

TA Decision Chart

❖ WHAT IS THIS RESOURCE?

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 May 2018.

STUDENT SITUATIONS	REQUIRED/RECOMMENDED ACTION
POLICIES	
<p>Student would like to negotiate an accommodation based on a self-reported need (Example: extra time on test due to self-reported learning, psychiatric, or learning disabilities).</p>	<p>Refer the student to Disability Services and Programs (DSP) in GFS 120 or (213) 740-0776 or ability@usc.edu. 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 may 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 or athsaas@usc.edu or at the John McKay Center (JMC) 102.</p>
<p>Student provides you with an official accommodation letter from DSP.</p>	<p>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</p>
<p>Student requests a one-time accommodation due to an emergency (Example: submit late work due to illness or death in the family)</p>	<p>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 USC Support and Advocacy (formerly Student Support and Advocacy) at uscsupport@usc.edu or (213) 821-4710 for crisis management and medical absence support.</p>

STUDENT SITUATIONS	REQUIRED/RECOMMENDED ACTION
<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. Be supportive and calm and, if possible, obtain details about date, location, and if the other person was a member of the USC community. Remind student of your desire to support and 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/. Let students know this to ensure they are aware of their rights and resources as well as campus safety concern. 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 outlining the student’s reporting option and 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://titleix.usc.edu. If student reveals assault from a faculty or staff member, Title IX will forward information shared to the Office of Diversity and Equity (OED) at (213)-740-5086 or oed@usc.edu.</p> <p>If student does not want to continue the conversation because it is your duty to report it, then refer them to confidential options such as RSVP (see below).</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 access to a licensed mental health professional, including on University Holidays). 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. Alternately, encourage the student to contact a designated Clery act Campus Security Authority (CSA) who is not a DPS employee. To connect with a CSA in your college, contact Mardi Walters MWalters@dps.usc.edu.</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>

STUDENT SITUATIONS	REQUIRED/RECOMMENDED ACTION
<p>Student requests an accommodation due to religious reasons (Example: making up a test due to missing a class for religious observation)</p> <p>*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>
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> <p>If a disability is disclosed, refer the student to Disability Services and Programs (DSP) at (213) 740-0776 or ability@usc.edu or in GFS 120 to discuss potential need</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).</p> <p>Violations by undergraduates should be reported by instructors to SJACS. Violations by graduate students should be reported by instructors to the school's Academic Integrity Coordinator (AIC) who heads their school's Graduate Student Academic Integrity Review. Refer to SCampus Part B 13.10 https://policy.usc.edu/scampus-part-b/</p>
PERSONAL MATTERS AND CRISIS	

STUDENT SITUATIONS	REQUIRED/RECOMMENDED ACTION
<p>Student confides personal matter related to mental health status, family or relationship troubles, substance abuse, food insecurity, homelessness, natural disaster, etc</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>Otherwise, encourage student to contact/visit Student Counseling Services. Offer to call Student Counseling Services <i>with</i> the student (213) 740-7711 (24hr access to a licensed mental health professional, including University Holidays; 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 USC Support and Advocacy (formerly Student Support and Advocacy) at uscsupport@usc.edu or (213) 821-4710 or 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 Counseling Services (213) 740-7711 in ESH 3rd floor, and USC Support and Advocacy (formerly Student Support and Advocacy) (213) 821-4710 in STU 201. Then, inform USC Support and Advocacy at (213) 821-4710. You may also refer the student to Disability Services and Programs (DSP) to see if they qualify for academic accommodations at (213) 740-0776 or ability@usc.edu</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 (not 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 USC Support and Advocacy (formerly Student Support and Advocacy) at uscsupport@usc.edu or (213) 821- 4710 in STU 201</p>

STUDENT SITUATIONS	REQUIRED/RECOMMENDED ACTION
<p>Student confides personal matter related to sexual harassment, stalking, assault or violence</p>	<p>Do not promise confidentiality. Be supportive and calm and, if possible, obtain details about date. Location, and if the other person was a USC member. 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. 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://titleix.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>Alternately, encourage the student to contact a designated Clery Act Campus Security Authority (CSA) https://dps.usc.edu/contact/report/security-authorities. If the student wishes to maintain anonymity, contact a CSA who is not a DPS employee. To connect with a CSA in your college, contact Mardi Walters MWalters@dps.usc.edu.</p>

BIAS, HATE, OR DISCRIMINATION INCIDENT

STUDENT SITUATIONS	REQUIRED/RECOMMENDED ACTION
<p>Student confides about a bias or hate incident, discrimination, or harassment.</p> <p>(Refer to policy statement paragraph 2 for more detailed information https://policy.usc.edu/student-misconduct/)</p>	<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>Otherwise, 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/ even if the student has already reported the incident online through bit.ly/uscbias. Keep information shared as private as possible, informing only one person in the Title IX Office.</p> <p>The Title IX Office will send the student an outreach email with available services and coordinate any needed accommodations for the student.</p> <p>If a student does not want to continue the conversation because it is your duty to report it, then refer them to confidential options such as the Counseling Center (213) 740-7711</p>
<p>FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)/ STUDENT DATA PRIVACY</p>	
<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 private information (part of their educational record) 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 insecure, non-USC password protected sites.</p> <p>Refer back to the online FERPA tutorial that all those working with student data should take at https://ferpa.usc.edu/</p>
<p>GRADE APPEALS</p>	

STUDENT SITUATIONS	REQUIRED/RECOMMENDED ACTION
Student asks for a grade change on an assignment grade given by the TA	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)
Student contests an assignment grade given by the TA and requests instructor change it when the TA won't.	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.
Student contests final course grade	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.
Student requests extra credit or assignments to raise grade	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

DISRUPTIVE AND THREATENING BEHAVIOR

<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>And consult the USC Emergency Response "Cardinal Folder"</p>	<p>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 and/or contact the Chief Threat Assessment Officer in the Office of Campus Wellness and Crisis Intervention at (213) 740-0243.</p> <p>Otherwise, 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 USC Support and Advocacy (formerly Student Support and Advocacy) at uscsupport@usc.edu or (213) 821-4710 or inform instructor of your intent to do so.</p> <p>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

STUDENT SITUATIONS	REQUIRED/RECOMMENDED ACTION
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	
<p>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.</p> <p>(Examples: instructor asks you to negotiate an accommodation, or further investigate a report of assault, etc.)</p>	Contact USC 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	<p>(323) 442-5631 (24 hr. line; after-hours calls directed to on-call clinician).</p> <p>https://ecohenshc.usc.edu/</p> <p>Healthcare Center 1 (HC1) Suite 104</p>
Counseling Center at the Eric Cohen Student Health Center	<p>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></p> <p>https://ecohenshc.usc.edu/counseling/</p> <p>Healthcare Center 1 (HC1) Suite 104</p>