**World Languages & Literatures**

**Departmental Policies**

**LAST UPDATED: AUGUST 2018**

**Attendance Policy:**

Students can have six absences allowed for MWF classes; four absences allowed for TR classes at the lower division. Any penalties—such as grade reduction—will be determined by each instructor and indicated in the syllabus. In the case of languages with standardization procedures for lower-division courses, the faculty member in charge of the standardization in consultation with the other faculty members of the section will make that determination which will apply to all courses affected by standardization.

**Cancelled Classes:**

The Department adheres to the university policy stated in the *Faculty Handbook* which indicates that a faculty member who must be absent from a class for any reason is responsible for seeing that the class receives instruction. For an anticipated absence the faculty member will propose a plan to the department chair, who will notify the college dean. For a prolonged absence necessitating the employment of a substitute teacher, the faculty member and department chair must make arrangements with the college dean and the provost. Furthermore, in the Department a class should never be cancelled, unless there are extraordinary circumstances to do so (sickness, accident, death, reading a paper at a conference, etc.). If the absence is unanticipated, the instructor will need to inform the chair as well as the section head and/or language advisor. Faculty members are responsible for finding a substitute. In the event a class must be cancelled, it is essential that the instructor of record send his/her students an email to alert them.

**No Skipping Policy:**

Students are not allowed to skip a course in the 1010-2020 sequence or to take two of these courses concurrently (e.g., 2010 and 2020). Once a student begins with a lower-division course, all remaining higher-numbered courses in the lower division must be taken in sequence, without skipping. For example, students who begin with FREN 1010 cannot skip FREN 1020 and enroll in FREN 2010. Instructors, advisors, and students should be aware that the graduation analyst always verifies if students have completed the entire sequence.

Please inform the Chair if you determine that a student is skipping the required 1010-2020 sequence or trying to take two courses concurrently (e.g. 2010-2020). It may be determined that the student must be administratively withdrawn from the course by the Chair.

Native and heritage speakers may be exempted from this policy on a case-by-case basis. Additionally, students—regardless of their cultural and linguistic background—who possess a strong knowledge of the target language, i.e., advanced level of proficiency by ACTFL standards, may also be exempted from the non-skipping policy on a case-by-case basis. For example an exception may be considered in the case a heritage speaker who registered in 1010 or 1020 either because he/she was misinformed by an advisor on campus who was not aware of the non-skipping policy of the Department, or the student simply did not check with anybody before enrolling in these courses. The chairman will make the final decision based on the student petition and the recommendation of the language advisor or section head.

**Student Misconduct:**

The Departments abides by the university policy stating thatfaculty have ultimate control over classroom behavior and may eject from the classroom any student engaged in disruptive or violent conduct. Disruptive conduct includes conduct that intentionally interferes with normal classroom procedure or presentation of the instructor or other student(s), with academic evaluation, or with another student's right to pursue coursework. Classroom misconduct also includes any physical abuse or threat of abuse that is dangerous to the health, safety, or well-being of the instructor or other students whether on or off campus as related to classroom procedure or academic evaluation. In case of cheating, plagiarism, and disruptive students, instructors must contact the Associate Dean of Students on all such cases: Justin Lawhead (678-2298), [jtlawhd@memphis.edu](mailto:jtlawhd@memphis.edu),

**Student Issues**

Any student complaints about the teaching or behavior of a course instructor should be addressed, where appropriate, to the course coordinator. This applies in particular to the lower-division language courses (1010 through 2020). In all other cases, the issue should be referred to the head of the individual language section. If the issue is not resolved in the language section, the student should contact the chair of the department.

**Cell Phones and Electronic Devices:**

Activation and access to cell phones and/or any other electronic devices for personal use during class is prohibited. Electronic devices such as laptops, smart phones, tablets, etc., can be used whenever is related to academic activities in the classroom. The specifics of such determination are left to the discretion of the instructor since is recognized that each course may have different needs and methodological approaches related to the use of technology in the classroom. Students needing to go to the restroom during an exam need to leave their Iphone and other electronic devices in the classroom. Failing to turn off cell phones and leaving the classroom to check text/voice messages or use the cell phone to place or receive calls will be considered academic misconduct. This policy must be indicated in the syllabus.

**Credit by Examination for Lower-Division Courses**

Students wishing to obtain University Credit by Examination through the Department of World Languages and Literatures must consult the section head or language advisor who will determine whether the proposed Credit by Examination is feasible and may assign a member of the section to compose and administer the examination. In most cases the department does not offer credit by exam for lower-division courses in languages offered in the department Other faculty are not authorized to give these examinations without the approval of the section head or language advisor. The examination will cover the material customarily taught in the particular course and will be similar to a final examination. Where appropriate, it may include an oral component. Students initiate the process online at: <https://umwa.memphis.edu/creditbyexam/index.php/main>. The exam costs $60 per course. There may be an additional testing fee for languages that are not taught in the Department.

**Credit by Examination for Upper-Division Courses:**

Students seeking to obtain credit by examination for upper-division courses will need to consult with the appropriate language advisor or section head since each section has its own policy. It is recognized, therefore, that while some sections may offer this options other sections will not.

**Office Hours:**

The Department observes the university policy by which faculty members are expected to establish, publicize, and maintain scheduled office hours during which they are available to students for conferences and special instruction. Accordingly, the instructor’s office hours should be posted on their office door. Three-five hours per week, and preferably at staggered hours, are recommended for full-time faculty. All instructors of record need to let the staff know about their office hours and turn in their schedule of classes card to the main office. Maintaining a specific number of office hours per week and generally being available to students is mandatory for all instructors of record including adjunct instructors and graduate assistants who have started teaching.

**Attendance at Commencement:**

As indicated in the *Faculty Handbook*, the University's annual commencement consists of three convocations: spring (May), summer (August), and winter (December). At least one-fourth of all full-time faculty members in each department are to participate in the spring and winter convocations; in the summer, one-fourth of the faculty who teach in the second term, plus the chair or a designee, are to participate. Selection of participants is the responsibility of the chair of the Department who will select the participants from among all tenured and tenure-track faculty members as well as full-time instructors. The criterion for selection is a rotation the record of which is maintained by the Chair of the Department. Since participation in the commencement is a responsibility affecting the entire faculty at the university, regular attendance is compulsory.

**Reading Knowledge Requirement:**

As a service to the University, the Department of Foreign Languages and Literatures offers five ways to fulfill the reading knowledge requirement for graduate programs throughout the university. These options are posted on the Graduate School web page under minimum requirement for master’s degrees and minimum requirements for doctoral degrees: <http://www.memphis.edu/gradcatalog/deg_req/masters.php>

<http://www.memphis.edu/gradcatalog/deg_req/doctoral.php>

The following guidelines apply for students choosing to fulfill the requirement by taking a proficiency exam:

a) These tests will not be available in the summer.

b) All tests will take place during the established academic calendar of the Fall and Spring semesters.

c) Tests will not be available during the last week of classes or during final exams.

d) Students seeking to take these tests should always contact the designated examiner for other specific guidelines.

The designated examiners are: 1) Chinese, Lan Zhang; 2) French, Ben Sparks; 3) German, Heike Polster; 4) Italian, Cosetta Gaudenzi; 5) Japanese, Yuki Matsuda; 6) Portuguese, Fátima Nogueira; 7) Spanish, Ivan Ortega Santos.

Students whose field of concentration in a given graduate program requires specific languages will need to submit to the designated examiner a statement from their advisor or present a description from a published and current catalog indicating what would be acceptable to that particular degree. For instance, students who need to take research seminars in Ancient Egypt or write a dissertation in this field will not be allowed to do so unless they demonstrate a reading knowledge of French and German by reading and translating a selection from a historical work or source assigned by the examiner. In view of the great diversity of situations, the most important consideration is that the responsibility for taking the proficiency exam in a language acceptable to his/her field of study or deciding to take a particular language falls on the student.

**Early Intervention System/Tutoring:**

In a continued effort to retain students as much as possible and to lower the drop-out rate, instructors should report students who are under-performing to the Early Intervention System. Instructors need to do their best to help students by tutoring them during office hours. Tutoring is available in the department as well as in the Educational Support Program directed by Barbara Bekis ([bbekis@memphis.edu](mailto:bbekis@memphis.edu)).

**Outgoing Mail:**

Outgoing 1st class mail must have a form attached to it. The secretary will make this form available (near the Outgoing Mail tray). The Department is required to deliver outgoing mail and pick up mail in the Administration Building. According to University policy, you should not have any personal mail sent to the University and you need to cancel unused or unsolicited catalogs, periodicals, etc.  If you must receive personal mail delivered to the University, you can rent a mailbox at the University Center Post Office in room 259 for $44 per year.

**International mail:** Faculty must fill out a customs declaration form along with the outgoing mail form for each piece of international mail other than a departmental envelope that is sent out. Mail without this form attached will not be processed by Mail Services.

**Placement Exam:**

If the language chosen was used to meet University admission requirements, students must take the language placement exam (if they have not already successfully completed a language course at an accredited institution of higher education). The Placement Exam is administered in the Language Media Center (Jones Hall 220) whenever the lab is open in order to assist students in determining at which particular level they should begin their foreign language coursework. The exams in French, German, and Spanish take at most one hour to complete, and results are delivered instantly upon completion. Students must register for the course at which they place on the Placement Exam. However, they can choose to register for a course lower than that at which they placed. Advisors outside of World Languages should not place their advisees in foreign language courses without a placement exam. Students placed into higher courses may apply for retroactive credit for courses skipped if they received a grade of C or better in the course into which they were placed. The retroactive credit form is available in the main office.

**Independent Study Courses at the Undergraduate Level:**

Each section has specific procedures to handle the approval of these courses. For example, the Spanish section requires completing a form which, in addition to providing a rationale, must be approved by the Spanish faculty and submitted to the chairman for final approval. All independent study courses must be approved by the section head and the chairman.

**Independent Study Courses at the Graduate Level:**

An independent study is a planned activity, under the direct supervision of faculty, involving a project not covered in any other format in the Department. Independent studies must not be taken in lieu of other courses being offered. Independent study courses should only be approved in extraordinary situations. Furthermore, independent study courses depend on the willingness and/or availability of faculty members. Two directed readings courses—**FREN 7532 - Research in Literature and Culture (3-6) and SPAN 7692 - Research in Literature and Culture (3-6)—were created to facilitate the graduation of tuition-paying students, especially students with full-time jobs and/or students who do not reside in Memphis. There are very few circumstances which will justify using these two courses for graduate assistants.**  All independent study courses need to have the approval of the graduate coordinator and the chairman.

**Translation and Interpretation Policy:**

As a general rule, translation and interpretation requests from individuals in the community, corporations and other business will not be conducted by the Department of World Languages and Literatures. Those requests should immediately be directed to professional services available in Tennessee or nationwide. Translation and interpretation requests from various academic or administrative units will also be directed to a professional service since the volume of work involved in such activity can affect in a profound and disadvantageous manner the academic commitments of a faculty member in the areas of research, teaching and service whose performance in these three areas can be adversely affected upon committing to a translation or interpretation project. The few exceptions to requests coming from the university will be decided on a case-by-case basis. For example, a colleague who needs to have translated into French an abstract of an article to be published will certainly merit consideration. Ultimately, in cases like the latter, the decision will rest on the individual judgment of the faculty based on factors such as collegiality, length of the translation, availability of the faculty member. One other acceptable example of engaging in requests originated by the university would be a translation of a brochure, or short contract for a program to be developed by the department or which will impact the department. Faculty members who engage in translation and interpretation requests from individuals in the community, corporations and other business and who are compensated for such services must make sure that, upon accepting that task verbally or in writing, they will indicate that they are neither representing the Department of World Languages and Literatures nor the University of Memphis. Moreover, faculty must not use university stationery for this purpose.

**Printing and Copier Policy:**

Please see Appendix A.

**Travel Policy:**

Please see Appendix B.

**Appendix A: Printer and Copier Policy**

**DEPARTMENT OF FOREIGN LANGUAGES AND LITERATURES**

**COPYING POLICY AND PROCEDURE**

**UPDATED: AUGUST 2018**

**EXAMS**

Copies of major tests and exams for first and second-year courses, in particular those with multiple sections, are to be made only through Tiger Copy and Graphics.  We have determined that the department can reduce the cost of copying exams by as much as 50% by using Tiger Copy instead of the departmental copier, which was never intended for such a high volume of copying.

For smaller classes: if you are making copies of a test using the departmental copier, you must inform Glynda **at the time you are making the copies** of the number of pages, and the number of students.  Do not wait until later to inform Glynda! Please note that all copies should be made **double-sided**.  All faculty, teaching assistants, and adjuncts will receive credit for these numbers, which will not be included in the allotment of 1,000 per academic year that all teaching personnel have.

PROCEDURE:

At least three working days in advance, send Patricia Pinkney ([ppinkney@memphis.edu](mailto:ppinkney@memphis.edu)) an electronic copy of the exam, indicating how many copies need to be made, and when the first day of testing will occur.  Patricia will complete the paperwork required by Tiger Copy and submit the request.  For multiple-section classes, only one request should be submitted for all sections with a common exam.  If the exam is exclusively for one faculty member, the faculty member’s name should appear on the document.  In all cases, the prefix and course number should be indicated on the first page of the document.  All documents will be printed double-sided.  The person submitting the exam should indicate whether or not they themselves will pick up the copies (it is highly recommended that you pick up the copies yourself). We have a guarantee from Tiger Copy concerning the security of having the copies made by them.

If you are submitting an order for an exam that has multiple instructors/sections, it is possible to request that the copies be packaged in groups.  For example, if there are 10 sections of 30 students, they will prepare 10 packets of 30 tests each.  If you want to take advantage of this, make sure you let Patricia know the breakdown when submitting your order to her.

Tiger Copy has indicated that in most cases, they can complete the copying within 24 hours.  However, that cannot be guaranteed.

When informed that the copies are ready for pickup, Patricia will in turn inform the faculty member.  Faculty member are responsible for picking up the copies, and doing so becomes their responsibility upon receiving the message that the copies are ready (Tiger Copy is located upstairs from the bookstore).  Please note that students are not allowed to pick up copies on the behalf of faculty members.  If the exam is for multiple sections, the course coordinator is responsible for getting the copies to the individual instructors.

Faculty members who are picking up their copies must bring the invoice to Glynda.

**SYLLABI**

**Syllabi should no longer be copied for students**.  Faculty should provide syllabi on e-courseware and/or email the document to students in their classes.  There is really no reason to provide hard copies of syllabi for students.

**OTHER LARGE-SCALE PRINTING**

Faculty needing to make copies for departmental events should consult with me and/or Glynda if the event requires making large numbers of copies, color copies, posters, etc.

**SCANNER**

Please do not use the copier for duplicating materials other than tests for your classes.  If you want to provide students with materials, then you should use the copier as a scanner, and either email the materials to your students or post them on e-courseware.  We simply can no longer afford to be providing students with hard copies of materials.

If you have not used the copier as a scanner, here are the instructions; if you have problems, please ask Patricia or Glynda for assistance.

**USING COPIER AS SCANNER:**

1. **Log in as you normally do**
2. **To the left of the main screen, press “Scanner”**
3. **On the main screen (left), “Select file type”**
4. **In most cases, you will choose either single-page or multi-page pdf; press “OK”**
5. **Find your name as recipient, and choose**
6. **Use copier as you would to make copies**
7. **The document will be sent to your email account**

Please remember: always log off the copier when you are finished.  You are responsible for all copies being made on your account number.

**Appendix B: Travel Policy**

**DEPARTMENT OF WORLD LANGUAGES AND LITERATURES**

**TRAVEL REQUEST PROCEDURE**

The Department of World Languages and Literatures uses the Shared Services Center for domestic and international travel requests: [www.memphis.edu/ssc/](http://www.memphis.edu/ssc/).

**Timeline:**

* For domestic travel, the process should be started at least 14 days prior to your departure date.
* All international travel requests must be submitted at least 21 days prior to the departure date.
* Requests for reimbursements should be submitted within 10 days of returning.
* For trips that are in late June and early July, please see Glynda.

**Process:**

* Email all travel requests to Dr. Thompson ([wjthmpsn@memphis.edu](mailto:wjthmpsn@memphis.edu)) for approval.    One trip request per email.  Please copy Glynda on the email ([grluttmn@memphis.edu](mailto:grluttmn@memphis.edu)).  Attach your acceptance letter or program to the email.
* If you are using any other university source of funding (such as Startup Funds), please include that information in your request.
* You may be reimbursed for some or all costs including airfare, mileage, parking, taxis, hotel, conference registration, meals, incidentals, rental car, trip insurance.
* International travel requests must include a budget (i.e. airfare, accommodations, registration and food). You will need to include this breakdown in your request to Dr. Thompson and in the “Trip Summary” box on the Shared Services request. The Provost/President’s offices will not approve requests without the budget information included.
* Internet travel sites such as Expedia, Travelocity or Kayak can only be used to purchase single travel services such as an airline ticket or a hotel reservation. Package deals are not accepted.
* Once Dr. Thompson has approved your travel request, Glynda will send you the index # that you will need to include in the request.
* Go to the Shared Services site to initiate your request.

**Completing the Travel Request in Shared Services**

* All fields with an asterisk (\*) must be completed).
* You will be asked to enter department contact information in the request.
* Please use Glynda Luttman, [grluttmn@memphis.edu](mailto:grluttmn@memphis.edu), 2506 (phone) as the Alternate contact.
* Name of trip: Use the conference name, please do not just write conference.
* Blanket Travel: always answer No
* Trip Summary
* Mode of Travel
* Purpose of Travel
* Departure Date
* Return Date (Both dates must match the airline/hotel receipts or a justification is needed.)
* Department Index # (Enter six digit number without hyphen)
* Amount for Index: Approved amount, not estimated cost of trip (ex. 500.00)
* Attachments: Conference brochure (plus English translation if necessary), travel estimation worksheet must be uploaded. Any other details that pertain to the trip.
* Submit (small button at the bottom of the page on the left side)

**Submitting the Travel Claim**

* When you return from your trip, please bring your receipts to Glynda before you scan and upload them to Shared Services, so that she can verify that no additional information is needed.
* If not obvious, please indicated on the receipt what it is for (hotel, travel, registration, etc.)
* Scan and upload receipts to the Shared Services site. Shared Services will create your claim form.
* Receipts need to show the last four digits of your credit card number as the method of payment or you will need to attach your credit card or bank statement. Claims will not be reimbursed without this information.
* All international receipts have to be converted to U.S. currency before being uploaded or submitted to Shared Services. Give Glynda your receipts and she will convert them and return them to you to upload in the system.
* When you receive the travel claim from Shared Services, please check it for accuracy. If the reimbursement amount is more than the approved amount, please let Shared Services know to correct it. You will not be reimbursed for more than the approved amount.
* Original paper receipts need to be attached to the claim form that Shared Services has prepared and that you sign and submit to Glynda for processing.
* Direct deposits are strongly recommended.  This allows you to get the reimbursement sooner.   The form is on the Shared Services center website (link above) and should be submitted to the Accounting office, Administration 275.

If you have any questions, please contact Glynda.