

Concern & Action Guide

Available online at fresnostate.edu/titleix, then click on Who to Contact and Concern & Action Guide, or <http://www.fresnostate.edu/adminserv/title-ix/who-to-contact/concern-action.html>

| | TOPIC | WHO IS THE CONCERN ABOUT? | ACTION | EXECUTIVE ORDER OR POLICY |
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| If an EMERGENCY, DIAL 911 or 8.8400 from a campus phone. | | | | |
| 1. | Intimidation/Threat to Safety | | Contact the University Police Dispatch at 559.278.8400 | |
| Student | | Contact Dean of Students (Dr. Carolyn Coon) at 559.278.8740 or ccoon@csufresno.edu . The appropriate academic administrator will also be notified. or submit an online referral to the CARE Team | | |
| Staff | | Contact Human Resources - Employee & Labor Relations Manager (Natacha Thompson) at 559.278.2032 or nthompson@csufresno.edu | | |
| Faculty | | Contact Faculty Affairs-Interim Associate Vice President (Jim Schmidtke) at 559.278.3027 or jmschmidtke@csufresno.edu | | |

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| 2. | Unprofessional or inappropriate behavior by faculty, staff, or administrator | Staff | <p>Contact your immediate supervisor.</p> <p>You may also contact Human Resources - Employee & Labor Relations Manager (Natacha Thompson) at 559.278.2032 or nthompson@csufresno.edu</p> | |
| | | Faculty | <p>Contact the appropriate Department Chair or Dean.</p> <p>You may also contact Faculty Affairs Interim Associate Vice President (Jim Schmidtke) at 559.278.3027 or jmschmidtke@csufresno.edu</p> | |
| | | Supervisor, Department Head, or Administrator | <p>Contact the Dean or appropriate Division Vice President.</p> <p>You may also contact Human Resources- Employee & Labor Relations Manager (Natacha Thompson) at 559.278.2032 or nthompson@csufresno.edu ; or Faculty Affairs Interim Associate Vice President at 559.278.3027 or jmschmidtke@csufresno.edu</p> | |

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| 3. | Student is disruptive in the classroom | <p>Student</p> <p>Faculty should speak with the student to request they stop the behavior.</p> <p>If behavior continues, ask the student to leave the class period and notify the Dean of Students (Dr. Carolyn Coon) at 559.278.8740, ccocon@csufresno.edu; or review online referral options.</p> | <p>Disruptive Classroom Behaviors APM 419</p> |
| 4. | Student Conduct/ Inappropriate behavior outside of the classroom | <p>Student</p> <p>Contact Dean of Students (Dr. Carolyn Coon) at 559.278.8740, ccocon@csufresno.edu; or review online referral.</p> | <p>Executive Order 1098 Title 5- Standards for Student Conduct</p> |
| 5. | Improper activities by state agencies or employees (i.e., fraud, waste, or abuse) | <p>Faculty or Staff (including student employees)</p> <p>Contact Human Resources - Compliance & Regulatory Programs Manager (Kirsten Corey) at 559.278.2032 or kirstenc@csufresno.edu</p> | <p>Whistleblower Complaint</p> |

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| 6. | <p>To request an Americans with Disabilities Act (ADA) accommodation (e.g. testing accommodations, accessible instructional materials, notetaking, digital recording)</p> <p>or express concerns regarding a lack of accommodation</p> | <p>Student</p> <p>Faculty/Staff/ Administrator</p> | <p>Contact Services for Students with Disabilities at 559.278.2811</p> <p>For student ADA accommodation <i>concerns</i>, contact Jennie Johnson, Director of Services for Students with Disabilities at 559.278.2811 or jeanjohnson@csufresno.edu</p> <p>Contact Human Resources/ ADA Coordinator (Kirsten Corey) at 559.278.2032 or kirstenc@csufresno.edu</p> | <p>Executive Order 1111</p> <p>Policy for the Provision of Accommodations and Support Services to Students with Disabilities</p> |
| 7. | <p>Misconduct related to research and sponsored programs</p> | <p>Student, Faculty, or Staff</p> | <p>Contact the Dean of Research and Graduate Studies (Dr. James Marshall) at 559.278.0840 or jamesm@csufresno.edu</p> | <p>APM 510</p> |
| 8. | <p>Faculty not holding office hours, misses classes without notice, arrives late to class, etc.</p> | <p>Faculty</p> | <p>Contact the appropriate Department Chair or Dean.</p> <p>You may also contact Faculty Affairs Interim Associate Vice President (Jim Schmidtke) at 559.278.3027 or jmschmidtke@csufresno.edu</p> | <p>APM 338</p> |

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| 9. | Student contests grade | Faculty | <ul style="list-style-type: none"> • Student should contact the instructor and attempt to resolve the issue. • If instructor unable to satisfactorily resolve, contact the Department Chair. • If still unresolved, contact the University Advising Center for information on filing a grade protest <p> APM 243 Student Academic Petitions Committee Academic Probation and Disqualification </p> |
| 10. | Discrimination or Harassment <i>based on protected class or status</i> ¹ | Student, Staff, Faculty, Administrator, or Volunteer | <p>Contact the Discrimination, Harassment, Retaliation Administrator ² (Marylou Mendoza-Miller) at 559.278.2032 or maryloum@csufresno.edu; or review on-line reporting options.</p> <p>If the situation involves a residential student, advise the Director of Housing (Erin Boele) at 559.278.2677 or eboele@csufresno.edu</p> |
| | | Foundation/ Auxiliary Employee | <p>Contact Nicole Lane, Director of Auxiliary Human Resources, at 559.278.0860 or nicolel@csufresno.edu</p> |

¹ Protected class status is given to groups of people to provide protection from discrimination and harassment based on race, color, religion, ancestry, national origin, gender, gender identity including transgender, sexual orientation, marital status, pregnancy, age, disability or veteran status.

² Executive Order 1096, Article 1.H states that **any** Employee who knows or has reason to know of allegations or acts that violate this policy shall promptly inform the DHR Administrator or Title IX Coordinator. These Employees are required to disclose all information, including the names of the Parties, even where the person has requested anonymity.

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| 11. | Discrimination, Harassment, or Sexual Harassment, <i>based on sex or gender</i> | Student, Staff, Faculty, Administrator, or Volunteer | Contact the Title IX Coordinator ³ (Jamie Hogan) at 559.278.5357 or jphogan@csufresno.edu ; or review on-line reporting options. If the situation involves a residential student, advise the Director of Housing (Erin Boele) at 559.278.2677 or eboele@csufresno.edu | Executive Order(s) 1096 , 1097 |
| | | Foundation/ Auxiliary Employee | Contact Nicole Lane, Director of Auxiliary Human Resources at 559.278.0860 or nicolel@csufresno.edu | |
| 12. | Sexual Assault | Anyone | <p>If an EMERGENCY, DIAL 911 Employees must promptly inform the Title IX Coordinator (Jamie Hogan) at 559.278.5357 or jphogan@csufresno.edu . Additional options for reporting:</p> <ul style="list-style-type: none"> • University Police Dispatch at 559.278.8400 • <i>Confidential</i> Survivor Advocate (Mindy Kates) at 559.278.6796 or survivoradvocate@csufresno.edu; Student Health Center • Confidential Rape Counseling Services 24-hour crisis line at 559.222.7273 • On-line Reporting on behalf of Others | Executive Order(s) 1096 , 1097 |

³ Executive Order 1096, Article 1.H states that **any** Employee who knows or has reason to know of allegations or acts that violate this policy shall promptly inform the DHR Administrator or Title IX Coordinator. These Employees are required to disclose all information, including the names of the Parties, even where the person has requested anonymity.

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| 13. | Violation of the Collective Bargaining Agreement | Staff | Contact Human Resources - Employee & Labor Relations Manager (Natacha Thompson) at 559.278.2032 or nthompson@csufresno.edu or the appropriate union representative | |
| | | Faculty | Contact Faculty Affairs Interim Associate Vice President (Jim Schmidtke) at 559.278.3027 or jmschmidtke@csfresno.edu or the appropriate union representative | |
| 14. | Student needs assistance in resolving any University-related concerns or complaints | Anyone | Contact Dean of Students (Dr. Carolyn Coon) at 559.278.8740, ccoon@csufresno.edu ; or review online referral options. | |

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| 15. | Someone is facing significant personal struggles, in distress, or if observed or reported behavior causes you concern, but the severity is unclear. | Student | <p>Contact the CARE Team by filing an online referral at fresnostate.edu/care.</p> <p>Contact Counseling and Psychological Services at 559.278.2734</p> | |
| | | Faculty, Staff, Administrator, and/or immediate family members of Faculty, Staff, and Administrators | <p>Contact Human Resources - Employee & Labor Relations Manager (Natacha Thompson) at 559.278.2032 or nthompson@csufresno.edu</p> <p>You may also contact Faculty Affairs (Jim Schmidtke) at 559.278.3027 or jschmidtke@csufresno.edu</p> <p>Visit LifeMatters by Empathia: mylifematters.com. In order to access all of the site's capabilities, users are required to use "FresnoState" (not case sensitive) as both the login & password.</p> <p>LifeMatters EAP can also be reached at 1.800.367.7474.</p> | |

Most processes afford the complainant the opportunity to be accompanied by an advisor for support. A union-represented employee may always contact their union steward for guidance.