Example Decision-Making Process for Dealing with Disruptive Students:

Resources:

Emergencies:
- Public Safety when on-campus (541.737.7000 - http://oregonstate.edu/dept/security/)
- 911 when off-campus

Campus Support Services:
- Disability Access Services (DAS - http://ds.oregonstate.edu/)
- Counseling & Psychological Services (CaPS - http://oregonstate.edu/counsel/)
- Student Conduct and Community Standards (http://oregonstate.edu/studentconduct/)
- Office of Equity and Inclusion (OEI - http://oregonstate.edu/oei/)
- Center for Teaching and Learning (CTL - http://oregonstate.edu/ctl/)
- Career Services (http://oregonstate.edu/career/)
- Writing Center (http://writingcenter.oregonstate.edu/)
- Ombuds Office (http://oregonstate.edu/ombuds/)

Specific Policies:
- Student Conduct Code (http://arcweb.sos.state.or.us/pages/rules/oars_500/oar_576/576_015.html)
- Sexual Harassment (http://oregonstate.edu/oei/sexual-harassment-and-violence-policy)
- FERPA policies (http://oregonstate.edu/deanofstudents/parentsfamily/ferpa)

Know your course-specific policies!
**General “Action Plan” for Handling Difficult Classroom Situations:**

- **Be proactive!**
  - **Be explicit** in your syllabus and first class
    - Your syllabus MUST include:
      - Statement regarding disability access
      - Statement on Academic Misconduct
      - See all requirements and statements here: (http://oregonstate.edu/admin/aa/apaa/syllabus-minimum-requirements)
    - Consider other additions as well, for example:
      - Statement on acceptable behavior and/or classroom inclusivity
      - Consequences for breaching expectations
  - **Set the tone** as the authority at the beginning
  - **Keep your credibility** by addressing issues as they arise and not letting unacceptable behavior occur

- **Be informed!**
  - **Know what issues require knowledge of policies**
  - **Know the policy** or, at the very least:
    - Know where to find the policy
  - Be aware of any course-specific and/or department-specific policies
    - Talk to the lecturer, instructor of record, course coordinator, etc.
  - If there isn’t a policy...

- **Be calm!**
  - **Don’t feel forced** to respond in the moment if you aren’t sure what to do
    - It's OK to say you need to think about the issue and/or talk to a supervisor
    - Let student(s) know you'll get back to them shortly
      - Actually do follow-up on it with them!
  - If you need to respond right away:
    - **Stay calm** and in control
    - **Take a moment** to think about your response
    - Stay respectful
    - Refer back to course policies and expectations

Remember: if you are unsure about how to handle a situation in your teaching, you can (and should) **consult with a mentor** (e.g. a supervisor, faculty member, experienced GTA, the CTL, etc.).

Lastly, if you would like more formal training, consider attending CTL workshops and symposia (http://oregonstate.edu/ctl), and/or applying for admission to the Graduate Certificate in College and University Teaching program (GCCUT – http://gradschool.oregonstate.edu/gccut)