

Preparation for meeting:

- Using the Google Suite tools:
 - Google Hangouts/Meet
 - Create an event on your google calendar
 - Invite the student on their PCC email
 - Under “Event Details” select “add conferencing”
 - “Join Hangouts Meet” will appear with a drop down arrow, click the drop down arrow
 - Here you have the meeting ID url you can send to students if they have trouble accessing the meeting through their calendar
 - You also have a phone number listed with Meeting ID that you and the student can use exclusively or together with video.*
 - You can use google Hangouts with audio and video (you can choose to just do audio)
 - When it is time for the meeting, click “Join Hangouts Meet”
 - This will open a new window where you can see yourself in the video
 - Click “join now” and the call has begun
 - Student must follow all these steps as well

For the meeting:

1. Start with welcome & introductions.

2. Explain why you are meeting today.

- We want you to be successful at PCC and in this class.
- When a student registers for a class, there are expectations such as policies and regulations of the College – specifically the [Student Code of Conduct](#).
- We are here to discuss some concerns that I have. Describe the observed behaviors that cause concern and how they impact the classroom or learning environment. Be specific and descriptive. Avoid interpretation of motives or other speculation.
 - Disruptive in the classroom (explain what this looked like for you)
 - If this was in a discussion post, explain what was of concern.
 - If this was during a synchronous class meeting, explain what was disruptive. (i.e. keeps taking class off topic, background noise, music playing, background items in view, etc.)
 - Not following directives/rules/policies
 - Not meeting documented class expectations or syllabus expectations

3. Listen to the Student’s perspective.

- “Please tell me your thoughts about your behavior.”
- Ask questions such as:
 - How could you have responded differently?
 - What are better ways to respond if this arises again?
 - What techniques/strategies do you use/have to help in these situations?
 - What support systems do you have in place? What might ones you would need?
 - How can I help in clarifying the expectations and/or with referring you to resources/services that might aid you with these expectations?

4. Explain expected behaviors.

- Describe specific behaviors that are required in order for the student to meet expectations. These expected behaviors should be specific to the student and the situation.

- Here are a few examples of language to use in the clarification plan.
 - When you disagree with others in the class, be mindful of the impact on others.
 - In communication with the instructor via email or phone call, allow time for the instructor to respond (i.e. within the stated time frame in the syllabus or what is determined between student and instructor).
 - Compliance with instructor's requests and directions.
 - Utilize online "hand raising" tool in Zoom to ask questions.
 - During synchronous class meetings, please chat with the instructor stating you are taking a break from the lecture. Mute audio and turn off video during this break.
- Send the student a follow-up email summarizing the discussion and behavior expectations. Note what will occur if the expectations are not met.

5. **Submit a CARE report**

- Considering submitting a CARE report if you haven't. Include follow-up documentation.
- If you have, please share the follow-up document with the Student Conduct and Retention Coordinator(s).

6. **Notify of further action if behavior is not changed.**

- If the student has not met the behaviors outlined, you may ask the student not to return to class until this matter is resolved. You should provide the next steps, which include who will be contacting them to resolve this matter and how to complete the work academically.
- Reach out to the Student Conduct and Retention Coordinator(s) that you have been working with to discuss next steps, at conductandcare@pcc.edu.

7. **Provide possible Resources/Referrals.**

- Consult with the Student Conduct and Retention Coordinator(s) about possible resources

From the Student Code of Conduct

<https://www.pcc.edu/student-conduct/wp-content/uploads/sites/110/2019/02/student-code-of-conduct.pdf>

If a student is engaging in disruptive behavior, a course instructor may temporarily restrict a student's participation in class or temporarily block access to the digital learning management system. Before allowing the student to return to class, the instructor, department chair, and/or division dean will clarify with the student the behavioral standards that must be met in order to continue in the class. This clarification will occur as expeditiously as possible, preferably before the next class session or equivalent. During the period of restriction, the student must be provided the opportunity to maintain access to the educational/course content. Instructors must facilitate an alternate method for this to occur. A Student Conduct and Retention Coordinator can provide consultation and coordination throughout the classroom management process.

If the disruptive behavior is not resolved through the clarification process, the situation must be referred to the Student Conduct and Retention Coordinator. Any permanent removal from class must be in accordance with the procedures of this Code.

Student Conduct & CARE - Faculty and Staff Resources

- For more information, please refer to: <https://www.pcc.edu/student-conduct/>



Behavior Clarification
Student Behavior Expectations

Date:	Class:	
Student:	Student ID:	
Instructor:		

Behavioral Concerns That Have Been Reported and/or Observed:

-
-

Guidelines for Expected Behavior:

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-

Other things discussed in meeting (referral to resources, follow-up needed, etc)

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These expectations will help in completing your course successfully here at Portland Community College! If further concerns come up with these expectations; a report will be sent to the Dean of Student Development's Office for further action, and may result in being removed from class through the student conduct process.

Refer to PCC Student Code of Conduct:

<https://www.pcc.edu/student-conduct/wp-content/uploads/sites/110/2019/02/student-code-of-conduct.pdf>