DEPARTMENT OF SPANISH  
UNIVERSITY OF NORTH TEXAS  

STUDENT ISSUES WITH INSTRUCTORS

- During this pandemic, all communication between persons must only be through Zoom (or email where appropriate)

1. When a student has an issue in class with her/his instructor, she/he must first speak with the instructor (emails do not count)

2. If the student is not satisfied with the outcome of the conversation with her/his instructor, then she/he will talk with one of the following faculty members as per the class level:
   a) First-year language: Mr. Steve Sheppard (coordinator) (Steve.Sheppard@unt.edu)
   b) Second-year language: Dr. María Carpio-Manickam (coordinator) (Maria.Carpio@unt.edu)
   c) Advanced classes (3000 and 4000 levels): Dr. Pierina Beckman (associate chair) (Pierina.Becman@unt.edu)

3. If the first or second-year student is still not satisfied with the outcome after speaking with Mr. Sheppard or Dr. Carpio-Manickam, then she/he may contact Dr. Beckman to discuss this issue. If the issue is still not resolved to the student's satisfaction, then she/he should make an appointment to talk to the chair of the department, Dr. Samuel Manickam (manickam@unt.edu), who will listen to the student and instructor in question to resolve the issue to the satisfaction of both parties.

4. If the third or fourth-year student is still not satisfied with the outcome after speaking with Dr. Beckman, then she/he may contact the department chair, Dr. Samuel Manickam (manickam@unt.edu), who will listen to the student and instructor in question to resolve the issue to the satisfaction of both parties. If Dr. Manickam is the student’s instructor, then this step is skipped.

5. If still not satisfied with the resolution of the issue, the student may talk to the dean of the College of Liberal Arts & Social Sciences

(Edition: September 2020)