

# Student Classroom and Course-Related Behavior

(Adapted from University of Colorado at Boulder, University of Arizona, University of California, Davis and California State University, Fresno)

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## 1. INTRODUCTION

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The classroom is a special environment in which students and faculty come together to promote learning and growth. It is essential to this learning environment that respect for the rights of others seeking to learn, respect for the professionalism of the instructor, and the general goals of academic freedom are maintained. All members of the academic community should demonstrate respect for the classroom environment. Differences of viewpoint or concerns should be expressed in terms that are supportive of the learning process, creating an environment in which students and faculty may learn to reason with clarity and compassion, to share of themselves without losing their identities, and to develop an understanding of the community in which they live.

Faculty members and teaching staff have the authority and responsibility to effectively manage their classroom environments. Instructors define the time and manner for student questions and expression of points of view in the instructional setting. Instructors have the professional responsibility to treat students with understanding, dignity and respect, to guide classroom discussion and to set reasonable limits on the manner in which students express opinions. Student conduct that disrupts the learning process shall not be tolerated and may lead to disciplinary action and/or removal from class.

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## 2. POLICY

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Students are required to adhere to the behavior standards articulated in the *University of California Policies Applying to Campus Activities, Organizations, and Students (PACAOS), 100.00 Policy on Student Conduct and Discipline*. The full text of this policy is available through the Student Conduct & Academic Integrity Programs website at <http://conduct.ucr.edu>. The Standards of Conduct prohibit obstruction or disruption of teaching, research, administration, disciplinary procedures or other University activities. This document provides practical guidance for managing disruptive student behavior. It does not describe the procedure for addressing Academic Misconduct, which is detailed in Academic Senate Bylaws at <http://senate.ucr.edu>.

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## 3. DEFINITIONS

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**“Academic Misconduct”** is defined as “any act that does or could improperly distort student grades or other academic records.” (Academic Senate bylaws, Appendix section 6.3.1). Academic Misconduct includes, but is not limited to cheating, fabrication, plagiarism, facilitating academic dishonesty, unauthorized collaboration, interference or sabotage, failure to comply with research regulations, and retaliation against a person who reported or provided information about suspected or alleged academic misconduct.

**“Classroom and Course-Related Behavior”** means all student conduct associated with the course including but not limited to the classroom, laboratory, discussion sections, examinations, office hours, and electronic communications. In accordance with the policy on Academic Integrity for Students at the University of California, Riverside, classroom and course-related behavioral expectations apply to any setting where student grades or other student academic records are affected, including those supervised by Teaching Assistants. Classroom and course-related behavior *which may improperly distort a grade or other academic record* is subject to the Academic Senate policy on Academic Integrity (see above).

**“Disruptive Behavior”** means conduct that materially and substantially interferes with or obstructs the teaching or learning process in the context of a classroom or educational setting. Disruptive behavior includes conduct that distracts or intimidates others in a manner that interferes with instructional activities, fails to adhere to an instructor's policies regarding course conduct, or interferes with the normal operations of the University. It is the individual immediately responsible for the instructional setting who determines whether a student's behavior is disruptive.

Disruption may include:

- Persistent speaking without permission
- Side conversations
- Engaging in activities not related to the class
- Ringing cell phones or using a cell phone to talk or send text messages
- Using electronic devices in the classroom for non-course related purposes
- Sleeping in class
- Eating/drinking in class without permission
- Monopolizing class discussion and refusing to defer to the instructor, or listen to others; persisting when the instructor has indicated that the student's remarks are off topic and it is time to move on.
- Chronically entering late/leaving early, moving about the classroom
- Filming, photographing, or taping the class without the instructor's prior permission
- Physically or verbally abusive conduct
- Failure to adhere to the instructor's rules or instructions
- Vulgar or obscene language, slurs or other forms of intimidating behavior
- Showing up to class under the influence of alcohol/drugs
- Threats of any kind
- Destruction of property
- Any behavior that puts the health or safety of the instructor or other students in the classroom in jeopardy

**“Instructor”** means the individual(s) responsible for the teaching and learning process in a classroom or educational setting. Typically instructors have responsibility for evaluating student work. Instructors may include faculty, teaching assistants, and lab supervisors.

**“Student”** means an individual for whom the University maintains student records and who: (a) is enrolled in or registered with an academic program of the University; (b) has completed the immediately preceding term, is not presently enrolled, and is eligible for reenrollment; or (c) is on an approved educational leave or other approved leave status, or is on filing fee status. Undergraduate students, graduate students, and students enrolled in University Extension are subject to UCR policies.

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## 4. ASSISTANCE

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If an emergency situation exists and a student presents an **imminent threat**, instructors should immediately request assistance from the **UC Riverside Police** by calling 911 or (951)827-5222.

**The Assistant Vice Chancellor, Health & Wellness, Assistant Vice Chancellor & Dean of Students and Student Conduct & Academic Integrity Programs (SCAIP)** are available as resources for any member of the community with questions about what constitutes disruption, who may need guidance in responding to disruption or assistance with activities in follow-up to disruption.

Assistant Vice Chancellor, Health & Wellness  
Telephone: (951) 827-3341

AVC/Dean of Students  
Office Location: Highlander Union Building 381  
Telephone: (951) 827-6095  
Email: deanofstudents@ucr.edu

Student Conduct & Academic Integrity Programs  
Office location: Costo 111  
Telephone: (951) 827-4208  
Email: conduct@ucr.edu

Some disruptive students may have physical or psychological disabilities. Although such students may be protected under the Americans with Disabilities Act (ADA), they are expected to abide by the same Standards of Conduct that apply to all students. Students with disabilities are required to provide documentation of the disability with the UCR **Student Special Services (SSS)** office prior to receiving

appropriate accommodations. SSS is available as a resource for any member of the community with questions about students with disabilities.

Office Location: Costo 125

Telephone: (951) 827-4538 (V/TTY)

Website: <http://specialservices.ucr.edu/Students+with+Disabilities/>

Assistance in intervention with distressed or distressing students is also available through **the Student Affairs Case Managers**. The Student Affairs Case Managers provide support to the University community by addressing the needs of students who are facing significant emotional or personal challenges or who are disruptive or potentially harmful to themselves or others.

Office Location: Highlander Union Building 381

Telephone: (951) 827-9354

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## **5. PROCEDURES**

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### **5.1 Communicating General Policies**

General Policies regarding classroom and course-related behavior will be communicated to students at University and College Orientations. Instructors may reiterate, clarify or augment the general expectations outlined in this policy through the course syllabus or classroom discussion. Such rules may contain reasonable additional restrictions in light of the instructional setting, teaching method and learning objectives; and may vary depending upon the educational context.

### **5.2 Addressing Disruptions**

In non-emergency situations instructors are encouraged to use assertive communication and progressive techniques (see below) in requesting cooperation of the disruptive student. As a last resort, students who engage in disruptive behavior may be directed by the instructor to leave the class for the remainder of the class period. If the student refuses to leave after being requested to do so, the instructor may request assistance from the University Police by calling (951) 827-5222.

#### **5.2.1 Informal Resolution**

In cases where the disruptive behavior is minor or moderate the Instructor may respond with informal resolution. Consultation and assistance in communicating with the student is available through the AVC Health & Wellness, AVC/Dean of Students or Student Conduct & Academic Integrity Programs.

#### **INSTRUCTOR**

The instructor is encouraged to implement the following approaches to clarify his or her expectations of the student.

- If an instructor believes inappropriate behavior is occurring, consider cautioning the whole class rather than warning a particular student.
- If it becomes necessary to speak to an individual student about disruptive behavior, it is advisable to do so *after* class in a discreet manner. If the situation requires an immediate response in class, attempt to calmly and courteously ask the student to stop the conduct and to talk to you after class or during office hours.
- In communicating with the student after the first incident of disruptive behavior, it may be helpful to:
  - identify the inappropriate behavior
  - review the classroom rules and this policy
  - instruct the student on the behavior that is expected/required in the future
- Instructors are encouraged to follow up consultations with students regarding inappropriate behavior with an email or memorandum summarizing the discussion. Instructors are further encouraged to share a copy of the communication with the department chair, associate dean for student affairs, and Student Conduct & Academic Integrity Programs.

## STUDENT

If a student has a concern about the faculty member's assessment of his/her behavior, classroom rules, or instructor's expectations, the student is encouraged to consult with the chair of the faculty member's department who will review the behavior of concern and the faculty member's response and mediate or intervene where necessary. The student's Student Academic Affairs Office or Undergraduate Program Office is available as a resource for identifying department chairs and other assistance. The University Ombudsperson may be a helpful resource as well.

### **5.2.2 Formal Incident Report to Student Conduct & Academic Integrity Programs**

In cases where students fail to respond to clarification of expectations or for behavior deemed by the Instructor as serious or egregious, formal resolution is appropriate.

## INSTRUCTOR

- **Contact Student Conduct and Academic Integrity Programs** for consultation and assistance in communicating with the student.
- **Document the disruptive behavior** by submitting a formal incident report to the Student Conduct & Academic Integrity Programs office. **The report may be submitted online at <http://conduct.ucr.edu/forms/Pages/SocialMisconduct.aspx>.**
- **Identify conditions or restrictions to be imposed pending expedited Administrative Review** of the complaint. These conditions may include, but may not be limited to:
  - ✓ Assigned seating in class
  - ✓ Restrictions on class behaviors
  - ✓ Restricted interaction with specific person(s) – instructors or students in course
  - ✓ Exclusion from the instructor's class or academic area, pending expedited review by Student Conduct and Academic Integrity Programs
  - ✓ Academic sanction, if course participation is a component of the final grade and is indicated in the syllabus
  - ✓ Other conditions and restrictions as defined by the instructor
- **Assist the student in keeping up with the course** and work to minimize any disadvantages associated with the imposed conditions or restrictions. Students found not responsible for disruptive behavior should not be penalized for work that is missed or delayed due to the expedited Administrative Review.
- The Department Chair and Associate Dean for student affairs in the faculty member's college in cases involving undergraduates or the Associate Dean of the Graduate Division in cases involving graduate students must also be notified and copied on all communications.

## STUDENT

Student Conduct & Academic Integrity Programs will contact the student by e-mail within one business day of receiving the incident report. The student will receive a copy of the report and information on the procedure for resolving the issue. Upon notification by Student Conduct & Academic Integrity Programs, the student is required to

- Immediately contact Student Conduct & Academic Integrity Programs to schedule a meeting and assist in completing an expedited Administrative Review.
- Follow the instructor's directions, which may prescribe behavior and/or restrict a student from attending class until the complaint is resolved.
- Continue to keep up with and complete any out of the classroom assigned readings and work listed on the syllabus.
- Failure to comply may result in an additional violation of Section 102.16: Failure to Comply with the Directions of a University Official.

### **5.2.3 Conduct Process**

**Student Conduct & Academic Integrity Programs** will follow up with an expedited review of the complaint and whenever possible will complete the initial review within two class meetings of receipt of the complaint. The instructor and student will be informed of the status of the disciplinary proceedings, especially regarding the student's attendance at future class sessions.

**If Student Conduct & Academic Integrity Programs finds a student RESPONSIBLE for misconduct,** Student Conduct & Academic Integrity Programs may assign the full range of sanctions articulated in the *University Of California Policies Applying to Campus Activities, Organizations, and Students, 105.00 Types of Student Disciplinary Action*. Sanctions will be determined in consultation with the instructor. This information is accessible through the Student Conduct & Academic Integrity Programs website at <http://conduct.ucr.edu>.

- **Removal from the Course.** Student Conduct & Academic Integrity Programs may on the recommendation of the instructor and the department chair **remove the student involuntarily from the course for the remainder of the quarter or impose conditions for continued participation in the course** to include but not limited to those imposed pending the expedited review. Removal of a student from class, either voluntarily or involuntarily, is a serious step. Student Conduct & Academic Integrity Programs will initiate the withdrawal through the Associate Dean of the faculty member's college or for graduate students to the Associate Dean of the Graduate Division and the Registrar's office.
- **Grade in the Course.** In the event that a student is removed from the course following review by Student Conduct & Academic Integrity Programs, the faculty member will assign a grade in the course in accordance with the guidelines for grading articulated in the course syllabus. In order to assign a grade penalty for disruptive behavior, the behavior must directly impact an assessment criterion identified in the syllabus. For example, exclusion from a lecture can only affect the grade if classroom attendance and/or participation is listed in the syllabus as a component in the grade determination. In the case of removal from the course for disruptive behavior, the student may withdraw from the course provided they meet the criteria in the policies governing *Withdrawal from Classes*.

**If Student Conduct & Academic Integrity Programs finds the student NOT RESPONSIBLE** for the alleged violation of University policies and expectations, Student Conduct & Academic Integrity Programs will consult with the Department Chair, Associate Dean of the College or Graduate Division and the faculty member to identify a reasonable resolution to the situation.

### **5.2.4 Appeals**

Appeals of a decision by Student Conduct & Academic Integrity Programs shall be addressed by the AVC/Dean of Students following the guidelines for appeal for social misconduct outlined in the Administration of the Standards of Conduct

<http://conduct.ucr.edu/learnPolicies/Pages/AdministrationofStandards.aspx>

If a final grade is issued in the course and the student is not satisfied with the grade, he/she can pursue the standard procedure for grade appeal.

## 6. RESOURCES

University of California, Riverside Police <a href="http://police.ucr.edu/">http://police.ucr.edu/</a>		Emergency 911 Non-emergency 827-5222
Student Affairs Case Manager <a href="http://deanofstudents.ucr.edu/emergencyCrisis/Pages/CaseManager.aspx">http://deanofstudents.ucr.edu/emergencyCrisis/Pages/CaseManager.aspx</a>	Highlander Union Bldg 381	827-9354
Student Counseling Center <a href="http://counseling.ucr.edu/">http://counseling.ucr.edu/</a>	Veitch Student Center	827-5531
Assistant Vice Chancellor, Health & Wellness	Hinderaker 2119	827-3341
AVC/Dean of Students <a href="http://deanofstudents.ucr.edu/">http://deanofstudents.ucr.edu/</a>	Highlander Union Bldg 381	827-6095
Services for Students with Disabilities <a href="http://www.specialservices.ucr.edu/disabilities/Pages/default.aspx">http://www.specialservices.ucr.edu/disabilities/Pages/default.aspx</a>	Costo 125	827-4538
Student Conduct & Academic Integrity Programs <a href="http://conduct.ucr.edu/">http://conduct.ucr.edu/</a>	Costo Hall 111	827-4208
Office of the Ombuds <a href="http://ombudsperson.ucr.edu/">http://ombudsperson.ucr.edu/</a>	Surge 350	827-3213
Associate Dean, College of Humanities, Arts and Social Sciences <a href="http://chassstudentaffairs.ucr.edu/">http://chassstudentaffairs.ucr.edu/</a>	HMNSS 3400	827-1564
Divisional Dean, College of Natural and Agricultural Sciences <a href="http://cnasstudent.ucr.edu/">http://cnasstudent.ucr.edu/</a>	Pierce 1223	827-7294
Associate Dean, Bourns College of Engineering <a href="http://student.engr.ucr.edu/">http://student.engr.ucr.edu/</a>	Bourns Hall A342	827-5318
Associate Dean, School of Business Administration	Anderson Hall 142	827-2932
Associate Dean, Graduate Division	University Office Building 100B	827-4302

### OTHER MATERIALS

#### *Assisting The Emotionally Distressed Student: A Guide for Faculty and Staff*

An online brochure developed by the UCR Counseling Center offers straightforward advice, techniques, and suggestions on how to cope with, intervene, and assist troubled and/or distressed students in the event that you choose to do so. The brochure additionally provides information about counseling center services.

<http://counseling.ucr.edu/Faculty+and+Staff/Assisting+the+Distressed+Student.htm>

#### *UCR Student Standards of Conduct*

<http://conduct.ucr.edu/studentRightsResponsibilities/Pages/studentRightsResponsibilities.aspx>

*UCR Academic Senate Faculty Code of Conduct and Summary of Grievance and Disciplinary Procedures* [http://senate.ucr.edu/about/faculty\\_code\\_of\\_conduct.html](http://senate.ucr.edu/about/faculty_code_of_conduct.html)

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