**STUDENT ISSUES WITH AN INSTRUCTOR OF SPANISH**

If a student in any Spanish class has an issue with her/his instructor (e.g. appeal a grade, disagreement about attendance record, interpretation of a class assignment, etc.), the student should follow these procedures:

1. Make an appointment to talk with the instructor in person to try and resolve the issue to the satisfaction of both parties.
2. If the issue is not resolved to the student’s satisfaction, then she/he should make an appointment to talk to Dr. Pierina Beckman about the issue (for 3000, 4000 or 5000 level classes) or Ms. Marla Estes (for 2000 level classes) or Mr. Steve Sheppard (for 1000 level classes). The respective faculty member (Beckman, Estes or Sheppard) will try to resolve the issue by mediating between the student and her/his instructor. Dr. Beckman will talk to students of 1000 and 2000 level classes only if they cannot resolve the issue with the assistance of Mr. Sheppard or Ms. Estes.
3. 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, who will listen to the student and instructor in question to resolve the issue to the satisfaction of both parties.
4. If still not satisfied with the resolution of the issue, the student has the option of talking to the UNT Dean of Students.

It is the responsibility of students to follow all rules, guidelines and instructions clearly outlined in class syllabi as well as follow all directives given by instructors of Spanish classes on Canvas/Blackboard and in class. The student should maintain clear lines of communication with the instructor in person and email regarding any issues or queries related to the class.