

## **PREVENTING AND MANAGING CONFLICT IN THE CLASSROOM: A STEPPED APPROACH**

### **Prevention**

- Establish ground rules for lecture, discussion section, and lab.
- Publish ground rules in the syllabus, and review during initial class session.
- Strengthen your conflict management skills, e.g. through training (see UCSC Training and Development website for current course offerings)
- Make sure you have cell phone reception in the classroom.

### **Management – Informal and Formal**

- See “Respectfully Requesting Change.”
- Address the student individually or the class as a whole.
  - Consider inviting the student to office hours to explore and discuss any disability-related issues.
- If the behavior continues – address again.
- If the behavior persists -- ask the student to leave the classroom.
- If the student refuses to leave -- dismiss the class. Everyone leaves together, including professor and TA. If in doubt, call police first.

### **Role of Student Judicial Affairs**

- If you have asked a student to leave the classroom, contact Doug Zuidema, Director of Student Judicial Affairs (number below). Doug will contact the student and direct him or her to contact Doug prior to the next class session. If the student fails to contact Doug, a campus police officer will be waiting outside the classroom. In any case, Doug will notify the professor of his contact with the student, and the result. Sanctions are often determined in consultation with the professor.
- Student Judicial Affairs handles all allegations of behavioral misconduct\* in the classroom. Sanctions may include removing the student from the class; restricting the student’s contact with the TA or faculty member; and suspension.

### **Resources**

- Student Judicial Affairs – Doug Zuidema, Director - 459-4447
- Disability Resource Center – Peggy Church, Director – 459-2089
- Campus Conflict Resolution Services – Nancy Heischman, Director – 459-2290

#### **\* From the UC Student Code of Conduct:**

102.00 Grounds for Student Discipline

Chancellors may impose discipline for the commission or attempted commission (including aiding or abetting in the commission or attempted commission) of the following types of violations by students, as well as such other violations as may be specified in campus regulations....

102.015 Interference with courses of instruction. This includes but is not limited to:  
a. failure to comply with the instructions or directives of the course instructor; or  
b. disruption of classes or other academic activities.