Principles for Managing Class Behaviours On Campus and Online

This guidance has been prepared for members of staff who will be teaching and supporting learning in person on campus, and also online, to support positive behaviours and interactions during teaching and support for learning. The guidance reflects two particular changes for session 2021-22 which are (a) the changed nature of on campus teaching given the University's guidance for teaching at beyond Level 0; and (b) the ongoing interaction online. Guidance has been updated for January 2022.

In line with Scottish Government guidance, non-exempt individuals must wear face coverings when in teaching and study spaces and when moving around on campus. From 1 September, the need to physically distance was removed on our campuses except in teaching spaces (including labs), study spaces, and offices where staff and students should observe one metre physical distancing. For Semester 2, physical distancing in classes will not be required although teaching spaces will still be spacious enough to avoid very close proximity between students. Face coverings will continue to be required. It is recognised that in some instances during teaching, relatively close contact will be needed for a short period of time (for example helping a student with individual work). It is important all parties continue to wear face coverings in such circumstances (unless exempt). Individuals may, at their own discretion, remove face coverings temporarily while teaching or presenting, provided they maintain a minimum of two metres distance from others. (Full information is available on the website and will be updated if guidance changes: https://www.gla.ac.uk/myglasgow/coronavirus/healthandsafetymeasureson-campus/).

In person teaching on campus

Students and staff have all been provided with guidance outlining expected behaviours on campus to prioritise health, safety and wellbeing. There will be a series of communications and social media messages about importance of the wellbeing of the whole University community and with that, responsibilities to one another in terms of observing guidelines relating to face coverings and distancing.

Encouraging Positive Behaviours in Class

With that in mind, **on arrival in class** you are advised to

- remind students, and if you wish, read out the full statement, that
  *"in line with Scottish Government guidance, non-exempt individuals **must** wear face coverings while on campus when: Moving around in buildings; outside, in congested areas; in libraries and study spaces and in classrooms (including teaching labs);* in offices and other workplace settings, where two metre distancing is not possible.

- point to cleaning materials noting that students may wish to clean their work surfaces before beginning the session

When **leaving the class**, you may wish to, but are not required to
- remind students to look out for any one-way directional signage that is in place in the corridor/building

- remind students that they should continue wearing face coverings when moving around
- ask students to move as swiftly as possible to their next destination and not to dwell in the corridors
- ask students not to remain in the class in order that others can enter and so that entry and exit routes remain as clear as possible
- remind students of the facility to book study spaces using the *UofG Life* App if they had been hoping to stay in the class in order to engage in private study

The need for such reminders will hopefully diminish as students and staff become accustomed to new ways of working and studying on campus.

Dealing with Difficult Behaviours in Class

In the event that students display behaviours such as:
- Not maintaining an appropriate physical distance
- Sitting in seating that is marked as not for use or moving one that was appropriately placed
- Neglecting to wear face coverings (when they are not exempt)
- Being disrespectful to others who, for good reason, are unable to wear a face covering or indeed being disrespectful to those who are wearing face coverings
- Failing to observe one-way directional signage
- Other behaviours that are disrespectful and do not create an inclusive and respectful learning environment
- Being disrespectful to the Reach Out guides or other staff who are providing support to safe movement around the campus by not adhering to their requests concerning physical distancing and face coverings,

you are advised to draw on the following approaches as appropriate:
- Remind students of the expectations of behaviour on campus, in the University's published guidance and in the posters around campus
- Ask any student seated in a space not allocated for seating to move to an appropriate seat
  - If they choose not to, remind them that this requirement is a condition of engaging in teaching on campus
  - If they still refuse to move, then indicate that out of respect for others and in order to comply with the Government requirements, you have no alternative other than to invite them to leave the class. Take a note of their student ID number and name, and report the incident to the course organiser
- Remind students of the requirement to wear face coverings if they are able when moving into, around and out of the class and ask them to respect the health of others around them.
- Ask students to regulate their behaviours in order that everyone can participate in the class or in the discussion because it is a priority that we create an inclusive and interactive learning environment
- Where a student repeatedly disregards any intervention on your part – including the invitation to leave - then it is appropriate to advise them of the code of conduct and

the particular obligations in terms of others' health and wellbeing, and indicate that you have no option other than to contact security[1] and ask that they escort the student from the room, and to report the student in line with the student code of conduct. In the unlikely event that a member of staff is concerned that the situation is escalating and is concerned, they may choose to discontinue that particular class and pursue a resolution through the student code of conduct and in discussion with their line manager if need be.

Online teaching

What follows should be read alongside the netiquette guidance for students and staff. Additionally, there is a useful, short guide with Online Teaching Tips that you may wish to consult.

As with any class setting, it is helpful to set out in your course guide any specific expectations you have of student engagement and interaction for the course you are leading, or to request from a course lead, a copy of any guidance they intend to give to students.

Encouraging Positive Behaviours in Class

It is helpful to begin the session by introducing yourself to the class if you have not met them before, and welcoming students, just as you would on campus.

Then set out for them how you intend the session to work stressing the positive behaviours you wish to encourage, acknowledging that there are a range of reasons why engaging online may not always work for everyone and to be understanding to others in the class, and indicate any actions or behaviours you consider not suitable for the session (especially if they may be appropriate in other settings). Including, for example:

- whether you want them to have their microphones on or off throughout, or intermittently
- whether you prefer them to have their video on if possible or not. [Please bear in mind that this may not be feasible as they may lack a reliable internet connection and videos provide what might be an intrusive window into their home lives.]
- you may wish to advise students of the 'virtual background' function in Zoom or Teams and the availability of some University background images here though note that this will not work on all devices.
- if and how you would like students to use the chat function (for example do you want them to ask questions, seek clarifications, comment on one another's contributions), whether someone is moderating the chat for you, how you/they will respond to students' comments, how you will follow up if you cannot answer all of their questions and whether you intend to save the chat (if using Zoom) and to post it on Moodle for them later

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[1] Gilmorehill: 0141 330 4444 or preferably, use the emergency button on the Safe Zone App; Garscube: 0141 330 2222; Dumfries: Contact the Head of School 01387702006

- if you wish to encourage them to respond to one another's comments, it is helpful to give them some guidance as to what kind of responses they might make (e.g. endorsing others, providing counter views etc)
- indicate any approaches that you wish to discourage (e.g. tangential discussions if you think that this will distract students)

There are many other things you could cover, but the point is to stress what you see as positive ways to engage in a live session online.

Dealing with Difficult Behaviours in Class

In the event that students display behaviours such as:
- Inappropriate language in the chat
- Disparaging remarks about others' contributions
- Persistent interruption or failure to mute and so creating distracting background noises
- Distracting personal conversations in the chat function

you are advised to draw on the following approaches as appropriate:
- Remind students that they should treat one another with dignity and respect and encourage them to moderate their language or approach.
    - If they do not do so, you can indicate that we do not tolerate the language/approach that they are using and that if they persist, you will need to ask them to leave
    - If they continue but do not leave, indicate that you can block them from the session if need be
    - If they still fail to leave, then you can block them from the class
- Indicate that there is a need to include everyone in the discussion and ask those who are tending to interrupt, to mute and use the raise hand function or chat function and you will come to them when others have spoken.
    - If they continue to disrupt, you can mute them if need be
- Where the chat function is being used in a manner that is distracting or unhelpful, you can note the points of interest and ask the students to refrain from the conversation for the time being, but indicate that if there is time, you can pick those issues up later in the session.

If a student uses the chat function inappropriately, bear in mind that you are able to save the chat (in Zoom) and that it is automatically retained in Teams and can be used to follow up with that student if their conduct is problematic. Again, you may need to advise the course organiser of any difficulties that you have had to deal with and in particularly situations, you may need to report the student in line with the student code of conduct.