

Responding to Problematic Behavior and Behavior of Concern

A Chair/Director might become aware of a variety of behaviors of concern. Some relate to performance or collegiality issues, and others are primarily behaviors that raise concern about the well-being of the individual employee or student. This handout is intended to provide a general overview of resources available and steps to consider when you become aware of the more common kinds of problem that might concern you.

FACULTY

Whenever you observe behavior that poses an immediate threat, dial 9-1-1. The call will go to McLean County MetCom, which is a local central dispatch for emergency personnel. The appropriate services will be dispatched for assistance and ISU Police will be alerted.

Ongoing interpersonal conflicts between faculty and other instances of poor citizenship

- Listen carefully to both sides of the story
 - Be curious and gather information
 - When necessary, defer decisions/commitments until you've gathered more information
 - avoid jumping to conclusions, making assumptions, and taking sides
- Familiarize yourself with the University Code of Ethics ([Policy 1.17](#)) and its Appendix, [Policy 1.17a, Professional Relationships](#)
- Make protection of students a high priority—drawing students into faculty conflicts is explicitly noted as unprofessional in [Policy 1.17a, Professional Relationships](#)
- Set limits on conflict to prevent or limit negative impact on department functioning
- Consider referral to [Ombudsperson Council](#)
- One or both parties may file a grievance with the Academic Freedom, Ethics, and Grievance Committee (see [Policy 3.3.8, Faculty Academic Freedom, Ethics, and Grievance](#))
- Consult with Dean and Provost's Office for consultation regarding possible consequences for policy violations, negative impact on students, or disruption of departmental functioning

Academic Freedom Issues

- Refer to Policies [3.3.13](#) (Academic Freedom) and [3.3.8](#) (Faculty Academic Freedom, Ethics, and Grievance)
- Consult with Dean, AVP for Academic Administration (Sam Catanzaro, catanzar@ilstu.edu, 8-7018), and/or General Counsel

Academic Integrity (Faculty)

- Refer to [Policy 1.8, Integrity in Research and Scholarly Activities](#)
- Contact Kathy Spence in Research Ethics and Compliance, who is the University Academic Integrity Officer (sspenc2@illinoisstate.edu; 8-2520).

Possible Unethical Behavior—Faculty or Staff

- Consult Robert Blemler, University Ethics Officer, who can help determine if the concern is best handled under the Code of Ethics, the State Ethics Act, or other process, and advise of options accordingly (ethics@illinoisstate.edu, 8-2339)

Other Policy Violations

- Contact the responsible office or member of Provost's Staff (see profiles; when in doubt, any Provost's Staff can direct you to the appropriate resources).

Behavior of Concern—Faculty and Staff

- Contact the [Faculty-Staff Care Team](#):
 - CareTeam@ilstu.edu
 - If you need to report a crime, see <http://security.illinoisstate.edu/> for more information on crime reporting
- The Faculty-Staff Care Team can assess the situation and enlist resources as needed
- Alert Dean and Provost Office as needed to ensure coordinated responses

Behavior of Concern—Students

- Work with Dean of Students Office—consult “Helping Students Get Help” at <http://studentaffairs.illinoisstate.edu/who/safety/help.php>
- As needed, contact the [Redbird Care Team](#)

Mandatory Crime Reporting and Other Emergency Situations

All University personnel are considered mandated reporters under the Abused and Neglected Child Reporting Act. Annual training on mandated reporting is coordinated by the Office of Equal Opportunity, Ethics, and Access every October. For more information, see: <http://policy.illinoisstate.edu/health-safety/5-2-1.shtml>

Department Chairs and School Directors are further considered Required Reporting Parties, and are responsible for reporting the following:

- Murder and/or manslaughter
- Sex offenses including abuse, assault, misconduct
- Robbery
- Aggravated assault
- Burglary
- Motor vehicle theft
- Arson
- All hate crimes involving bodily injury
- All liquor, drug and weapons violations resulting in an arrest
- Domestic Violence
- Dating Violence
- Stalking
- Sexual harassment

If an emergency, dial 9-1-1. If a non-emergency, contact University Police at (309) 438-8631. More information, including an on-line Public Incident Report Form, is available at <http://security.illinoisstate.edu/report/>.

For extensive information on Campus Safety and Security, see: <http://security.illinoisstate.edu/>