Concern Resolution Path

v.2026-2027

(adapted from the Chicago Theatre Standards)

Creating a safe and productive environment for all members of our team is important to the MTSU Department of Theatre and Dance. We take concerns seriously and seek to address issues in a sensitive and timely manner.

The following individuals are available to help you resolve any concerns or issues that may arise. We encourage concerns of Level 2 or above to be made in writing (or email) when possible.

Level One

If you feel comfortable doing so, we encourage you to first directly address your concern with the individual(s) involved. This helps to foster an honest and open community and is often the fastest path to resolution.

Level Two

If you are not comfortable directly addressing the individual(s) involved, or if no resolution can be agreed upon, your next points of contact can be any of the following:

Name:_____
Title: Stage Manager
Email: _____
Phone #:_____

Name:_____
Title: Director
Email:_____
Phone #:_____

Name: _____
Title: Actor Deputy
Email:_____
Phone #:_____

Name:_____
Title: _____
Email:_____
Phone #:_____

Level Three

If an issue has not been resolved through Levels One or Two, or if you are an individual named in Level Two who needs assistance to resolve the issue, your next points of contact can be any of the following people. The contacts may consult with each other and review any implications of any decision.

Name: John Underwood
Title: Director of Production and Technical Operations
Email: John.Underwood@mtsu.edu
Phone #: (615) 405-4975

Name: Kristi Shamburger
Title: Department Chair
Email: Kristi.Shamburger@mtsu.edu
Phone #: (615) 898-2641

Name: Scott Wray
Title: Stage Management Faculty Advisor
Email: Scott.Wray@mtsu.edu
Phone #:

Name: Lauren Shouse
Title: Directing Advisor
Email: Lauren.Shouse@mtsu.edu
Phone #: (615) 494-7858

Level Four

Should an issue need resolution outside of the Department of Theatre and Dance, the next point of contact is Dean of the College of Liberal Arts.

Name: Leah Lyons
Title: Interim Dean, College of Liberal Arts
Email: Leah.Lyons@mtsu.edu
Phone #: (615) 898-2534

In case of physical or criminal activity, call 911.