
Who Does What?

Break down your needs to ascertain next steps.

1. What kind of help do you need?
2. Who is likely to be in a position/have the authority/have access to what you need to help you?
3. Who/what type of person/office is likely to "own"/be responsible for this type of resource or information?

Example 1

I need help figuring out my homework.

1. **assistance type** = homework, a specific discipline
 2. **authority/access** = instructor
 - a) The **instructor** of a class has the authority/is in a position to influence course outcomes and should therefore be your primary point of contact for any class issues/concerns. The class is your "job" and the instructor is your "boss." Treating each class as if it is your job (coming to class on time = coming to work on time, turning in assignments on time = meeting employment deadlines, etc.) will likely help put you in a responsibility/accountability mindset and help you better transition from full-time student to full-time employee mentality. Go to instructor office hours and/or email him/her questions regarding homework/content, i.e., what you don't understand.
 - b) **syllabus** (typically contains information about tutoring, resource websites, suggested readings)
 - c) **department/program website** (e.g., [Quantitative Reasoning Center](#) for LSP 120/121, [Science and Math Learning Center](#), [Language Learning Center](#), [Psychology Department](#))
 - d) **Additional services** are available for specific populations, such as the [Center for Students with Disabilities](#), [Athletic Academic Advising](#), or [International Student Services](#).
 3. **ownership/responsibility** = instructor and department/program
 - a) The **prefix** of the course is typically the department/program who "owns" the course (e.g., MOL = Department of Modern Languages, HST = History Department, INT = Department of International Studies).
 - Some courses are cross-listed with other courses, so you may need to [contact the instructor](#) to verify who "owns" the course.
 - b) If you try to work with the **instructor** 2-3 times and feel you need additional support, contact the Department Chair/Program Director. Follow the chain of command and do not jump ahead. Knowing how to [follow the chain of command](#) is an important professional skill to develop before you graduate. Be mindful of whether or not this is something you [need to pursue](#) up the chain of command.
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Example 2

I want to take CSS 201 Critical Community Engagement in Merida in lieu of SPN 300 level elective, a *major requirement*. *Note that though the question involves a class, the important piece to note is "major requirement," which means where/how the class is applied, matters. This also requires students to be aware of the classes they need to take and why they need to take them.

1. **assistance type** = degree progress/academic program (i.e., major/minor) requirement
2. **authority/access** = faculty
 - a) CSS 201 in Merida means it's a study abroad course. In looking at the [program webpage](#), we can see it's a faculty-led program.
 - b) A substitution approval may require special accommodations, such as submitting all assignments in Spanish, for a course taught in English, to count the class toward a Spanish major/minor elective requirement. This means you would need approval from the person teaching the course and your Spanish faculty advisor for the Spanish major.
3. **ownership/responsibility** = academic department and/or primary college
 - a) *For this example*, you would need permission from your Spanish faculty advisor (to approve a course substitution for the major), the CSS 201 instructor (make course accommodations for you - agree to accept coursework submitted in Spanish), and the faculty member leading the program (as a professional courtesy since this person is overseeing the program as a whole + this person needs to communicate with the CSS 201 instructor to verify the successful completion of all assignments in Spanish and then communicate this to the MOL staff advisor so s/he can update your DPR).

Other things to consider for authority/ownership in relation to degree requirements:

1. Depends on established hierarchy/protocol in your home college (college who owns your primary major).
2. Depends on the culture of the program, department or college – some can be flexible, others cannot.
3. Department Chair/Program Directors are typically the people in authority to make a substitution approval. However, some colleges/departments/programs may operate differently. Start with your assigned faculty or staff advisor for the major/program you wish to substitute with a different class. If s/he does not have the authority to approve a substitution request, s/he should be able to point you to the person who does.
4. For the Department of Modern Languages, Faculty Advisors are the first point of contact for language program substitutions. The next person in the chain of command is the Program Director (one per language major – review faculty bio pages for titles), then Department Chair. All approval emails must then be forwarded to the MOL staff advisor for a DPR update.
5. For language primary major students, Liberal Studies Program substitution requests would go through an [online exception request form](#).