

TA Decision Chart

This document is a job aid to assist TAs with supporting students who may be in the following situations. For each situation, required or recommended actions are specified. If there are questions regarding the required and/or recommended action steps, please contact the support service referenced. Support services for HSC whose contact information differs from UPC are listed at the end of the document; if not listed, then the contact information is the same for both campuses. Note: this resource is up-to-date as of June 2017.

Student Situations	Required/Recommended Action
Accommodations	
Student would like to negotiate an accommodation based on a self-reported need (Example: extra time on test due to anxiety or dyslexia).	Refer the student to Disability Services and Programs (DSP) in GFS 120 or (213) 740-0776. In order for disability-related accommodations to be provided in classes, DSP must formally approve them and issue a letter of accommodation to the student to provide to their instructors. Self-report of conditions and requests for accommodations directly to instructors/TAs does not align with the University's documentation guidelines related to accommodation requests. If the student is an athlete, also have them contact their advisor in Student-Athlete Academic Services (213) 821-4710 at the John McKay Center (JMC) 102.
Student provides you with an official accommodation letter from DSP.	Accept letter. Ask student if they have also provided a letter to the instructor. Encourage them to do so if they have not. Do not share information. Implement the required accommodation from time of receipt of letter. Contact DSP for assistance at (213) 740-0776.
Student requests a one-time accommodation due to an emergency (Example: submit late work due to illness or death in the family)	Refer to course policy in the syllabus to confirm professor's instructions on such matters. Comply with student request if course policy allows. Inform instructor by email of the request and your decision to accommodate it per course policy. If course policy is unclear, refer student directly to the instructor and follow instructor's decision on the matter. Encourage student to contact Campus Support and Advocacy (formerly Student Support and Advocacy) at (213) 821-4710 for crisis management and medical absence support.

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<p>Student requests an accommodation and reveals it is needed due to an incident of sexual assault, stalking, or intimate partner violence.</p>	<p>Do not promise confidentiality. Remind student of your duty to document and forward the information shared with the Title IX Office (213) 821-8298 or titleix@usc.edu as it is mandatory for TAs as responsible employees https://policy.usc.edu/responsible-employees-student-misconduct/. Keep information shared as private as possible, informing only one person in the Title IX Office. The Title IX Office will send the student an outreach email with available services and coordinate any needed accommodations for the student. Do not investigate further, or notify the instructor or DPS/police. For more detailed information on support for victims of sexual assault see http://sarc.usc.edu/</p> <p>Encourage student to contact/visit Relationship and Sexual Violence Prevention and Services (RSVP) formerly called Center for Women and Men. Offer to call RSVP <i>with</i> the student at (213) 740-4900 (24hr hotline). Offer to escort student to RSVP at the Engemann Student Health Center (ESH 356). Contacting RSVP is confidential and does not trigger reporting, but RSVP will remind TA of duty to inform Title IX Office.</p>
<p>Student athlete provides a Travel Excuse Letter and requests accommodations based only on it (Example: make up missed test or quiz) *It is the student athlete's responsibility to provide a Travel Request Letter at least one week prior to a competition</p>	<p>Inform the student athlete that decisions for this type of accommodation are made by the instructor. Assist the student with contacting the instructor directly with the Travel Excuse Letter and request. Contact the instructor to stay informed of the instructor's decision if it affects student work overseen by TA.</p>
<p>Student requests an accommodation due to religious reasons (Example: making up a test due to missing a class for religious observation) *A student should contact the instructor 2 weeks in advance to request such an excused absence</p>	<p>Inform the student that decisions for this type of accommodation are made by the instructor in accordance with the university policy on absences related to observance of religious holy days https://orl.usc.edu/life/calendar/absences/. Assist the student with contacting the instructor directly with the request. Contact the instructor to stay informed of the instructor's decision if it affects student work overseen by TA.</p>

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Academic Difficulties	
<p>Student confides difficulties with academic load, keeping up with coursework, or questions about declaring or changing major</p>	<p>Encourage the student to contact Undergraduate Support Services that include organizational and time management coaching and study strategies through the Kortschak Center for Learning and Creativity (213) 740-7884 in STU 311, free tutor request tutoring@usc.edu in STU 300, and academic counseling/advising request acs@provost.usc.edu or (213) 740-1741. If the student is an athlete, refer them to their academic advisor at Student-Athlete Academic Services (SAAS) at (213) 740-3801.</p>
Academic Integrity	
<p>Student violates academic integrity (plagiarism, cheating, collaboration, fabrication, etc.). (For more information on common forms of academic dishonesty, see https://sjacs.usc.edu/files/2015/11/Academic-Integrity-sheet-2013.pdf)</p>	<p>Do not promise confidentiality as it is required to notify the instructor of student's violation. Refer student to instructor and provide instructor with evidence/witness of student's violation. Instructor decides next steps, often per departmental policy, but sometimes also based on TA input/recommendations. Instructor may also ask TA for assistance in meeting with student and/or reporting student to Student Judicial Affairs and Community Standards (SJACS). Violations by undergraduates should be reported to SJACS. Violations by graduate students should be reported to their schools.</p>
Personal Matters and Crisis	
<p>Student confides personal matter related to mental health status, family or relationship troubles</p>	<p>Encourage student to contact/visit Student Counseling Services. Offer to call Student Counseling Services <i>with</i> the student (213) 740-7711 (24hr line; emergencies after 5pm are directed to after hours clinician) or call the National Suicide Prevention hotline (800) 273-8255. Offer to escort the student to Student Counseling Services at the Engemann Student Health Center (ESH 3rd floor). Or, encourage the student to contact/escort student to Campus Support and Advocacy (formerly Student Support and Advocacy) at (213) 821-4710 in STU 201.</p> <p>If the student confides by email (Example: can't attend class because they are depressed), reply to the student with contact information for Student</p>

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	<p>Counseling Services (213) 740-7711 in ESH 3rd floor, and Campus Support and Advocacy (formerly Student Support and Advocacy) (213) 821-4710 in STU 201. Then, inform Campus Support and Advocacy at (213) 821-4710.</p> <p>If the student is an immediate threat to self or others, or exhibits high levels of distress, call DPS (213) 740-4321 (UPC emergency) or via the LiveSafe app, and then Student Counseling Services. Document all concerning behaviors, interactions, and steps taken, and inform the instructor. Do not guarantee confidentiality, as it is mandatory for TAs to report as indicated above when students are threats to themselves or others.</p>
<p>Student confides personal matter related to physical health status.</p>	<p>Encourage student to contact/visit the Engemann Student Health Center (ESH) at (213) 740-9355 or by making a non-emergency appointment via their My Student Health Record Portal (MySHR). For sudden and severe symptoms, assist the student to get to the Acute Care Clinic at the Engemann Student Health Center (ESH) 1st Floor or reach the after-hours advice nurse at (213) 740-9355, option 1. If the matter is an emergency, call DPS (213) 740-4321 or via the LiveSafe App.</p>
<p>Student confides personal matter related to being a victim of a crime (<i>not</i> sexual assault, stalking, or intimate partner violence, which go through Title IX as outlined below.)</p>	<p>Encourage student to contact/visit the Department of Public Safety (DPS). Offer to call DPS at (213) 740-4321 (UPC emergency) or (213) 740-6000 (UPC non-emergency) <i>with</i> the student, or use the LiveSafe app for reporting. Offer to escort student to DPS in the Downey Way Parking Structure (formerly Parking Structure A) on UPC.</p> <p>Encourage the student to contact/escort student to Campus Support and Advocacy (formerly Student Support and Advocacy) at (213) 821-4710 in STU 201.</p>
<p>Student confides personal matter related to sexual harassment, stalking, assault or violence.</p>	<p>Do not promise confidentiality. Remind student of your duty to document and forward the information shared with the Title IX Office (213) 821-8298 or titleix@usc.edu as it is mandatory for TAs as responsible employees https://policy.usc.edu/responsible-employees-student-misconduct/. Keep information shared as private as possible, informing only one person in the Title IX</p>

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	<p>Office. The Title IX Office will send the student an outreach email with available services and coordinate any needed accommodations for the student. Do not investigate further, or notify the instructor or DPS/police. The Title IX Office will provide reporting options, including reporting to law enforcement, if the student chooses to do so. For more detailed information on support for victims of sexual assault see http://sarc.usc.edu/</p> <p>Encourage student to contact/visit Relationship and Sexual Violence Prevention and Services (RSVP) formerly called Center for Women and Men. Offer to call RSVP <i>with</i> the student at (213) 740-4900 (24hr hotline). Offer to escort student to RSVP at the Engemann Student Health Center (ESH 356). Contacting RSVP is confidential and does not trigger reporting, but RSVP will remind TA of duty to inform Title IX Office.</p>
<p>A student confides concern about another USC student, or you are concerned about a student's personal problems, but the student with the potential problem has not requested help.</p>	<p>Encourage the student to privately and anonymously submit an online CARE report about their peer through Trojans Care for Trojans (TC4T), a Student Affairs initiative, at http://sait.usc.edu/ca/tc4t. If TA is reporting, speak to instructor first about your evidence for concern and your desire to inform Campus Support and Advocacy (formerly Student Support and Advocacy) at (213) 821-4710. Do not approach the student with a speculated diagnosis.</p> <p>If concerned about possible trauma or abuse, contact Relationship and Sexual Violence Prevention and Services (RSVP) (213) 740-4900 (24hr hotline) for consultation or a reach out.</p>
<p>Bias, Hate, or Discrimination Incident</p>	
<p>Student confides about a bias or hate incident, discrimination, or harassment. (Refer to policy statement paragraph 2 for more detailed information https://policy.usc.edu/student-misconduct/)</p>	<p>Do not promise confidentiality. Remind student of your duty to document and forward the information shared with the Title IX Office (213) 821-8298 or titleix@usc.edu as it is mandatory for TAs as responsible employees https://policy.usc.edu/responsible-employees-student-misconduct/. Keep information shared as private as possible, informing only one person in the Title IX Office. The Title IX Office will send the student an outreach email with available services and coordinate any needed accommodations for the student.</p>

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	<p>Report to DPS (213) 740-4321 (UPC emergency) or via the LiveSafe app only in the event of imminent threat or endangerment.</p> <p>(Optional) Also submit privately and anonymously a Bias Incident Report through www.bit.ly/uscbias which goes to the Office of Campus Support and Advocacy (SSA) (213) 821-4710 in STU 201.</p>
Family Educational Rights and Privacy Act (FERPA)/Student Data Privacy	
<p>Student's classmate/friend or relative would like information on the student, or a student would like information about a classmate/friend.</p>	<p>Explain to the person requesting information that, per FERPA, information related to a student's grades, GPA, etc. is confidential information and may not be released to a third party without the student's consent. Refer them back to the student to seek a signed, written release. For a list of other FERPA-protected student information, visit http://arr.usc.edu/records/ferpa/ or contact the Office of Academic Records and Registrar at (213) 740-1164 or ferpahelp@usc.edu</p>
<p>Another TA would like to publicly announce or post students' grades on an assignment/assessment or leave graded assignments in a public area (such as an envelope on an office door) for student pickup.</p>	<p>Remind the TA that these practices would be in violation of FERPA because such actions would breach student data confidentiality/privacy. This includes the posting of such data to possibly unsecure, non-USC password protected sites. Refer back to the online FERPA tutorial that all those working with student data should take at https://ferpa.usc.edu/</p>
Grade Appeals	
<p>Student asks for a grade change on an assignment grade given by the TA.</p>	<p>Consider student request. If TA-assigned grade was in error, correct grade for student and all other affected students. If grade was not in error, explain why request is denied, but inform student they may appeal to the instructor (see next scenario)</p>
<p>Student contests an assignment grade given by the TA and requests instructor change it when the TA won't.</p>	<p>Document student's appeal and inform instructor by email. Provide instructor evidence/explanation for your grading decision and refusal to change grade. Offer to meet with student again when/if instructor does.</p>

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<p>Student contests final course grade.</p>	<p>Report student's appeal to instructor by email. If contestation is based on TA-graded assignments as well, provide evidence/explanation for your grading decision to instructor. Refer student to instructor. Only the instructor or the departmental Change of Grade coordinator, if authorized by the instructor, may request a Change of Grade form.</p>
<p>Student requests extra credit or assignments to raise grade</p>	<p>Follow the instructor policy on extra credit stated in the course syllabus. If policy isn't stated, or is unclear, refer student to instructor. Follow up with instructor if decision affects student work overseen by TA.</p>
<p>Disruptive and Threatening Behavior</p>	
<p>Student is repeatedly disruptive in class, harasses TA or classmates, uses verbal or physical threats, or exhibits other inappropriate behavior. For more examples of such behavior, see p. 2 of the Disruptive and Threatening Student Behavior Faculty Guidebook at https://studentaffairs.usc.edu/files/2015/09/Disruptive-and-Threatening-Behavior-Guide.pdf</p>	<p>Use informal resolution first to remind student of course guidelines/policies, in private rather than in front of other students. Refer to the Student Handbook SCampus sections on Principles of Community (p. 15) and Code of Ethics http://policy.usc.edu/ethics/ If the situation escalates, notify the instructor by email and provide evidence. Ask instructor to contact Campus Support and Advocacy (formerly Student Support and Advocacy) at (213) 821-4710 or inform instructor of your intent to do so. If the situation is life-threatening or an immediate physical threat, call DPS at (213) 740-4321 (UPC emergency) or report via the LiveSafe app. Doing so results in the matter being forwarded to the Office for Student Judicial Affairs and Community Standards (SJACS). Document all incidents with dates, times, descriptions, and possible witnesses. For more detailed steps, refer to the Disruptive and Threatening Student Behavior Faculty Guidebook at https://studentaffairs.usc.edu/files/2015/09/Disruptive-and-Threatening-Behavior-Guide.pdf Also, consult with the Counseling Center (213) 740-7711 and/or SJACS (213) 821-7373 for advice on preventing and addressing disruptive behavior.</p>

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Emergency	
You witness, or student reports, an emergency.	Call USC DPS at (213) 740-4321 (UPC emergency) and/or report the emergency through the LiveSafe app. In addition to medical emergencies, other emergencies active shooter, natural disasters, accidents, gas leaks, suspicious packages, suspicious, disruptive and threatening behavior, etc.
Authority	
Someone in a position of authority asks you to respond to one of the listed situations in a manner deviating from the stated, recommended/required action steps, and you question/feel uncomfortable about whether you should (Examples: instructor asks you to negotiate an accommodation, or further investigate a report of assault, etc.)	Contact Campus Support and Advocacy (formerly Student Support and Advocacy) at (213) 821-4710 and/or consult with the respective office(s) related to the situation.

HSC Support Service	HSC Contact Information Different from UPC
Department of Public Safety (DPS)	(323) 442-1000 (emergency) (323) 442-1200 (non-emergency)
Eric Cohen Student Health Center	(323) 442-5631 (24 hr. line; after-hours calls directed to on-call clinician). https://ecohenshc.usc.edu/ Healthcare Center 1 (HC1) Suite 104
Counseling Center at the Eric Cohen Student Health Center	(323) 442-5631 (24 hr. line; after-hours calls directed to on-call clinician). <i>Note: This is the same line as the Health Center main line. The call will be routed to the needed service.</i> https://ecohenshc.usc.edu/counseling/ Healthcare Center 1 (HC1) Suite 104