Before utilizing this decision tree, refer to the Student Conduct Assessment Tool to determine appropriate level of behavior.

Critical

Is the behavior an immediate risk or threat to self or UAGC Community?

- Yes to self → Contact the Helpline and 911 if it is an emergency.
- Yes, to UAGC Community → Submit an Online CARE Report and documentation to the UAGC Behavioral Intervention Team (UAGC BIT) and include all documentation. Contact 911 if it is an emergency.
- No ↓

Mild

Communication from a student in your course is rude or disrespectful. It may include profanity or is in all CAPS, etc.

- Yes → Attempt to de-escalate for positive resolution.

  Outline expectations;

  Model professional communication;

  Save notes in CampusVue.

  → Has the behavior continued after documented de-escalation attempt?
  - Yes → Disconnect call and work with your Manager to connect with student.

    Send email communication that clarifies behavior expectations, outlines consequences for non-compliance, and provides pathways for their concerns (i.e., resolution request).

    Save all communication for documentation.

    → Has the behavior continued after documented de-escalation attempt?
    - Yes → Submit a Report of Concern to the Office of Student Conduct along with full documentation.
    - No → Save all communication for documentation.
  - No → Save all communication for documentation.
- No ↓

Moderate

Communication from a student is impeding your ability to get your work done.

Refusing to cooperate and follow expectations that you already have communicated to them.

Continuous contact with the same concern you have already addressed.

- Yes → Disconnect call and work with your Manager to connect with student.

  Send email communication that clarifies behavior expectations, outlines consequences for non-compliance, and provides pathways for their concerns (i.e., resolution request).

  Save all communication for documentation.

  → Has the behavior continued after documented de-escalation attempt?
  - Yes → Disconnect call and connect with your Manager.

    Refer student to Helpline or Access & Wellness (if applicable);

    Set expectations that you will be referring the student and document;

    Submit a Report of Concern to the Office of Student Conduct along with full documentation.
  - No → Save all communication for documentation.
- No ↓

Elevated

Communication from a student shows acts of aggression, harassment, stalking, and/or intimidation.

- Yes → Disconnect call and connect with your Manager.

  Refer student to Helpline or Access & Wellness (if applicable);

  Set expectations that you will be referring the student and document;

  Submit a Report of Concern to the Office of Student Conduct along with full documentation.

If your concerns do not align with these levels or you have questions, please email scs@uagc.edu for a consultation.