SITUATION: PERSONAL CONFLICT WITH/BETWEEN STUDENT(S)

PROTOCOLS:

Prior to departing on your semester or interim experience, please prepare by completing the following:

- Do some teambuilding activities prior to leaving for the interim or semester. This is an intentional way to facilitate the ground rules for the group to operate over the interim or semester. Creating a solid group foundation will enhance each student’s insights and learning throughout the experience. Some specific goals for teambuilding activities include:
  - Learning names and helping students connect with each other.
  - Creating a shared experience that is fun but that also breaks the ice for groups as they begin their time together.
  - Assists the group in developing group norms and expectations.

Several websites are listed under “Resources” which provide activities. Two specific exercises you could use to help students create group rules and expectations are:
  - Creating a Group Covenant (Circle of Hand Exercise)
  - Creating a Full Value Contract

- Discuss with students how conflict should be addressed in the group. If conflicts develop between individual students, please encourage the students to discuss the issues and try to work it out. If conflicts develop within the group, directors should try to help the group talk through the issue. If conflicts develop between a student and director please try to talk the issue through but if no resolution is possible make sure students know they have options to appeal decisions made by faculty (see procedure listed below).

Responding to Personal Conflicts

- Group/Individual Conflict
  - Work through any potential conflicts the best that you can. Seek out support from appropriate resources on-campus (e.g. OCP Director, Broene Counseling Center, Student Life)
  - Document issues and how the group responds to issues.
Instructor/Student Conflict - Protest and Appeal Policy – Student Concerns and Appeals regarding Faculty (adapted from the Calvin Student Handbook)

- At Calvin College the goal to become a model Christian academic community should direct the attempts to resolve conflicts which may occur between students and faculty members. We would expect that members will all “accept one another…” (Romans 15:7) and that student protest and appeal will occur infrequently and only over matters of significance to the calling as Christian faculty members. Moreover, the process of protest should be one which should lead to restoration of Christian community in which the members are affirmed and express love for one another.

- On occasion, a student may have criticism of a professor for which he or she requests some action. Criticisms may regard the requirements of a course, the nature of a test, a grade received, teaching effectiveness, personal lifestyle, general performance, or sanctions given for academic dishonesty. The student should present such criticism directly to the faculty member. The student's criticism should be heard and given serious attention by the faculty member.

- If the faculty member's response does not satisfy the student, or if the student, for good reason, does not feel free to approach the faculty member, the student should bring the criticism to the attention of the Off-Campus Programs Director (Don DeGraaf, 616-526-6225, ddegraaf@calvin.edu) and, if necessary, the academic dean. The Off-Campus Programs Director or the academic dean should work for resolution. The procedures for working for resolution are found in more detail in the Calvin College Student Handbook.

Instructor should document all discussions and interventions surrounding major group conflict.

Follow up Protocols upon Return from Semester and Interim Experience

- Make sure students are aware of all resources available to them (Broene Counseling Center, Student Life, etc).

- The director should meet with the Off Campus Programs Director to review/evaluate how the situation was handled and if any additional policies or procedures need to be put into place.
SPECIFIC RESOURCES

Important Phone Contacts at Calvin:
- Don DeGraaf, Off-Campus Programs Director – 616-526-6225 (office) – 616-558-7245 (cell) – ddegraaf@calvin.edu
- Broene Counseling Center – 616-526-6123
- Calvin Off-Campus Programs Office – 616-526-6382
- Student Life – 616-526-6453

- Incident Report Form

- Calvin College Student Handbook.

- Teambuilding Resources on the Web:

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