

## ***Sprachpraxis* Student Queries, Feedback, and Complaints**

If you feel unfairly assessed or graded, or have other issues concerning the course such as meeting attendance requirements, please don't hesitate to raise the issue with your course teacher. All teachers have office hours for students to drop in without an appointment. If this time slot doesn't fit your schedule, appointments can be made at any time in person or by email.

If you would like a second opinion on your written or oral work to be taken into consideration, this can easily be arranged. Just let your course teacher know that you'd like another *Sprachpraxis* teacher to be involved. You are also welcome to suggest a specific teacher who you know and trust to join the discussion. We will then try to find a time when all three of us can meet as soon as possible.

Some frustrations are inevitable in a learning environment where classes are often large and abilities as well as interests are usually mixed. It is always better to raise issues and discuss these—the sooner the better: misunderstandings are part of human communication. Please bear in mind, though, that we learn and improve not just through positive, but also critical feedback. We may not always want to hear the 'bad news' in the moment, but looking back, this very often helps us make a useful step forward in the direction we want to go. Corrections and 'red ink' are always intended to help you see what is not yet in place, and all *Sprachpraxis* teachers focus on providing helpful advice on how to improve. Sometimes personal issues can interfere with one's ability to focus on meeting deadlines and performing well. Whatever the issue, please let your teacher know as soon as possible so that we can assist you in your studies. There is no need for you to go into detail, and we can direct you to university services that are there to help.

Do feel free at any time to ask for advice on how to improve your language skills and beyond: we'd like your time at university to be as worthwhile as possible. Just let us know if you'd like a chat!