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 your course:

Common, Minor, or Operational Concerns

* 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: concerns about a grade, deadlines, or 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 schedule an appointment outside of class time to discuss the concern with your instructor. These approaches should resolve the vast majority of issues students have related to course concerns.

Significant Concerns

* 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.
* To best process your concern, the Behavioral Science Department asks that you fill out a form. This is available at the main office (CB 207) or by email via Leilani Boemer ([leilanib@uvu.edu](mailto:leilanib@uvu.edu)).

Severe Concerns

* For extraordinary issues (e.g., harassment, discrimination, violence, etc.), it is appropriate to contact Laura Carlson at ([lcarlson@uvu.edu](mailto:lcarlson@uvu.edu) or [TitleIX@uvu.edu](mailto:TitleIX@uvu.edu)) first, rather than your instructor.
* At any point during this process, you can receive support, help, and assistance from the UVU Student Ombuds (<https://www.uvu.edu/ombuds/>).

