

Responding to Problematic Behavior and Behavior of Concern

A Chair/Director might observe or learn of behaviors that raise concerns about performance, collegiality, or well-being of employees or students. This handout provides a general overview of available resources and suggests general approaches to such concerns.

For general information on campus safety, see: <http://security.illinoisstate.edu/>

Whenever you observe behavior that poses an immediate threat, dial 9-1-1. The appropriate services will be dispatched for assistance and ISU Police will be alerted.

Ongoing interpersonal conflicts between faculty and other poor citizenship

- Listen carefully to both sides of the story
 - Be curious and gather information: Listen to understand
 - Defer decisions/commitments until you've gathered sufficient information
 - Avoid jumping to conclusions, making assumptions, and taking sides
- Check University Code of Ethics ([Policy 1.17](#)), Appendices, and related policies:
 - [Policy 1.17a, Professional Relationships](#)
 - [Policy 3.3.12a, Faculty Responsibilities to students](#)
 - [Policy 3.3.12c, Involvement in Political Activities](#)
 - [Policy 3.1.44, Amorous Relations in a University Setting](#)
- 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](#)
- Either party may file a grievance with the Academic Freedom, Ethics, and Grievance Committee (see [Policy 3.3.8, Faculty Academic Freedom, Ethics, and Grievance](#))
- If NTT faculty are involved, check with Labor and Employee Relations in HR regarding possible procedures under the [Collective Bargaining Agreement](#)
- Consult with Dean and Provost's Office regarding possible consequences for policy violations, negative impact on students, or disruption of departmental functioning

Harassment, Discrimination, Failure to Accommodate

- If there is a suggestion/concern about harassment or discrimination based on protected class status, or concerns relevant to the Americans with Disabilities Act, refer to Office of Equal Opportunity and Access (OEOA). They will do an initial assessment and follow-through with referral or investigation as needed.

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).

Ethics Questions/State Ethics Act—Faculty or Staff

- Consult Robert Blemler, University Ethics Officer, who can advise of options (ethics@illinoisstate.edu, 8-2339)

Other Policy Violations

- Contact the responsible office or member of Provost's Staff (see profiles; when in doubt, any member of Provost's Staff can direct you to the appropriate resources).
- If questions about initiating disciplinary proceedings under [ASPT policies \(Articles XII-V\)](#) arise, contact Associate VP for Academic Administration (Sam Catanzaro)

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 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/>.