

Responding to Non-Compliance with COVID-19 Expectations

The College has actively communicated with students, faculty and staff through a variety of mediums (social media, emails, the COVID website, posters/signage across campus, etc.) to inform them of the important community expectations that everyone at the College is required to follow to maintain a safe and healthy educational environment.

These expectations are outlined on the COVID-19 website:

The Importance of Scripting in Addressing Issues of Non-Compliance with Expectations:

Making sure the same language is being used with employees, students, and visitors about the College's expectations ensures a firm, polite and compassionate message.

On the rare occasions that you identify someone on your on campus who is not following these expectations, below are guidelines that may be helpful in addressing their behavior.

1. Speak to the Student/Faculty/Staff in a Firm, Polite, and Compassionate Manner.

Politely ask any student or employee you see who may not be following one or more of the COVID expectations to do so for the sake of their health and the health of others. Most students/employees will likely apologize and comply with your request.

Some examples of this initial interaction include:

- "Hello Jordan, I see that you do not have a mask on today. To ensure the health and safety of everyone in the class, please put your mask on. I really appreciate your cooperation. Thanks!"
- "Hi, Taylor. I see that you're sitting in a seat that is marked off to ensure distancing. Please move to any other seat that is not marked. Thanks so much for helping me keep the dining area safe."
- "Hello, Maria. I really value you as a colleague and therefore would like to see you safe. When you leave the privacy of your office please remember to wear your mask so that we can continue to set the example of safety and compliance for our students."

An example of a subsequent interaction addressing a student, faculty or staff member who is repeatedly not complying with campus expectations is as follows:

- "Jordan, I really want you to be part of this class but for that to happen, I need you to comply with the College's expectation regarding wearing a mask in the classroom. Unfortunately, if you continue to not wear a mask I am obligated to file a report with Student Conduct and Community Standards in the interest of the health and safety of everyone in the class."
- "Taylor, I really want you to be able to utilize campus facilities and resources so please comply with the College's expectation regarding wearing a mask in the library. Unfortunately, if you continue to not wear a mask I am obligated to file a report with Student Conduct and Community Standards in the interest of the health and safety of everyone in this community space."
- "Christina, I really value you as a colleague and want to see you safe along with the rest of my community. Unfortunately, if you continue to not wear a mask I am obligated to file a report with Human Resources in the interest of the health and safety of everyone in this community."

2. If the Student, Faculty or Staff member Forgets their Mask, or Other Necessary Item Required for Compliance with Expectations, Offer Guidance to Assist the Individual in Resolving the Issue.

If you learn that the student or employee has forgotten their face mask, explain to them that to ensure everyone's safety that they need a mask to remain in that space. If they obtain a mask, they can return to the space.

An example of such an interaction is as follows:

- “Hey Sam, thanks for letting me know you forgot your mask. Unfortunately, you're not allowed to be in class without a mask. Once you obtain a mask you're welcome to return to class.”

Reporting Violations

Students, faculty or staff who comply after an initial or secondary request, should not be reported.

On the rare occasion that a student repeatedly does not follow your instructions to comply with the COVID-19 expectations, or if they are disruptive to your class or in the community space, we are establishing a mechanism where you may file a report using the CARE form, by checking the COVID-19 box. A filed report will be sent to Dean of Students Office and then referred to Student Conduct and Community Standards if there is a code violation, Staff will review the report, contact the person who reported for additional information or clarification (if necessary), and then follow-up with the student.

For faculty or staff the report should be made to Human Resources.

If you feel that the situation is escalating to a point where the student is becoming aggressive or refuses to leave the class after being instructed to do so, you may contact the University Police at (716) 878-6333.

Important Resources

Student Conduct and Community Standards	For a phone consultation: (716) 878-3051 studentconduct@buffalostate.edu
	To file a report: https://pavesuite.com/BuffaloState/PublicPortal/ConcerningIncident
Dean of Students	(716) 878-4618 deanofstudents@buffalostate.edu
University Police Department (UPD)	(716) 878-6333 police@buffalostate.edu