Establishing and maintaining classroom civility directly benefits faculty and students. It is a crucial first step in creating an environment where students can learn effectively. The first step is to create an environment of civility in your classroom. Then, it is important that you identify, assess, react to, and deal with incidents of incivility using the guidelines for intervention so that all students feel safe and supported.

**Key Concepts**
- The most important thing you can do to be successful in teaching is to PLAN.
- Establish reasonable expectations for student behavior in your classroom and model good behavior to provide an example for your students.
- Guidelines for intervention: be assertive, listen to students, explain the inappropriate behavior, specify behavioral expectations and consequences for non-compliance, seek support as needed.
- Don’t take grade appeals personally. Talk to the student personally if possible, invite the student to talk with the ombudsperson or chair, advise the chair of the issue.

**Next Steps**
- Begin preparing or revise your syllabus to establish reasonable expectations for student behavior in your classroom.
- Consult with the Ombudsperson if you have concerns or questions about student civility.

**Resources**
- Office of the Ombudsperson: [niu.edu/ombuds](http://niu.edu/ombuds)
- NIU Policies and Procedures: [niu.edu/ombuds/resources/policies.shtml](http://niu.edu/ombuds/resources/policies.shtml)
- Academic Misconduct Incident Report Form: [niu.edu/conduct/incident-reporting/academic-misconduct.shtml](http://niu.edu/conduct/incident-reporting/academic-misconduct.shtml)

**Got Questions?**
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