

Resolution of Concerns about Course Issues

Occasionally, it is possible to have a concern about course issues. The Behavioral Science Department has a standard set of procedures to deal with these situations. Please follow these steps if you have an area of concern related to the course:

If your concern is related to ordinary course issues, you **MUST** address the issue with your instructor **FIRST**. Examples of ordinary course issues include, but are not limited to, concern about a grade, deadlines, and topical matter. If your issue is an ordinary course issue and you don't reach out to your instructor first, you will be referred back to your instructor. Minor issues may be resolved via email or a phone call. You may also call or email your instructor to schedule an appointment outside of class time to discuss the concern. These approaches should resolve the vast majority of issues students have related to concerns about ordinary issues. At any point during this process, you can receive support, help, and assistance from the UVU Student Ombuds (<https://www.uvu.edu/ombuds/>).

If your issue is not resolved after reaching out to your instructor, or if it involves a significant concern (e.g. they always cancel class, don't grade assignments, etc.), your next step is to contact the department chair Dr. Jessica C. Hill. To do so, please complete a form available at the Behavioral Science Department main office (CB 207) or by email from Leilani Boemer (leilanib@uvu.edu).

For extraordinary issues (e.g., harassment, discrimination, violence, etc...), it is appropriate to contact Laura Carlson at (lcarlson@uvu.edu or TitleIX@uvu.edu), Title IX Coordinator, first, rather than your instructor.

Thanking Your Instructor

Also, if you would like your instructor to be acknowledged for exceptional work, please email the Program Coordinator to share your positive experience. You can remain confidential if you wish. You can also share your positive commentary in the course evaluation at the end of the semester or using the [Thank a Teacher](#) program.