Taking Action
If a student approaches you with a concern about having observed or experienced harassing or uncivil behavior, consider the following suggestions/recommendations:

• Take the student seriously and listen to their concerns.
• Ask questions to get a better idea about the scope and nature of the student’s concerns regarding this experience and its impact on the work/learning environment.
• Check with the student to ensure that you understand the specific concerns from the student’s point of view.
• Assist the student with developing ideas about how to address the concerns and in listing possible resources/options to begin resolving concerns.

• As a general rule, obtain the student’s permission before contacting anyone else about the issues and concerns. Some resources including those listed can be consulted confidentially.
• If you need assistance with framing your response to a student’s concerns, you may want to consult your department chair or a contact listed to the left.

• Schedule follow-up meetings as needed to hear about and assess progress toward resolving the student’s concerns.