

(Classes taught by PT Faculty—please modify accordingly)

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 matter and you don't reach out to your instructor first, you will be referred back to your instructor. Minor issues may be addressed 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 matter. 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, your next step is to contact [name and email], the [program name] Program Coordinator either via email or during their consultation hours. They will review your situation and will address it with your instructor. They may consult with the Associate Department Chair, Dr. Chris Anderson (andersch@uvu.edu) to resolve the concern.

Should your situation fail to be resolved by working with the Program Coordinator and Associate Department Chair, you may approach the Department Chair, Dr. Jessica C. Hill, with your concern by filling out and submitting a form available to you in the Behavioral Science Department main office (CB 207) or by email from Leilani Boemer (leilanib@uvu.edu). The department chair will follow-up with you about your concern.

For significant concerns (e.g. instructor always cancels class, is unresponsive to messages, doesn't grade assignments etc.) you can contact the course coordinator or program coordinator at _____ for your concern. They may be able to address your concern, or ask you for additional information, to decide a course of action. They may also consult with leadership in the department to address the issue.

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.