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❖ GENERAL INFORMATION

These policies are intended to provide the instructor with information about departmental practices and procedures regarding teaching, particularly at the undergraduate level.

Faculty & Student Interactions

Teaching is arguably our most important university activity. Consequently, the way in which we interact with students, both in the classroom and outside, has an enormous impact on our ability to successfully carry out our educational mission. It follows that we should always keep in mind the following fundamental principles of faculty-student interaction:

- Students must be treated with the same respect and attention that we ask of their teachers. Under no circumstances is embarrassing a student appropriate.
- Students must be made to feel that their questions and difficulties are treated with sensitivity and encouragement.
- Students are entitled to confidentiality in matters relating to their grades and performance on tests, assignments, etc.
- Courtesy and civility must be the rule in all faculty-student interactions.

Departmental Contacts

Chair	Dr. Marco Bertola	LB 901-12	3235	chair.mathstat@concordia.ca
Associate Chair	Dr. Lisa Kakinami	LB 927-7	3397	associatechair.mathstat@concordia.ca
Department Administrator	Ms. Sandra Romanini	LB 901-7	3234	da.mathstat@concordia.ca
Assistant to the Chair	Ms. Selina Leone	LB 901-5	3232	ac.mathstat@concordia.ca
Department Assistant	Ms. Judy Thykootathil	LB 901	3223	judy.thykootathil@concordia.ca
U/G Program Director	Dr. Ionica Groparu	LB 1041-21	8656	upd.mathstat@concordia.ca
Actuarial Program Director	Dr. Patrice Gaillardetz	LB 921-13	3249	patrice.gaillardetz@concordia.ca
Co-op Director	Dr. Mélina Mailhot	LB 921-29	3830	melina.mailhot@concordia.ca
U/G Program Assistant	Ms. Bonnie Janicki	LB 901-4	3222	ugrad.mathstat@concordia.ca
Grad. Program Director (M.Sc./Ph.D.)	Dr. Lea Popovic	LB 927-5	5854	gpd.mathstat@concordia.ca
Graduate Program Assistant	Ms. Carmen Buffone	LB 901-9	3250	grad.mathstat@concordia.ca

Students with Disabilities

The Department supports the University's commitment to fostering, creating, and maintaining a barrier-free environment for students with disabilities. Should a student with disabilities be in your class, you will receive special instructions from the Access Centre for Students with Disabilities (ACSD) regarding special procedures, i.e. writing midterms or finals. More information can be found on their web site: <https://www.concordia.ca/students/accessibility.html>.

Contractual Obligations

In addition to teaching during lecture hours, holding office hours and communicating consistently and promptly with your students either in person, by email or phone, your contractual obligations include being present during tests and final examination(s), bringing the booklets back to the Department on the day of the final exam, marking exams, assigning grades, submitting grades on the SIS (Student Information System) and, after the grades are submitted, being available to students who wish to review their exam booklets for a period of ten working days, and then returning the exam booklets and term marks to the Department. You are expected to remain in the University until all this work is completed.

In the event that you need to leave earlier or run into any problem related to your teaching duties, be it administrative or personal, the Course Examiner (or Associate Chair if you are teaching a single-section course) is the first person you should contact to discuss the problem. Note

that if you are already aware that you need to leave earlier before you sign the teaching contract, this is considered to be a serious breach of faith and may cause you to forfeit any potential future employment contract with the Department.

Teaching Orientation

A teaching orientation scheduled before the beginning of fall and winter terms, is offered by the Department to first-time teachers. *Attendance is obligatory for graduate students.*

Portal & the SIS

All instructors must obtain access to the Carrefour portal; information on how to activate a netname is found on <https://fcms.concordia.ca/idss/pages/account/passwordreset.aspx>. The portal will give you access to the Student Information System (SIS) where you can get class lists, enter grades, and make grade changes for students in your class. It also provides access to your employee information and Moodle (more information about Moodle below). *Note: Graduate students who are teaching have to create a different netname and password (as an employee) for teaching purposes and not use the one they have for their student information.*

Concordia Email Account

All instructors are required to create a Concordia email account through their My CU Account Portal. Email accounts such as Hotmail or Yahoo are not acceptable. Please see the Department Administrator if the option does not appear in your portal.

Class Cancellations/Replacements

No class is to be cancelled without valid reason. If you should have to cancel a class, you must inform the [Department Assistant](#), *and inform your students as soon as possible by emailing them on the SIS.* A cancelled class has to be made up (there is a make-up day for missed lectures at the end of the semester).

In the case of an unforeseen, last minute emergency, you must inform the Information Desk (848-2424, Ext. 3838), your students, and the [Department Assistant](#) of the cancellation as soon as possible. Note that these classes must also be made up at the end of the semester.

Under certain circumstances, you may get a replacement in order to minimize disruption for students. *The replacement must follow Collective Agreement and University regulations,* and must be requested from and approved by the Associate Chair with a copy to the Department Administrator for departmental records.

Leaves of Absence

No leaves of absence are permitted during a term unless there is a valid reason. You must make your request to the Associate Chair at least two weeks in advance with a copy to the Department Administrator, and arrange for a suitable replacement (in agreement with Collective Agreement and University regulations) that has to be approved by the Associate Chair. *Full-time Faculty must adhere to the procedures outlined in the Provost's policy on "Absence by Full-time Faculty Members".*

Teaching Evaluations

There is a mandatory teaching evaluation for every course, usually around the 10th or 11th week of classes. Full-time professors' courses are evaluated online; part-time professors receive a package with

the evaluation forms and a set of instructions on how to conduct the evaluation. All professors and the Chair receive the students' ratings on the My CU Account Portal once the final grades are posted; the professor also gets the original questionnaires with their students' comments. You can get a copy of your teaching evaluations on the My CU Account Portal (Faculty & Academic >Faculty and Staff Services Tile > Course Evaluations). *The Department takes the teaching evaluations very seriously and could stop assigning further teaching if the evaluations are not carried out.*

Office Hours

You are asked to provide the [Department Assistant](#) with office hours by the first week of classes. You should schedule at least 1.5 hours/week for each course on campus. It is imperative that you be available at all times during these hours to assist your students. *Office hours are not meant for students who missed a class; they are meant for students who attended class and need help with the material covered.* Office hours are in effect until the day of the final exam.

Professors sharing an office must conduct office hours in the Student Advising room (LB 915-5) or the Meeting Room on the 10th floor (LB 1027) so as to minimize disruption for other room users; please contact the [Department Assistant](#) to reserve the room.

Classroom Changes

If the classroom for your course is not adequate (e.g. you require an equipped room), you may request to change it by contacting the [Assistant to the Chair](#). Although each valid request will be considered, it may not be possible to change the classroom because of university-wide demands on classroom space.

Photocopy Privileges

Photocopy privileges are given to all course instructors. In order to get a user number, you must contact the [Department Assistant](#). Please note that photocopies made on these accounts *are strictly for administrative/teaching purposes*. If you require photocopies for research purposes, a different sub-user number will be given to you and the copies will be charged directly to your internal research account on a monthly basis. If you do not have an internal research account, copies have to be made outside of the Department. *No personal copies are allowed.*

Administrative/Teaching photocopies should be kept to a minimum (no more than 7 copies per student registered in the course per month). If there is no textbook for the course, the material handed to students must be sent to the Digital Store (LB 115) for photocopying and students are required to buy the material from them. A form is needed for submission of material to the Digital Store that can be picked up in our main office (LB 901), and a signature from the Chair or Department Administrator is required. In addition, any supplemental handouts for students, e.g. solutions for assignments, course material, etc., must be posted on the Moodle site for the course or left at the Digital Store for students to purchase. *Note that instructors require approval from the course examiner to either post past tests/exams and their solutions on Moodle or to have them available at the Digital Store.*

Long-Distance Calls

If your office telephone has access to long-distance, you are responsible for the long-distance charges. The Department will pay only if the calls are made for administrative purposes, i.e. calls related to your course or administrative duties if assigned.

Private Tutoring

It is *strictly forbidden* for instructors, tutors and markers of a course to offer private tutoring to students in any sections of the course they are teaching, tutoring or marking. Full-time faculty members cannot

offer private tutoring to students taking courses offered by the Department. *It is also strictly forbidden to use University premises for private tutoring.*

❖ COURSE MATERIAL

Class Lists on the SIS

Class lists for your course(s) can be obtained from the SIS in your Faculty Centre under Class Roster. You can also download the list as well as send emails to one or more of your students.

Moodle

Moodle is a course management system that is automatically generated each term and allows the instructor, amongst other things, to post course material for students registered in the course. You are required to set up your Moodle course no later than the first week of classes. For a quick guide to setting up your Moodle course, please go to the following site <https://www.concordia.ca/ctl/digital-teaching/using-moodle/courses.html>. Additional resources are available to assist in using Moodle to facilitate learning at this site <https://www.concordia.ca/ctl/digital-teaching/using-moodle.html>

If you do not have access to Moodle on your My CU Account, please see the [Department Assistant](#). *Instructors of multi-section courses should find out from the course examiner whether Moodle is to be activated.*

Textbooks

A copy of the textbook and/or solutions manual for your course can be obtained by contacting the [Undergraduate Program Assistant](#) (UPA). The ordering of textbooks is done by the UPA in consultation with the instructor for single-section courses and with the course examiner for multi-section courses.

Course Outlines

Course outlines are prepared by the instructor for single-section courses, and by the course examiner for multi-section courses (see below for more details). *Students are to be instructed to get outlines for their courses from the departmental website.*

Course outlines for undergraduate courses are available on the departmental website and give a guideline of what is expected to be covered in the course (<http://www.concordia.ca/artsci/math-stats/programs/course-outlines.html>). Graduate course outlines are also available on the graduate programs web page (<http://www.concordia.ca/artsci/math-stats/programs/graduate.html>).

Single-Section Courses

If you are teaching a single-section course, you might be required to set your own course outline and/or final examination. This should be done in consultation with the Associate Chair and/or those who have previously taught the course, and by looking at previous course outlines (available on the departmental website) and previous final examinations (available by contacting the Undergraduate Program Assistant).

Multi-Section Courses

If you are teaching a multi-section course, the course examiner is the person you should first contact to get information about the course, its intended objectives and mathematical level, as well as the expected background of the students. *It is mandatory to keep in close contact with the course examiner and read/respond to correspondence sent to you throughout the term, as well as attend all scheduled meetings.*

If only one section of a multi-section course is being offered, the course outline is prepared by the course examiner, and you are required to set your own final examination that must be approved by the course examiner before submission.

Course Examiners

Each multi-section undergraduate course taught by the Department has a designated course examiner who is responsible for coordinating and overseeing the course, including the choice of textbook, the preparation of course outline and evaluation method(s), overseeing the contents of mid-term tests, the setting of the final examination (if more than one section of the course is offered, otherwise see 'Exam Preparation' below), and the administration of common marking. The course examiner also oversees the invigilation of the final examination.

Class Tests (Midterms)

Most courses have one class test (midterm).

For MATH 200-209 courses:

Common midterms are prepared by the course examiner and given on a designated week-end (Saturday or Sunday). Students who have a valid reason for missing the midterm (e.g. due to religious or illness confirmed by a valid medical note) may apply to write an alternate midterm given on the following week-end *It is the Department's policy that class tests (midterms) missed for any other reasons than those mentioned above cannot be made up. No other deferred or makeup class tests (midterms) are permitted in any course unless otherwise specified on the course outline.*

Instructors will participate in invigilating and marking the midterm as directed by the course examiner. A document titled "Midterm Tests: Instructions" will be sent to everyone teaching a course with a common midterm. It explains in detail what is required of each instructor and invigilator before, during, and after the test. You are required to be familiar with it.

As there are a limited number of courses offered in the summer terms, there are no common midterms held on the weekend; midterms are given during class time. Instructors will be able to request an invigilator by sending the [Undergraduate Student Advisor](#) an email prior to the first day of classes. At the DNE, the enrolment will be verified, and should the course be filled at 90% of the course capacity an invigilator will be assigned as per the process outlined in their Collective Agreement.

For multi-section courses other than MATH 200-209:

The preparation and marking of these tests are your responsibility; the course examiner may request a copy of the midterm prior to its distribution and the instructor must comply.

Memory Aids

If an ACSD advisor has recommended that a student have access to a memory aid during examinations, the memory aid must be evaluated and approved. This is to ensure that they are not notes, they do not compromise the core learning objectives of the course, and that they adhere to the guidelines as outlined

in Appendix A. For single section courses, evaluation of memory aids is done by the instructor. For multi-section courses, instructors should inform the Course Examiner. For informational purposes, the Associate Chair must be informed about the details of each such request and the decision.

Class Assignments, Markers & Tutors

MATH 200-209 courses have computerized assignments, either under the WeBWorK system (200- 205) or MyMathLab (206-209). If you are teaching any of these courses, you are expected to familiarize yourself with the relevant system and with the assignments in your course.

Most of our other courses have regular (weekly) assignments and markers. You are responsible for collecting the assignments and placing them in the designated filing cabinet for the marker to pick up (in LB 901-02; see the Department Assistant for more information). Note that departmental staff will not collect assignments from students, so please arrange to have students submit them in class or in your office during office hours. *It is against university policy to collect students' assignments or return them by leaving a box outside your office.*

If your course has been assigned a marker, you may not ask the marker to prepare solution sets or to give tutorials. In some courses with lengthy assignments, the markers cannot be expected to mark every question. For these situations, you will pick a reasonable and representative subset of the assignment (about 4 to 5 questions) for marking. *Students should not be told ahead of time which questions will be marked and which will not.* We also ask that the names and/or emails of markers not be given to the students in the class.

If your course has been assigned a tutor (MATH 200–206), you are expected to communicate with your tutor on a weekly basis, either by email or by short meetings, to discuss what material is to be covered in the tutorials.

❖ EXAMINATIONS

Religious Accommodations

Final Examination

Almost all undergraduate courses have a 3-hour final examination, scheduled by the Examinations Office. The final exam for your section may take place any time within the 3-week period of exams, which begins right after the end of lectures.

Preparation of Final Examinations

Final examinations are prepared by the instructor for single-section courses and by the course examiner for multi-section courses. If there is only one section of a multi-section course offered during a term, i.e. summer, the instructor prepares the final exam in conjunction with the course examiner. The course examiner must approve it prior to submission.

The University is implementing a new format of final examination script submission. The procedure at the department level will be as follows:

1. An email will be sent to all instructors and course examiners with detailed instructions regarding the final examination script submission deadline and documentation requirements.
2. The instructor or course examiner will submit their script to the UPA via PDF format.
3. The UPA will upload the exams via SIS.

N.B. In no circumstance should a professor submit directly to SIS. It is imperative that the UPA is involved to maintain the correct execution of this exercise. When the deadlines by the UPA are not met, the instructor or course examiner then becomes responsible for making the required number of copies and ensuring the Exams Office receives all the exams as per their deadlines. In these instances, a copy of the final must be sent to the Department for archiving purposes.

Important information about final exam preparation:

- A final examination must be reviewed by a second qualified professor (preferably who is not teaching the course) before submitting it to the Examinations Office (unless it is reviewed by the course examiner as mentioned above).
- Instructors of a multi-sectioned course may not see the final examination once it is prepared by the course examiner. However, should the format or content of the exam be significantly changed from the previous year/term, the instructors must be informed.

Invigilation and Collection of Final Examinations

It is the responsibility of each instructor to be present for the duration of the final examination. Although professional invigilators are usually present, your job is to answer students' questions. *Please note that it is unethical to give students any more information than what they need to understand the question.* They will sometimes ask you for hints or information; however, you must not answer these attempts to get help from you - simply say that this is part of what is being tested. It is also the responsibility of the instructor to bring the examination booklets back to the Department (in the designated cabinet in LB 916 for multi-section courses) on the day of the final exam. *It is encouraged to count the examinations booklets when you pick them up to make sure your number is the same as what is said to be given to you.*

Alternate/Deferred/Med Replacement/Supplemental/Make-Up Final Examinations

The following are circumstances that may permit a student to re-write or write a final exam at a different time. In any of the circumstances, the student is instructed to get approval from the Examinations Office or apply at the Birks Student Service Centre (*instructors may not conduct their own make-up exams*):

- **Alternate:** Students who have conflicts with another exam can get approval to write an Alternate examination. The Examinations Office informs the Undergraduate Program Assistant of which courses require an alternate exam and the instructor will be asked to submit one when submitting their final exam(s). Multi-section courses always require an alternate, so course examiners of such courses (or the instructor if only one section of a multi-section course is being offered) have to submit one every term.
- **Deferred:** Students who missed a final examination because of unforeseeable and/or extraordinary circumstances beyond their control (e.g. serious illness or severe injury; a recent death in one's immediate family; severe emotional stress, religious observance, work conflict) can request to write a deferred examination through the Examinations Office.

- **Med Replacement:** Students who have been unable to write a final examination and/or complete other assignments due to a long-term medical situation can request to write a Med Replacement examination through the Examinations Office.
- **Supplemental:** Students who want a second opportunity to write a final exam for a course that was previously failed can request to write a Supplemental examination through the Birks Student Service Centre for a fee.

In all of the above cases, the Examinations Office informs the Undergraduate Program Assistant of which course(s) require the make-up examinations and the instructor(s) will be asked to provide them.

Under extraordinary circumstances, a student may be given permission to write a make-up final examination that must be authorized by the Associate Chair, and a specially prepared exam must be given that is not the same as the final. Note that these examinations are not given to accommodate a student's work schedule, travel plans or medical issues, and it is the instructor's responsibility to get authorization from the Associate Chair. *This departmental procedure overrides any Exams Office permission to the contrary.*

Deferred Examinations Booklets Collected During Final Examinations

When deferred exams are scheduled to be written during a final examination, the booklets are to be collected as follows:

- Instructors must collect the deferred exam booklet(s) written during their final exam and must verify the contents of the deferred exam envelope before signing for it.
- The deferred exam booklet(s) and the corresponding sign-in slips are then brought to the Undergraduate Program Assistant on the same day immediately following the exam - *they must not be placed with the final exam booklets*. Once submitted to the UPA, the deferred booklets will be given to the appropriate instructor (for single-section courses) or placed for marking in the common marking cabinet (for multi-section courses) as soon as possible.
- The instructor must return all deferred exam booklet(s) to the Undergraduate Program Assistant. For multi-section courses, the UPA will collect the deferred exam booklets from the cabinet five days after the exam is written and will inform the course examiner if the grading is incomplete. The UPA will then distribute the graded deferred exam booklet(s) and corresponding grade sheets to the original instructor(s) to be completed and returned to the UPA.

Common Marking

The Department's policy is that multi-section courses have common marking, where each instructor marks the same set of questions for all sections. The course examiner does the administration of the common marking and the marking is *expected to be completed within 5 calendar days after the exam is written*. It is a tight schedule that requires the full cooperation of all instructors. *Exceptions cannot be made to accommodate instructors' travel plans.*

Examination booklets for common marking are kept in cabinets in room LB 916 *and marking must be done in that office – the booklets may not be taken out of the room*. Any questions regarding the booklets' whereabouts should be directed to the Undergraduate Program Assistant and keys to the

cabinets can be obtained from the Assistant to the Chair. Keys must be returned after the grading is completed.

Important information about common marking:

- Following the grading of the final examination booklets by different instructors, each instructor is responsible to ensure that the exam booklets for their section are graded appropriately.
- All common markers must take extreme care to fairly, accurately and clearly mark each question, and enter the numerical mark for each question in the exam booklet as well as on the cover page.
- The instructor must take extreme care to accurately tabulate the marks and convert them to the appropriate grade.
- Should there be a complaint from a student regarding a question, whether marked by the instructor or not, the instructor has the option to change the grade if required, without the student having to request a formal re-evaluation.

When considering a grade change under common marking, instructors must use their professional judgment to decide when a mark given by another instructor falls outside the range of what is reasonable, keeping in mind that other students had this question marked by the same instructor. Nevertheless, if the mark is unreasonable, it should be changed.

Examination Booklets for Students Not Registered in Your Section

If you have a final examination booklet for a student who does not appear on your grade sheet, you must inform the [Undergraduate Program Assistant](#) and bring the booklet(s) to her as soon as possible; the booklet(s) will be placed in the appropriate section and the instructor will be informed.

Suspected Cheating

Please note that the University's Academic Code of Conduct sets guidelines of what to do in the case where cheating is suspected. Failure to follow these guidelines would automatically disqualify the claim. Please check the Undergraduate Calendar, Section 16.3.13 (<http://registrar.concordia.ca/calendar/pdf/sec17.pdf>). You are highly encouraged to review the guidelines prior to teaching your course.

Student Requests to Review Final Examinations

Students may request to review final exams with you; no such requests are to be accepted after the re-evaluation deadline mentioned in the University's academic calendar (February 1st for Fall courses; June 15th for Winter courses; and October 1st for Summer courses).

Storage of Examinations and Term Work Marks

The Department is responsible for keeping all exam booklets on file for one year following the exam date. As soon as the term is over, you must bring all your exam booklets to the Undergraduate Program Assistant. Note that you will be able to access them thereafter by notifying the UPA 24 hours in advance. The booklets will be stored in the Department and will be shredded after one year. *Under no circumstances should a student have unsupervised possession of his or her final examination booklet, e.g. to deliver the booklet to the front office after a re-evaluation.*

Term work marks (Midterms, projects, and/or assignments) must also be submitted to the Undergraduate Program Assistant either written on the final exam booklet for each student or

electronically (an Excel or scanned grade sheet). This is required in case you are no longer in the Department or on a sabbatical, and a re-evaluation is required for a student that was registered in your course.

❖ FINAL GRADES

Grade Submission Information

All final grades are calculated as per the course outline, and then converted to the appropriate grade as per the departmental grading scheme (shown below). *Final grades must be submitted on your Faculty Centre in the SIS no later than seven calendar days after the final examination is written (three calendar days for potential graduates).* Please ensure to click **Submit for Review**. There are training videos and PDFs available on Moodle with instructions on how to submit grades on the SIS.

Students who wrote an Alternate or Deferred Examination

These students did not write the final examination and will have an F/DNW for their grade. The grade for an alternate or deferred exam is calculated as per the course outline's grading scheme and an online grade change will have to be done (see Grade Change Instructions below).

Students who wrote a Med Replacement or Supplemental Examination

The grade is calculated as per the course outline's grading scheme. Since the Department is not responsible for adding MED, PEND or REPT notations (the Examination Office is), grades for these students must be submitted by the instructor through a Grade Change form provided by the Undergraduate Program Assistant rather than by online grade submission.

Grading System

The following grading systems are used for the Mathematics & Statistics Department:

Undergraduate Courses

90-100	A+
85-89	A
80-84	A-
77-79	B+
73-76	B
70-72	B-
67-69	C+
63-66	C
60-62	C-
57-59	D+
53-56	D
50-52	D-
0-49	F

Graduate Courses

90-100	A+
85-89	A
80-84	A-
77-79	B+
73-76	B
70-72	B-
60-69	C
0-59	F

Grade Notations for Failed Students

For students who are registered, wrote the final, but failed:

- F is the usual grade notation.
- FNS is the grade notation **only** for certain courses such as ACTU, ENGR and any course for which the final is in a lab, e.g. MAST 232, 234, 235, 333; MATH 212; STAT 461; and eConcordia sections as there are no supplemental exams permitted for these courses.

For students who are registered and did not write the final:

- F/DNW is used whenever the student did not write the final exam as normally, the exam counts for at least 50% of the mark.
- FNS/DNW is the grade notation **only** for certain courses such as ACTU, ENGR or any course where the final is in a lab, e.g. MAST 232, 234, 235, 333; MATH 212; STAT 461; and eConcordia sections.

DNW indicates “Did Not Write”.

FNS indicates “Failure, No Supplemental”

INC indicates “Incomplete” (**almost never used in our Department**; requires prior permission from the Dean’s Office).

NR indicates “Grade Not Reported” (**almost never used in our Department**; requires prior permission from the Associate Chair).

R indicates “Repeat” (it is the Department’s policy not to use this grade).

Grade Change Instructions

Grade changes are done on the SIS by the instructor if: a) there was an error made in the correction of the final exam or tabulation of marks; or b) the student originally received an F/DNW (Failed, Did Not Write) and later wrote an alternate or deferred exam. There are training videos and PDFs available on Moodle with instructions on how to submit a change of grade on the SIS.

Grade changes for Incomplete Grades (INC), Pending grades (PEND), Supplemental examination grades (SUPP), or Medical grades (MED) must be submitted using a Grade Change form.

Academic Re-Evaluations

Students who are dissatisfied with a grade can request an academic re-evaluation through the Birks Centre before the re-evaluation deadline in the University’s academic calendar. Once the request is sent to the Department, you may be asked by the Chair to do the re-evaluation for a course you were not teaching that term. You will be provided with all necessary documentation with which to perform this duty. Any questions you have should be directed only to the Chair; under no circumstances should you contact the professor and/or course examiner of the course in question.

The Department appreciates your cooperation in these matters.