’s a Family Affair* – pre-class exercise (10 points) – by Wednesday, October 14th at 3pm

**Week 9 – October 19-25, 2015**

**Mediation Process**
- View: Collaborative Negotiation Model video
- Class exercise: *Showdown at the OK Corral*
- Submit online:
  - *Showdown at the OK Corral* - pre-class exercise (10 points) – by Wednesday, October 21st at 3pm
  - *Showdown at the OK Corral* – post-class exercise (10 points) – by Sunday, October 25th at 10pm

**Week 10 – October 26-November 1, 2015**

**Mediator’s Techniques and Self-Awareness**
- Read: *Mediator’s Handbook* – The Toolbox – Supporting the People
- Review: What’s In Your Toolbox power point
- Class exercise: *Showdown at the OK Corral* scenario
- Submit online:
  - Quiz (10 points) – by Wednesday, October 28th at 3pm
  - Exercise (10 points) – by Sunday, November 1st at 10pm

**Week 11 – November 2-8, 2015**

**Mediator’s Techniques and Self-Awareness**
- Read: *Mediator’s Handbook* – The Toolbox – Facilitating the Process
- Review: What’s In Your Toolbox power point
- Class exercise: *Showdown at the OK Corral* scenario
- Submit online:
  - Quiz (10 points) – by Wednesday, November 4th at 3pm
  - Exercise (10 points) – by Sunday, November 8th at 10pm
Week 12 – November 9-15, 2015

Mediator’s Techniques and Self-Awareness
• Read: Mediator’s Handbook – The Toolbox – Solving the Problem
• Review: What’s In Your Toolbox power point
• Class exercise: Showdown at the OK Corral scenario
• Submit online:
  ° Quiz (10 points) – by Wednesday, November 11th at 3pm
  ° Exercise (10 points) – by Sunday, November 15th at 10pm

Week 13 – November 16-22, 2015

Communication Skills
• Read: excerpts and handouts – listening; uncovering interests; reframing; restatement; verbal vs. nonverbal
• Review: What’s In Your Toolbox power point
• View: videos
• Submit online:
  ° Quiz (10 points) – by Wednesday, November 18th at 3pm
  ° Class exercise and demonstration: You Can’t Fire Me! We’re Friends! scenario

Week 14 – November 23-29, 2015; THANKSGIVING – SHORT WEEK

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 – November 30-December 4, 2015

• Review: required class meeting for group work on final assignment/group project
• Bonus quiz and course survey – online (bonus points)

Week 16 – December 7-11, 2015

• Final assignment – group project (100 points) – each group will schedule a date and time during finals week to present the final assignment to the instructor
• No class meeting
Course Evaluation
Toward the end of the semester, students will be able to complete a course survey.

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. Please see the policy on Academic Integrity below.

Resources
UNT Portal: http://my.unt.edu
UNT Blackboard Learn Student Resources: Technical Support: http://www.unt.edu/helpdesk/
UNT Library Information for Off-Campus Users: http://www.library.unt.edu/services/for-special-audiences/offcampus/information-for-off-campus-users
UNT Computing and Information Technology Center: http://cict.unt.edu/services-solutions/students
Computer Labs: General access computer lab information (including locations and hours of operation) can be located at: http://www.gacl.unt.edu/

Course Policies

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

Students may have the opportunity to attempt a quiz an additional time if they lose their internet connection or have another technical problem beyond their control that prevents completion of the quiz. The instructions for each quiz will provide an appropriate course of action to take in the event of technical difficulties.
Final Assignment/Group Project
Students are expected to work collaboratively to complete this assignment. Each student must contribute to the group project as agreed among the group members. Students will be required to complete evaluations of each group member. These evaluations will be considered by the instructor when assigning each student a grade for the group project.

Late Work
The professor will base decisions regarding acceptance of and credit for late work consistent with UNT and course policies. An extension may be given under limited circumstances, including but not limited to, the student’s or a close family member’s illness or injury; death of a close family member; 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
Class attendance is mandatory. Students will earn points for each class attended. Students with more than four absences will be dropped from the course regardless of whether the absence is considered excused or unexcused.

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.
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 and/or other students. Examples of unacceptable behavior include, but are not limited to, disrespectful treatment of other students (verbal or written), disrupting lecture, and use of inappropriate or profane language or gestures in class or other instructional settings.

A student engaging in unacceptable behavior may be directed to leave the classroom or other instructional setting and may also be referred to the Dean of Students to consider whether his/her conduct violates UNT’s Student Code of Conduct.

Academic Integrity
Academic integrity emanates from a culture that embraces the core values of trust and honesty necessary for full learning to occur. As a student-centered public research university, UNT promotes the integrity of the learning process by establishing and enforcing academic standards. Academic dishonesty breaches the mutual trust necessary in an academic environment and undermines all scholarship. Academic dishonesty includes cheating, plagiarism, forging the signature of the instructor or of another student, fabrication, and/or facilitating or sabotaging the academic dishonesty of other students.

Any suspected occurrence of academic dishonesty will be investigated and handled in accordance with UNT policy and procedures. The following academic penalties may be assessed at the instructor’s discretion upon determination that academic dishonesty has occurred. Admonitions and educational assignments are not appealable.

1. **Admonition.** The student may be issued a verbal or written warning.
2. **Assignment of Educational Coursework.** The student may be required to perform additional coursework not required of other students in the specific course.
3. **Partial or no credit for an assignment or assessment.** The instructor may award partial or no credit for the assignment or assessment on which the student engaged in academic dishonesty, to be calculated into the final course grade.
4. **Course Failure.** The instructor may assign a failing grade for the course.

Should the procedure for appeal of a case of academic dishonesty extend beyond the date when the instructor submits course grades for the semester, the student will be assigned a grade that
reflects the penalty, which shall be adjusted, as appropriate, at the conclusion of any appeal process.

Specific details and description of UNT’s Policy on Student Standards of Academic Integrity (18.1.16) and students’ right to appeal are available at http://policy.unt.edu/sites/default/files/untpolicy/pdf/7-Student_Affairs-Academic_Integrity.pdf.

Disability Accommodation
In accordance with university policies and state and federal regulations, UNT is committed to full academic access for all qualified students, including those with disabilities. To this end, all academic units are willing to make reasonable and appropriate adjustments to the classroom environment and the teaching, testing, or learning methodologies in order to facilitate equality of educational access for persons 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 hand 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 (ODA) in Sage Hall, suite 167, or their website at http://disability.unt.edu. You may also contact the ODA 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.

Please note that disability accommodations are not retroactively applied to the start of a course. Accommodations in the course become effective after the student has delivered an official accommodation letter from UNT’s ODA.

Requests for an Incomplete
Students may request a grade of incomplete ("I") only if he/she meets all of the following conditions:

- The request occurs on or after November 9, 2015;
- 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 the instructor and the department chair.

Students meeting these criteria must arrange with the instructor to finish the course at a later date by completing specific requirements outlined by the instructor. These requirements must be listed on a “Request for Grade of Incomplete” form signed by the instructor, student, and department chair. More information on UNT’s Incomplete Grade policy is available at http://registrar.unt.edu/grades/incompletes.

Requests to drop the class
We want you to succeed in this class and at UNT. If you are concerned about your progress in the course, or believe you need to drop for other reasons, it is important that you contact the instructor as soon as possible. We want to make sure that dropping the course is your best or only option.

There are consequences to dropping classes that extend beyond losing your invested time, money, and effort. Dropping one or more classes may make you ineligible for financial aid. There are also limits on the number of courses you can drop. You can learn more about this at http://registrar.unt.edu/registration/dropping-class.

If you absolutely have to drop the course, you must pick up a drop form from the Eagle Student Services Center and take it to the instructor for her/his signature. Once the instructor signs the form, you are responsible for taking it to the Registrar’s Office in the Eagle Student Services Center to have it processed. Please be aware that when you choose to drop can affect your grade:

October 2, 2015       Last day to drop a class with an automatic grade of “W” for courses that a student is not passing
November 2, 2015     Last day a student may elect to drop a class. The instructor will assign a grade of “W” or “WF” based on the student’s actual performance-to-date in the course.

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.

**Emergency Notification and Procedures**

UNT uses a system called Eagle Alert to quickly notify you with critical information in the event of an emergency (i.e., severe weather, campus closing, and health and public safety emergencies like chemical spills, fires, or violence). The system sends voice messages (and text messages upon permission) to the phones of all currently enrolled students. Please make certain to update your phone numbers at [https://my.unt.edu/](https://my.unt.edu/). Some helpful emergency preparedness actions include: 1) know the evacuation routes and severe weather shelter areas in the buildings where your classes are held, 2) determine how you will contact family and friends if phones are temporarily unavailable, and 3) identify where you will go if you need to evacuate the Denton area suddenly. In the event of a university closure, please refer to Blackboard for contingency plans for covering course materials.

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

**Federal Regulation**

To read detailed Immigration and Customs Enforcement regulations for F-1 students taking online courses, please go to the Electronic Code of Federal Regulations website at [http://ecfr.gpoaccess.gov](http://ecfr.gpoaccess.gov). The specific portion concerning distance education courses is located at "Title 8 CFR 214.2 Paragraph (f) (6) (i) (G)" and can be found buried within this document: [http://frwebgate.access.gpo.gov/cgi-bin/getcfr.cgi?TITLE=8PART=214&SECTION=2&type=TEXT](http://frwebgate.access.gpo.gov/cgi-bin/getcfr.cgi?TITLE=8PART=214&SECTION=2&type=TEXT)

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.