

## Instructional concerns and course-related complaints

Being part of a large university creates opportunities to learn from a diverse instructor population with different teaching styles and modalities for delivering course content. Courses are offered by a diverse set of faculty including those who are research intensive, those whose primary responsibility is teaching, and part-time faculty who are working in the field. Based on enrollment or modality of offering, faculty may also be supported by graduate student teaching assistants and graders. This diverse higher education delivery platform may differ significantly from the high school experience, and while it provides opportunity to expand the student's ability to learn and develop problem solving skills, concerns and conflicts with requirements and instructors may occasionally arise. CIDSE students with instructional concerns should review and adhere to the following guidelines for attempting to resolve their issues. First and foremost keep in mind that the faculty and advising staff are experienced, dedicated educators that are here to help you achieve your educational goals but at the same time, as an engineering and computer science program, they have a responsibility to ensure standards are maintained and student outcomes are achieved prior to graduation. The university culture recognizes the value of diversity in multiple dimensions as well as the presumption of expertise and academic freedom of the faculty.

## Communicate with your instructor

If you have a difference of opinion with your instructor or teaching assistant (TA), or have concerns about technical or administrative aspects of the course, visit the instructor or TA during office hours or contact them via email (if you cannot visit them during the office hours). Express your concerns clearly and respectfully and ask for help. Be sure to provide succinct information about what you are having trouble understanding in the course or your concern. Instructors and TAs are here to help. Please remember that you are responsible for pre-requisite knowledge/skills required for a course and regularly studying the material taught in the course. The teaching staff may not be able to help you with your problem if you lack in the pre-requisite knowledge/skills or have not been keeping up with the course material. As a guideline, you should be spending three hours studying every week for each hour of course credit. Thus you should schedule 8-10 hours of time each week to devote to each 3-credit course. In addition, make sure to resolve the issues as soon as they occur and maintain all documentation. For example, if the assignment instructions are not clear, get the clarification on the day the assignment is assigned and do not wait until the deadline of the assignment.

If, after communicating with your instructor or TA, you are still having problems in the course, connect with your academic advisor to understand your options moving forward.

## Connect with your program chair

If you are unable to resolve the concern after initial contact with the instructor or the TA, and you have met with your academic advisor, you should then connect with the Program Chair for your major (or the department offering the course). The Program Chair will confer with the instructor and/or TA to better understand the concern and try to resolve the problem. Please note that before meeting with the Program Chair you should have made a reasonable effort to meet with the course instructor (not just the TA) and get the issue resolved. When contacting the Program Chair provide all the relevant details such as the course syllabus, assignment handout, email exchange with the instructor etc. so that the Program Chair can promptly act on your concerns. Please be brief and precise in the description of your concerns. In some cases the Program Chair would like to meet you. When coming for the meeting please bring along all the relevant documents.

If the instructional concern is not resolved with the Program Chair or the department offering the course, contact the Associate Dean of Academic Affairs office for the college offering the course for assistance.

### Remain focused

When faced with instructional concerns, it is important to remain focused on the rest of the course while addressing specific areas that are under review. Be sure to stay connected with your academic advisor if there are any changes in your situation.

Note:

- Misrepresentation of facts or disrespectful behavior when confronting your instructor or teaching assistant is considered an academic integrity violation.
- Maintain all documentations.
- Act proactively and promptly.

### In summary, guidelines for avoiding problems

- Be sure you have the necessary prerequisite knowledge before starting a course;
- Attend class and on-line exercises regularly;
- Devote time each week to studying to avoid getting behind;
- Contact the TA (if assigned) or instructor during office hours at first sign of trouble and come prepared to ask precise questions and to explain your difficulty
- Accept the fact that you grow intellectually and professionally by being challenged and learning to deal with diverse expectations and environments.

### Process for resolving conflicts in grading, course expectations, etc.

- Contact the TA (if available) or instructor to explain your concern and seek resolution;
- If the TA/instructor has attempted to assist you but you are still having academic difficulty that is causing personal stress or hindering your academic success, see your Academic Advisor;
- If the TA/instructor is not responsive or does not provide a legitimate response/accommodation then contact your Program Chair.

- If you still feel there is a legal, ethical or procedural violation that is victimizing you, contact the Office of the Associate Dean of Engineering for Academic Affairs.
- Circumventing this process will be considered a violation of professional ethics and protocol.