

## STUDENT ISSUES: PROBLEM SOLVING TIPS & RESOURCES FOR FACULTY

Most Lane students are appreciative of their educational opportunities and value their classroom experiences. However you may encounter students who are disruptive to the learning environment, or exhibit other disrespectful, problematic or threatening behavior. This “tip sheet” is intended to help you deal with these situations should they arise.

**First be proactive and ensure there is language in your syllabus that establishes the classroom as a respectful environment and states your behavioral expectations for the class.**

If problem behavior occurs despite stated expectations you have several options.

### **In class, any location:**

- Remind the student(s) of the expectations in the syllabus. Talk with the student(s) outside of class about the behavior you are observing and discuss any changes that are needed.
- If necessary, refer to the [Student Code of Conduct](#). Let the student know any further disruption might result in their being dismissed from class for the day.
- Consult & problem solve with your manager, your colleagues, or a *Student Conduct or Student Complaint Officer* for Academic and Student Affairs (see contact list below). **Confer early and often**, it is better to intervene and seek assistance early to resolve problematic behavior issues.
- Consult with your division dean to discuss possible solutions. This may include moving the student to another course section when possible or appropriate.
- Dismiss the student for that class period only. Fill out an [Incident Report](#) Form so your action/concern is documented with Academic and Student Affairs, and inform your division dean in writing or by email.
- Cite the student under the Student Code of Conduct by filling out an [Incident Report](#) Form. Include brief details of the problem and your desired action/response, including if immediate intervention is needed and whether you want the student removed from the class. A Conduct Officer will meet with the student and assess any consequences.
- **If you believe your safety or the safety of others is threatened, ALWAYS contact Public Safety or other appropriate law enforcement (see contact list below).**

### **Outside of class, at the Downtown Campus, other Lane campuses/facilities, or during any college activities:**

All student actions on any of Lane’s campuses/facilities/property or during off campus learning activities sponsored by the college are governed by the Student Code of Conduct. If students are disruptive or exhibit problem behavior the options are the same as in-class options.

### **Cheating or Plagiarism:**

When a student cheats or plagiarizes material, you assess the academic penalty you judge to be appropriate. It is best to clearly state the consequences for cheating or plagiarism in your syllabus if you wish to assess a specific penalty for any instance of cheating. In addition to whatever academic penalty you assess, you also have the option of citing the student under the [Student Code of Conduct](#). To cite a student fill in an [Incident Report](#) form. A Conduct Officer will meet with the student and assess any consequences.

### **CONTACTS**

**Executive Dean for Student Affairs:** Kate Barry [barryk@lanecc.edu](mailto:barryk@lanecc.edu) (541) 463-5725

### **Conduct/Complaint Officers :**

Barbara Delansky (lead for conduct)	<a href="mailto:delanskyb@lanecc.edu">delanskyb@lanecc.edu</a>	(541) 463-5337/5264
Jerry de Leon	<a href="mailto:deleonj@lanecc.edu">deleonj@lanecc.edu</a>	(541) 463-5870
Al King	<a href="mailto:kinga@lanecc.edu">kinga@lanecc.edu</a>	(541) 463-5494

**Public Safety:**

Main Campus: (541) 463-5558 (non-emergency) or **(541) 463-5555 (emergency)**

Downtown Campus: (541) 463-6267 (direct line to PS officer) or **9-911 (emergency)**

Cottage Grove: (541) 463-4202 (main office line) or **9-911 (emergency)**

Florence: (541) 997-8444 (main office line) or **9-911 (emergency)**

**Administrative Support for student issues:** Sara Fox [foxs@lanecc.edu](mailto:foxs@lanecc.edu) (541) 463-5732