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. Outline your expectations for appropriate behavior and model professional communication. Provide the student with contacts for their concerns (i.e., Advisor, Access & Wellness) and look for positive resolution.

  Save all communication.

  → Has the behavior continued after documented de-escalation attempt?
  - Yes → Connect with your Faculty Support Coach or Consultant to help you draft an email communication that clarifies your expectations for appropriate behavior, 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?
    - No → Save all communication for documentation.
    - Yes → Submit a Report of Concern to the Office of Student Conduct along with full documentation.
  - No → Save all communication for documentation.
- No ↓

Moderate

Communication from a student in your course is impeding significant amount of work from being completed. The student is refusing to cooperate and follow expectations that you already have communicated to them. The student is contacting you continuously with the same concern although you have already addressed it.

- Yes → Connect with your Faculty Support Coach or Consultant to help you draft an email communication that clarifies your expectations for appropriate behavior, 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?
  - No → Save all communication for documentation.
  - Yes → Re-connect with your Faculty Support Coach or Consultant and include your Lead Faculty, refer student to Helpline or Access and Wellness (if applicable), and 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 ↓

Elevated

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

- Yes → Re-connect with your Faculty Support Coach or Consultant and include your Lead Faculty, refer student to Helpline or Access & Wellness (if applicable), and 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.