Academic Administrator Guide to Classroom Management Flow Chart

Eastern Michigan University (EMU) is committed to promoting a safe and healthy teaching and learning environment. The documents presented here are intended to provide guidance to the university community on the management of that environment. Recognizing that all situations are unique, it is important to note that the timelines and processes outlined here may vary, and that the university may at its discretion, initiate a formal intervention process at any level, as dictated by the circumstances of the individual situation. Ultimately, all members of the university community must work in concern to assure a high quality educational environment.

CLASSROOM MANAGEMENT DEFINITIONS
Classroom Management: All forms of interaction in and outside the classroom between faculty and students.

DISTRESSED BEHAVIOR	DISRUPTIVE BEHAVIOR	THREATENING BEHAVIOR

• Behavior that suggests to a faculty or staff member that a student may be coping with difficulties or is in despair.
 	
• Distressed behavior may include emotional and/or mental health issues, serious attendance or communication behaviors that suggest a student is experiences distress.
	Student behavior that:
	
	• A reasonable person would view as interfering with a faculty member's ability to conduct class; and/or,
	• Interferes with the learning activities of other students; and/or
	• Impedes the delivery of university services; and/or
	• Has a negative impact in any learning environment – including classroom, labs, department and staff offices, online classes, the Library, computer labs, learning centers, clinical sites, service learning sites, etc.
	
	Disruptive behaviors encompass a wide range of activities or actions that undermine faculty leadership of the classroom including:
	
	    • Unauthorized use of cell phone, laptop, or tablet;
	    • Persistent speaking in class without being recognized;
	    • Dominating or distracting discussions;
	    • Excessive side conversations with other students;
	    • Arriving late and leaving early;
	    • Reading or accessing outside materials (e.g. newspapers, tablets, laptops)
	    • Direct challenges to faculty authority (e.g. challenging grading publicly, interruptions, confrontations, etc.)
	    • Other disruptions that otherwise interfere with the teaching and learning environment.
		• Behavior that creates an intimidating, hostile, or offensive campus, educational or work environment for another person or group.
		
		• Behavior that actually threatens, intimidates, humiliates, or otherwise harms another person or group is considered threatening.

	For disruptive and threatening behaviors, please also reference the *Student Conduct Code, Board Policy 8.1.* The Student Conduct Code may be found at: http://www.emich.edu/studentconduct	

Faculty members have broad authority to manage the classroom environment and should make reasonable efforts to resolve issues within the classroom setting whenever possible. When such reasonable efforts fail, the following steps should be followed.

Request to have students removed from class session(s) must follow the Faculty/Conduct Removal Process: https://www.emich.edu/studentconduct

Complete Academic Administrators Guide to Classroom Management Process:
http://www.emich.edu/ahr/docs/documents/descriptors_interventions.pdf

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	DISTRESSED BEHAVIOR	
	Addressing the Behavior	**Communication Protocol Timeline**
Level 1	Depending on the severity of the distress, options for addressing distressed student behavior include: - Faculty member may follow up with student directly; and/or, - Faculty member may seek resources for advisement, such as Counseling & Psychological Services (CAPS), Disability Resource Center (DRC), Department of Public Safety (DPS), Office of Student Well-Being (SWB), etc., and may refer student accordingly; and/or, - Faculty member may document the situation but take no further action at that time; and/or, - Faculty member may directly submit a CARE Report to the Student Intervention Team (SIT). Faculty members may also seek assistance from their Department Head/School Director. Upon a faculty member's report of distressed behavior, the Department Head/School Director must: - Submit a CARE Report to SIT; and/or, - Work with the appropriate Dean's office staff as needed to resolve the issue. - Make reasonable attempts to update the faculty member in a timely fashion regarding the steps towards resolution of the issue(s).	*Faculty & Department Head/School Director* Communication between these individuals should happen within 24 hours of the incident/issue.
Level 2	If a CARE Report is filed by the Faculty or Department Head/School Director: - SIT chair determines timeliness for taking action (immediate or at scheduled weekly SIT meetings) - SIT chair may contact Faculty and/or Department Head/School Director to obtain further information prior to SIT meeting. - SIT meets to discuss the report. - Options for processing/resolution may include, but are not limited to: - The report was submitted as an FYI only and is closed - SIT determines appropriate actions such as referral to CAPS, DRC, Residence Life check in with student, etc. - SIT follows up with recommended actions to assist Faculty and/or Department Head/School Director in moving forward after the incident/issue(s). - SIT (or referring party) shares information with appropriate administrative offices. - Faculty Member must be advised of final outcome.	*Faculty, Department Head/School Director, Student Intervention Team* Communication between these individuals should happen no later than 1 week from the incident/issue.
Level 3	If Level 1 and Level 2 have been completed (or if individuals would like additional consultation and/or support during any of the above listed levels) the Office of the Ombuds can be contacted by the Faculty Member and/or Department Head/School Director. Additionally student(s) involved in the incident/issue(s) may be referred to the Office of the Ombuds for assistance in understanding EMU policies and processes.	Communication can occur with the office at any point during this process.

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	DISRUPTIVE BEHAVIOR	
	Addressing the Behavior **Please Note:** Should a Faculty member feel that there is an immediate threat to themselves or other students, they should contact DPS for assistance and additional support and refer to the steps outlined for threatening behavior within this guide. **Please Note:** At any point Faculty reserve the right to consult with the Office of the Ombuds or the SCCSW Faculty Liaison to ensure that appropriate processes, procedures, and timelines are followed.	**Communication Protocol Timeline**

Level 1	1. Faculty member reports disruptive behavior to Department Head/School Director and must state if faculty member has removed student for a class session.
	2. Next steps are identified through collaboration between the Faculty member, Department Head/School Director, and other staff as appropriate; Department Head/School Director communicate issue/concern to Dean. Depending on the severity of the disruption, intervention options (which may also be used in combination) include:
	   a. Department Head/School Director follows up with student, including discussion of resources available for advisement. Faculty members are given an option to attend this meeting.
	   b. Department Head/School Director submits CARE Report to the SIT. (Maximum 30 day process)
	   c. Department Head contacts the Office of Student Conduct, Community Standards, & Wellness (SCCSW) directly to consult and receive assistance.
	3. Department Heads/School Directors must update the faculty member throughout the identified resolution process including any final outcomes ___ in the intervention plan.
		Faculty, Department Head/School Director, & Dean
		
		Step 1:
		Communication between these individuals should happen within 24 hours of the incident/issue, and prior to the next class period, with follow-up no later than 1 week from the incident.
		
		Step 2:
		Plan for resolution must be identified prior to the next class period.
		
		*Dean to notify Provost as needed.

Level 2 Removal beyond a single class period.	1. Faculty member reports disruptive behavior to Department Head/School Director and must state if faculty member has removed student for a class session. 2. Faculty and/or Department Head/School Director should file an Incident Report with SCCSW. This step requests formal removal of the student form a class session. Faculty may elect not to complete the report. Department Head/School Director may submit a report ONLY in cases where the faculty member elects not to do so. 3. SCCSW staff receives the report and will contact the Faculty member and the Department Head/School Director to obtain additional information and consult. SCCSW will communicate with all parties involved throughout the duration of the removal from class. 4. After the consultation, SCCSW may pursue formal disciplinary action. 5. If formal disciplinary action is warranted, SCCSW will contact the student in order to address any allegations in accordance with the Student Code of Conduct. SCCSW will communicate with the faculty member whether/when any formal disciplinary action is taken.	*Faculty, Department Head/School Director, SCCSW, & DPS* Communication between these individuals should happen prior to the next class meeting time and continue until the incident/issue is resolved.
Level 3	1. SCCSW staff will follow-up with Faculty and Department Head/School Director to communicate next steps or final outcomes. 2. SCCSW will inform DPS of the outcome if necessary and appropriate. 3. SCCSW (or referring party) will share information with appropriate administrative offices. 4. Administrative offices report back to originating levels as needed.	Communication between these individuals should happen prior to the next class meeting time and continue until the incident/issue is resolved.
Level 4	If Level 1, 2, and 3 have been completed (or if individuals would like additional consultation and/or support during any of the levels) the Office of the Ombuds can be contacted by anyone involved. Additionally student(s) involved in the incident/issue(s) may be referred to the Office of the Ombuds for assistance in understanding EMU policies and processes.	Communication can occur with the office at any point during this process.

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	Threatening BEHAVIOR	
	Addressing the Behavior	**Communication Protocol Timeline**
Level 1	1. Faculty member contacts DPS immediately and submits an Incident Report with SCCSW. a. DPS reports any immediate action taken to all appropriate parties (Faculty member, Department Head/School Director, SCCSW, Dean, Provost, etc.) 2. Faculty member reports incident to Department Head/School Director; Department Head/School Director reports incident to the Dean immediately. 3. Next steps are identified in collaboration with DPS, SCCSW, Dean, Department Head/School Director, and Faculty member.	*Faculty, Department Head/School Director, Dean, SCCSW, & DPS* Communication between these individuals should happen as immediately as possible, especially within 24 hours of the incident/issue, and follow-up no later than prior to the next class period.
Level 2	1. DPS notifies SCCSW of the incident and shares copy of information they have obtained. 2. SCCSW initiates formal disciplinary action after receipt of the Incident Report. 3. SCCSW staff contacts Faculty and Department Head/School Director to obtain additional information. 4. SCCSW staff communicates to Faculty and interim actions.	*Faculty, Department Head/School Director, SCCSW, & DPS* Communication between these individuals should happen prior to the next class meeting time and continue until the incident/issue is resolved.
Level 3	1. SCCSW staff follows up with Faculty and Department Head/School Director to communicate next steps or final outcome. 2. SCCSW informs DPS of the final outcome, when necessary and appropriate. 3. SCCSW shares information with Ombuds as appropriate.	Communication between these individuals should happen prior to the next class meeting time and continue until the incident/issue is resolved.
Level 4	If Level 1, 2, and 3 have been completed (or if individuals would like additional consultation and/or support during any of the levels) the Office of the Ombuds can be contacted by anyone involved. Additionally student(s) involved in the incident/issue(s) may be referred to the Office of the Ombuds for assistance in understanding EMU policies and processes.	Communication can occur with the office at any point during this process.

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