

# 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 concert to assure a high quality educational environment.

<b>CLASSROOM MANAGEMENT DEFINITIONS</b>		
<i>Classroom Management:</i> All forms of interaction in and outside the classroom between instructor and students.		
<p><b>DISTRESSED BEHAVIOR</b></p> <ul style="list-style-type: none"> <li>• Behavior that suggests to a instructor or staff member that a student may be coping with difficulties or is in despair.</li> <li>• Distressed behavior may include emotional and/or mental health issues, serious attendance or communication behaviors that suggest a student is experiences distress.</li> </ul>	<p style="text-align: center;"><b>DISRUPTIVE BEHAVIOR</b></p> <p>Student behavior that:</p> <ul style="list-style-type: none"> <li>• A reasonable person would view as interfering with a instructor member’s ability to conduct class; and/or,</li> <li>• Interferes with the learning activities of other students; and/or</li> <li>• Impedes the delivery of university services; and/or</li> <li>• 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.</li> </ul> <p>Disruptive behaviors encompass a wide range of activities or actions that undermine instructor leadership of the classroom including:</p> <ul style="list-style-type: none"> <li>• Unauthorized use of cell phone, laptop, or tablet;</li> <li>• Persistent speaking in class without being recognized;</li> <li>• Dominating or distracting discussions;</li> <li>• Excessive side conversations with other students;</li> <li>• Arriving late and leaving early;</li> <li>• Reading or accessing outside materials (e.g. newspapers, tablets, laptops)</li> <li>• Direct challenges to instructor authority (e.g. challenging grading publicly, interruptions, confrontations, etc.)</li> <li>• Other disruptions that otherwise interfere with the teaching and learning environment.</li> </ul>	<p style="text-align: center;"><b>THREATENING BEHAVIOR</b></p> <ul style="list-style-type: none"> <li>• Behavior that creates an intimidating, hostile, or offensive campus, educational or work environment for another person or group.</li> <li>• Behavior that actually threatens, intimidates, humiliates, or otherwise harms another person or group is considered threatening.</li> </ul>
<p>For disruptive and threatening behaviors, please also reference the <i>Student Conduct Code, Board Policy 8.1</i>.</p> <p>The Student Conduct Code may be found at: <a href="http://www.emich.edu/studentconduct">http://www.emich.edu/studentconduct</a></p>		

Instructor 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 Instructor/Conduct Removal Process: <https://www.emich.edu/studentconduct>

## Academic Administrator Guide to Classroom Management Flow Chart

DISTRESSED BEHAVIOR		
	Addressing the Behavior	Communication Protocol Timeline
<b>Level 1</b>	<p>Depending on the severity of the distress, options for addressing distressed student behavior include:</p> <ul style="list-style-type: none"> <li>• Instructor member may follow up with student directly; and/or,</li> <li>• Instructor member may seek resources for advisement, such as Counseling &amp; 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,</li> <li>• Instructor member may document the situation but take no further action at that time; and/or,</li> <li>• Instructor member may directly submit a CARE Report to the Student Intervention Team (SIT).</li> </ul> <p>Instructor members may also seek assistance from their Department Head/School Director. Upon an instructor member's report of distressed behavior, the Department Head/School Director must:</p> <ul style="list-style-type: none"> <li>• Submit a CARE Report to SIT; and/or,</li> <li>• Work with the appropriate Dean's office staff as needed to resolve the issue.</li> <li>• Make reasonable attempts to update the instructor member in a timely fashion regarding the steps towards resolution of the issue(s).</li> </ul>	<p><i>Instructor &amp; Department Head/School Director</i></p> <p>Communication between these individuals should happen within 24 hours of the incident/issue.</p>
<b>Level 2</b>	<p>If a CARE Report is filed by the Instructor or Department Head/School Director:</p> <ul style="list-style-type: none"> <li>• SIT chair determines timeliness for taking action (immediate or at scheduled weekly SIT meetings)</li> <li>• SIT chair may contact Instructor and/or Department Head/School Director to obtain further information prior to SIT meeting.</li> <li>• SIT meets to discuss the report.</li> <li>• Options for processing/resolution may include, but are not limited to:                             <ul style="list-style-type: none"> <li>○ The report was submitted as an FYI only and is closed</li> <li>○ SIT determines appropriate actions such as referral to CAPS, DRC, Residence Life check in with student, etc.</li> <li>○ SIT follows up with recommended actions to assist Instructor and/or Department Head/School Director in moving forward after the incident/issue(s).</li> </ul> </li> <li>• SIT (or referring party) shares information with appropriate administrative offices.</li> <li>• Instructor Member must be advised of final outcome.</li> </ul>	<p><i>Instructor, Department Head/School Director, Student Intervention Team</i></p> <p>Communication between these individuals should happen no later than 1 week from the incident/issue.</p>
<b>Level 3</b>	<p>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 Instructor 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.</p>	<p>Communication can occur with the office at any point during this process.</p>

# Academic Administrator Guide to Classroom Management Flow Chart

DISRUPTIVE BEHAVIOR		
	<b>Addressing the Behavior</b>	<b>Communication Protocol Timeline</b>
	<p><b>Please Note:</b> Should a Instructor 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.</p> <p><b>Please Note:</b> At any point Instructor reserve the right to consult with the Office of the Ombuds or the Office of Wellness &amp; Community Responsibility Instructor Liaison to ensure that appropriate processes, procedures, and timelines are followed.</p>	
<b>Level 1</b>	<ol style="list-style-type: none"> <li>1. Instructor member reports disruptive behavior to Department Head/School Director and must state if instructor member has removed student for a class session.</li> <li>2. Next steps are identified through collaboration between the Instructor 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:               <ol style="list-style-type: none"> <li>a. Department Head/School Director follows up with student, including discussion of resources available for advisement. Instructor members are given an option to attend this meeting.</li> <li>b. Department Head/School Director submits CARE Report to the SIT. (Maximum 30 day process)</li> <li>c. Department Head contacts the Office of Wellness &amp; Community Responsibility (OWCR) directly to consult and receive assistance.</li> </ol> </li> <li>3. Department Heads/School Directors must update the instructor member throughout the identified resolution process including any final outcomes in the intervention plan.</li> </ol>	<p style="text-align: center;"><i>Instructor, Department Head/School Director, &amp; Dean</i></p> <p style="text-align: center;"><u>Step 1:</u> 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.</p> <p style="text-align: center;"><u>Step 2:</u> Plan for resolution must be identified prior to the next class period. *Dean to notify Provost as needed.</p>
<b>Level 2</b>  Removal beyond a single class period.	<ol style="list-style-type: none"> <li>1. Instructor member reports disruptive behavior to Department Head/School Director and must state if instructor member has removed student for a class session.</li> <li>2. Instructor and/or Department Head/School Director should file an Incident Report with OWCR. This step requests formal removal of the student form a class session. Instructor may elect not to complete the report. Department Head/School Director may submit a report ONLY in cases where the instructor member elects not to do so.</li> <li>3. OWCR staff receives the report and will contact the Instructor member and the Department Head/School Director to obtain additional information and consult. OWCR will communicate with all parties involved throughout the duration of the removal from class.</li> <li>4. After the consultation, OWCR may pursue formal disciplinary action.</li> <li>5. If formal disciplinary action is warranted, OWCR will contact the student in order to address any allegations in accordance with the Student Code of Conduct. OWCR will communicate with the instructor member whether/when any formal disciplinary action is taken.</li> </ol>	<p style="text-align: center;"><i>Instructor, Department Head/School Director, OWCR, &amp; DPS</i></p> <p>Communication between these individuals should happen prior to the next class meeting time and continue until the incident/issue is resolved.</p>
<b>Level 3</b>	<ol style="list-style-type: none"> <li>1. OWCR staff will follow-up with Instructor and Department Head/School Director to communicate next steps or final outcomes.</li> <li>2. OWCR will inform DPS of the outcome if necessary and appropriate.</li> <li>3. OWCR (or referring party) will share information with appropriate administrative offices.</li> <li>4. Administrative offices report back to originating levels as needed.</li> </ol>	<p>Communication between these individuals should happen prior to the next class meeting time and continue until the incident/issue is resolved.</p>
<b>Level 4</b>	<p>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.</p>	<p>Communication can occur with the office at any point during this process.</p>

## Academic Administrator Guide to Classroom Management Flow Chart

Threatening BEHAVIOR		
	Addressing the Behavior	Communication Protocol Timeline
<b>Level 1</b>	<ol style="list-style-type: none"> <li>1. Instructor member contacts DPS immediately and submits an Incident Report with OWCR.                             <ol style="list-style-type: none"> <li>a. DPS reports any immediate action taken to all appropriate parties (Instructor member, Department Head/School Director, OWCR, Dean, Provost, etc.)</li> </ol> </li> <li>2. Instructor member reports incident to Department Head/School Director; Department Head/School Director reports incident to the Dean immediately.</li> <li>3. Next steps are identified in collaboration with DPS, OWCR, Dean, Department Head/School Director, and Instructor member.</li> </ol>	<p><i>Instructor, Department Head/School Director, Dean, OWCR, &amp; DPS</i></p> <p>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.</p>
<b>Level 2</b>	<ol style="list-style-type: none"> <li>1. DPS notifies OWCR of the incident and shares copy of information they have obtained.</li> <li>2. OWCR initiates formal disciplinary action after receipt of the Incident Report.</li> <li>3. OWCR staff contacts Instructor and Department Head/School Director to obtain additional information.</li> <li>4. OWCR staff communicates to Instructor and interim actions.</li> </ol>	<p><i>Instructor, Department Head/School Director, OWCR, &amp; DPS</i></p> <p>Communication between these individuals should happen prior to the next class meeting time and continue until the incident/issue is resolved.</p>
<b>Level 3</b>	<ol style="list-style-type: none"> <li>1. OWCR staff follows up with Instructor and Department Head/School Director to communicate next steps or final outcome.</li> <li>2. OWCR informs DPS of the final outcome, when necessary and appropriate.</li> <li>3. OWCR shares information with Ombuds as appropriate.</li> </ol>	<p>Communication between these individuals should happen prior to the next class meeting time and continue until the incident/issue is resolved.</p>
<b>Level 4</b>	<p>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.</p>	<p>Communication can occur with the office at any point during this process.</p>