



MOST RECENT CHANGES

Version # 2:

- 1. Policy reformatted to adhere to Policy GEN
- 2. Role of Student Conduct Officer, and Office of Public Safety and Police Services were clarified
- 3. Reporting procedures were clarified
- 4. Policy references made current (i.e. NSHE & CSN)

I. POLICY PURPOSE

This policy and the associated procedures have been developed to provide guidance to instructors and staff in handling incidents of problematic student behavior that are disruptive to the delivery of CSN services and/or abusive to persons within the CSN community.

II. POLICY STATEMENT

- A. CSN is unconditionally committed to protecting academic freedom, standards of civility, and maintaining an environment that is safe and conducive to learning. Disruptions to this civil learning environment are contrary to the College’s Mission and will be met with reasonable and appropriate interventions. Abusive conduct cannot and will not be tolerated at CSN.
- B. Students, faculty, and staff are responsible for maintaining an environment that is conducive to learning. Students shall conduct themselves in a manner showing respect for the opinions and beliefs of their fellow students, faculty, and staff.
- C. Disruptive and abusive conduct is not only reprehensible, but it is also prohibited by the Nevada System of Higher Education (NSHE) Code, the CSN Student Conduct Code, and applicable local, State and federal law. Students who behave in a manner that is disruptive and/or abusive may be subject to disciplinary review, assessment of risk by qualified CSN personnel, and appropriate behavioral and/or disciplinary intervention. Abusive and Disruptive conduct is defined in the Glossary in Attachment B.

III. PROCEDURE

A. General Procedures:

- 1. CSN faculty and staff play a vital role in developing and promoting the appropriate behavior of CSN students.
 - a. Faculty members are strongly encouraged to clearly state their expectations regarding acceptable classroom behavior on the class syllabus and also include a link to the CSN Student Conduct Code.

- b. Staff should make every effort to maintain the civility in and around their assigned area, using progressive customer service interventions to de-escalate situations of conflict. Should these interventions fail, staff are expected to immediately involve supervisors and/or the Office of Public Safety and Police Services ('Police Services').
2. If a student's behavior seems to appear to be due to intoxication or of a criminal nature, Police Services should be contacted immediately.
3. When contacting Police Services, in some circumstances, it may be reasonable to ask another student to alert security to the ongoing disruption. When they are involved, any assistance offered from other students must be entirely voluntary.
4. When a person is being non-compliant to the faculty member's directive and/or the faculty member believes there is cause for concern for the safety of themselves and the students, they should immediately pick up the Emergency Phone located in the classroom, and ask for public safety assistance.

Incidents that involve an active shooter should be dealt with in accordance with the CSN Active Shooter Community Response Plan.

5. As a general principle, instructors should document any and all incidents of student conduct that are troubling or indicate the possibility of serious behavioral problems in the future. In order to maintain an independent record of such incidents, it is also recommended that all incidents of problematic behavior be reported to Police Services, the instructor's Department Chair, and the Student Conduct Officer.
6. If a face-to-face meeting with the student and a faculty member concerning conduct is deemed necessary in order to help promote safety, restore authority, and control to the instructor, the meeting should only occur at a time/date after the disruptive/abusive behavior has occurred. The meeting should be scheduled by the instructor in a safe and private environment (such as a faculty office), and on the instructor's terms. If a witness to the meeting is deemed necessary, FERPA guidelines should be followed. If warranted, Police Services could be put on alert, posted outside, or be present inside the room during the meeting.
7. Whenever a disruptive or abusive student is directed to leave a classroom, as soon as logistically possible (within 24 hours), the instructor must send a written notification of this action to Police Services, the Department Chair, Academic Dean, and the Student Conduct Officer.
 - a. The written notification must include a description of the events, including the reason(s) for which he/she required the student to leave the classroom or canceled the class, a list of witnesses, and any supporting documentation.
 - b. The instructor should also direct students who witnessed the incident to make reports to Police Services. While the provision of such statements is

voluntary, campus safety is the responsibility of all members of the CSN community.

- c. The disposition of the case and determination of the student's possible return date will be determined by the Student Conduct Officer in consultation with the faculty member and the corresponding Department Chair.

B. Students in Online Class Settings:

Students in online class settings should maintain civil behavior by refraining from flaming or other types of disruptive/abusive behaviors. Behaviors of this nature in online class settings should be dealt with by using classroom management techniques and appropriate deescalating responses that are similar to those used to address in-person behaviors.

The following steps are suggested:

1. A gentle written redirection post/email from the instructor.
2. A private message/email or phone call with the disruptive student.
 - a. Review the rules regarding classroom behavior.
 - b. Warn the student of the consequences of further disruptions in the class.
 - c. If the discussion about the disruptive behavior is made via a phone call, follow the conversation with an email summary sent to the student.
 - d. If repeated warnings are necessary copies of any electronic communications with the student should also be sent to the faculty member's Department Chair and the Student Conduct Officer.
 - e. If the disruption is serious enough, steps 1 and 2 may be combined.
3. If there are subsequent incidents with the student or if the behavior is deemed abusive and/or dangerous, refer the student to the Student Conduct Officer for the consideration of further disciplinary action.

C. In-Class Students Who Are Disruptive, But Not Dangerous:

In situations where an in-class student is being disruptive, but not dangerous, effective classroom management techniques, similar to those described in the steps below, should be used in an attempt to maintain a proper learning environment. Instructors should contact the Student Conduct Officer when classroom management techniques have failed.

The following steps are suggested:

1. Verbal and/or written warning to the student from the faculty member.
2. Face-to-face or phone conference with the disruptive student.
 - a. Review the rules regarding classroom behavior.
 - b. Warn the student of the consequences of further disruptions in the class.
 - c. Provide the student with a copy of a written warning. If possible, get the student to sign this document before copying it. Also, send a copy of this document to your Department Chair and the Student Conduct Officer.
 - d. If the disruption is serious enough, steps 1 and 2 may be combined.
3. The disruptive student may be directed to leave the classroom for that session.

- a. If the disruption is severe enough, this step may be taken before Step 2 (above).
 - b. If Step 3 is taken prior to step 2, it should be followed as soon as possible by step 2.
 - c. If the disruption is so serious that it effectively undermines the remainder of the class period, steps 1, 2, and 3 may be combined.
4. If there are subsequent incidents with the student, the instructor may direct the disruptive student to leave the classroom and remain absent until return is authorized as outlined in Section A.7.C.

D. In-Class Students Who Are Disruptive, and Appear As Though They Might Also Be Dangerous:

If the instructor has a reason to believe the disruptive student may be dangerous, the following steps are recommended:

1. If appropriate, speak with the disruptive student outside of class. **Skip this step if the possibility of an imminent crisis precludes a measured approach.**
2. Direct the disruptive student to leave the classroom and remain absent until return is authorized as outlined in Section A.7.C.

Instructors should be mindful that they are responsible for the safety and well-being of their students. If the student refuses to leave as directed, at his/her discretion, the instructor may then proceed to either step 3 or step 4.

3. Pick up the Emergency Phone located in the classroom and ask for public safety assistance.
4. If deemed necessary, dismiss the class. Upon doing so, immediately alert Police Services using the Emergency Phone in the classroom. If necessary, Police Services can remove the disruptive student from the classroom, and decide if additional public safety actions are necessary.

E. In-Class Abusive Students:

1. If a student is displaying abusive behavior in class, direct the student to immediately leave the classroom, and remain absent until return is authorized as outlined in Section A.7.C.
2. If the student refuses to leave, dismiss the class, and immediately alert Police Services using the Emergency Phone in the classroom. In some circumstances, it may be reasonable to ask a student(s) in the class to alert Police Services to the ongoing disruption. If necessary, Police Services can remove the disruptive student from the classroom.

F. Disruptive or Abusive Students in Common Areas Outside of Class:

1. Should disruptive behavior occur outside of a classroom setting, such as employee office areas, the libraries, computer labs, writing centers, tutorial labs, financial aid offices, student government areas, cafes, lobbies, hallways, etc., the

steps for addressing the behavior may be handled by any faculty member or a staff member with authority in that area.

2. The individual addressing the behavior should attempt to remedy the situation by following appropriate classroom management/progressive customer service and de-escalation techniques.
3. If the behavior is abusive or if attempts to peacefully address the disruptive behavior have failed, for the safety and well-being of those in the immediate vicinity:
 - a. Immediately notify Police Services of the event using the nearest Emergency Phone on campus.
 - b. Gather the names and contact information of any witnesses to the event.
 - c. In accordance with the guidelines provided in Section A, above, provide a written complaint regarding the student's conduct to Police Services, and the Student Conduct Officer.

IV. AUTHORITY AND CROSS REFERENCE LINKS

- TITLE 2, CHAPTER 10 of the NSHE Code Rules of Conduct and Procedures for Students:
<http://system.nevada.edu/tasks/sites/Nshe/assets/File/BoardOfRegents/Handbook/T2CH10RulesofConductandProceduresforStudentsoftheNSHE.pdf>
- CSN Active Shooter Community Response Plan:
<http://www.csn.edu/pages/1687.asp>
- CSN Office of Student Affairs (Including the Contact Information for the Student Conduct Officer):
<http://www.csn.edu/pages/510.asp>
- The Family Education Rights and Privacy Act (FERPA) of 1974:
For more information on FERPA, please consult Human Resources and/or the Online FERPA Training offered through the CSN Center for Academic & Professional Excellence (CAPE) at <http://sites.csn.edu/cape/onlinetraining.asp>

V. DISCLAIMER

The President has the discretion to suspend or rescind all or any part of this policy or related procedure(s). The President shall notify appropriate CSN personnel, including

the Administrative Code Officer and Faculty Senate Chair, of the suspension or rescission.

Questions about this policy should be referred to the CSN Administrative Code Officer (general.counsel@csn.edu, 702.651.7488) and/or the Recommending Authority.

VI. SIGNATURES

Recommended by:

/s/ Alok Pandey

8/19/2016

Faculty Senate Chair

Date

Reviewed for Legal Sufficiency:

/s/ Richard Hinckley

8/19/2016

General Counsel

Date

Approved by:

/s/ Michael D. Richards

9/6/16

CSN President

Date

VII. ATTACHMENTS

- A. History
- B. Glossary

ATTACHMENT A

HISTORY

- **Version 2:**
 - 09/06/2016: Approved by CSN President Mike Richards
 - 08/19/2016: Reviewed by General Counsel
 - 04/15/2016: Passed by Faculty Senate
 - Revision Submitted by Bylaws and Rules Committee (J. Matovina)
 - Policy reformatted to adhere to Policy GEN
 - Role of Student Conduct Officers, Office of Public Safety and Police Services were clarified
 - Reporting procedures were clarified
 - Policy references made current (i.e. NSHE & CSN)

- **Version 1:**
 - 8/25/2005: Approved by CCSN President Richard Carpenter

ATTACHMENT B

GLOSSARY

Abusive Conduct: Behavior is abusive when it creates, or can reasonably be expected to create, an environment that is intimidating or threatening and/or is likely to interfere with the work or the education of members of the CSN community. This conduct may involve speech (verbal, written, or electronic in form), gestures, or physical contact, and would be directed to an individual or group. The indication that someone did not intend his or her conduct to be abusive is irrelevant if the individual's conduct can be reasonably expected to be perceived as intimidating or threatening.

Disruptive Conduct: Behavior is disruptive when it interferes with the maintenance of an environment that is conducive to learning, civility or the academic freedom in the classroom or at CSN sponsored events. Behavior must be in excess of the civil discourse reasonably expected in a college-level interaction in order to be deemed disruptive.