

The Top Five Things Practitioners Must Do

The following list was shared by panelist Lakecia Johnson-Harris from the University of Southern Mississippi during the Civility audio conference:

1. Start a discussion or dialogue regarding civility at each level of your organization. Then do focus groups with your students in order to determine what students think is acceptable.
2. Residence life staff should review current training materials on conflict resolution and mediation, including information about civility and levels of accountability for paraprofessional staff members. Collaborate with other offices that employ a large number of students to offer more training campus-wide.
3. Involve faculty members in your discussions. They are experiencing similar situations in the classroom. Some are unsure of how to handle these cases or are unaware of university resources.
4. Present and promote a university-wide survey on civility through your office of Institutional Effectiveness. J. Sargeant Reynolds Community College embarked on an extensive survey in 2003 assessing the pulse of their campus regarding the status of civility among all constituent groups.
5. Clearly identify your departmental and divisional goals and objectives as they relate to civility and find ways to promote the importance of civility through programming, courageous conversations, and educational sanctioning.

A Follow-up to PaperClip Communications' Feb. 4, 2005 Audio Conference on "Civility Issues"

Enclosed is a sampling of campus civility initiatives, additional resources, civility quotes and more to help you in your continued work.

Special Report

Campus Civility Initiatives

Campus Civility Project University of Southern Maine • Portland, Maine [www.cphv.usm.maine.edu/ CCP.htm](http://www.cphv.usm.maine.edu/CCP.htm)

“This project offers a strategy for confronting the culture of intolerance which exists among too many of our students. The core of this strategy is training for administrators, faculty, staff and student leaders to both increase understanding of the impact of bias and prejudice and provide practical skills for intervening in low key ways when students and others use degrading language...”

Campus Civility Statement Coe College • Cedar Rapids, Iowa

www.coe.edu/studentlife/orientation/handbook/civility.htm

“This statement was written by students to address standards of civility and respect within the Coe College community. This statement is a living document and is intended to evolve over time.

We, the members of the Coe College community, expect our campus climate to be safe, mutually supportive, academically encouraging, egalitarian, and tolerant of all its members:

- ✓ We expect the academic experience to extend beyond the classroom into our living environment.
- ✓ We expect a campus free of incidents that create a hostile living environment.
- ✓ We expect a healthy and responsible attitude to accompany all social gatherings.
- ✓ We expect that intoxication will not be an excuse for incidents that occur while under the influence.
- ✓ We expect that diversity of opinion should be cultivated and encouraged as well as respected within our community.
- ✓ We expect that everyone will have the right to be respected for his or her individuality.
- ✓ We expect all campus community members to respect the rights of other persons regardless of their actual or perceived: age, color, creed, disability, gender identity, national origin, race, religion, sex, or sexual orientation.

A community is made up of individuals who model these standards and hold each other accountable. In order for the community to encompass the goals outlined above, each individual must be responsible and accountable for her or his own actions and words.”

Learn more at:
**Center for the Prevention of
Hate Violence**
96 Falmouth Street, Box 9300
Portland, ME 04104-9300
207.780.4756 (phone)
207.228.8550 (fax)
cphv@usm.maine.edu

Respect and Civility in the Campus Community University of California Berkeley, The Undergraduate Affairs Division • Berkeley, California

<http://students.berkeley.edu/uga/respect.stm>

“The University of California at Berkeley is a public institution of higher education committed to excellence in teaching, research, and public service. Our student body represents the diversity of our state, and will provide its future leaders. Together, the students, faculty, and staff form our campus community, which reflects a variety of backgrounds and cultures. The quality of life on and about the campus is best served by courteous and dignified interaction between all individuals, regardless of sex, ethnic or religious background, sexual orientation, or disability.

Therefore, the administration of this University publicly declares its expectation that all members of the campus community will work to develop and maintain a high degree of respect and civility for the wealth of diversity in which we are all fortunate to live and work together. This civility and respect for diversity ought to flourish in an atmosphere of academic freedom that is considerate and tolerant of the ideas of others. The administration of this University expects you to consult the student conduct code for specific regulations regarding respect and civility.”

Campus of Character Colorado State University • Fort Collins, Colorado www.campusofcharacter.colostate.edu/civility.htm

Learn more about their Campus of Character initiative, featuring monthly focuses that include:

- ✓ Honor, Trustworthiness (Aug)

- ✓ Courage, Respect (Sept)
- ✓ Service, Compassion (Oct)
- ✓ Civility, Open-Mindedness (Nov)
- ✓ Generosity, Gratitude (Dec)
- ✓ Responsibility, Reflectiveness (Jan)
- ✓ Perseverance, Initiative (Feb)
- ✓ Justice, Dignity (March)
- ✓ Consideration, Inclusiveness (April)
- ✓ Honesty, Integrity (May)

You'll also find:

- ✓ Definitions of civility
- ✓ Civility in higher education
- ✓ Quotes on civility
- ✓ Questions about civility

Civitas: A Community of Civil and Responsible Citizens A Campus Life Initiative American University • Washington, DC www.american.edu/ocl/vp/civitas/

“In the Fall of 2003, The Office of Campus Life launched the CIVITAS campaign to encourage civility and responsible citizenship in the AU community. CIVITAS, the Latin word for city, has been chosen as the theme for the campaign because it connotes the kind of environment that shapes us as good citizens and good neighbors.

The mission of the CIVITAS campaign is to heighten our awareness of the relationship between our personal conduct and the quality of campus life. What we do and say always has an effect on others, whether we see it or not. Civility means more than just holding the door open for someone or respecting campus facilities and grounds. It means consistently treating people with consideration and respect. When our behavior is guided by concern for others in our community, we are being civil!

Practicing civility requires thoughtful behavior and continuous refinement of our perceptions of what matters to us and to others. A short checklist of actions can help us move toward more civil conduct:

Choose—We choose how we behave. Make your choices conscious ones by deciding ahead of time how you will act in a situation and rehearsing it in your mind.

Act—Act thoughtfully—as if you were in the other person’s shoes!

Reflect—Consider how your actions and words have made others feel. If you have caused harm or discomfort, apologize, and consider how you can modify your behavior the next time.”

Through this website, you can also link to:

- ✓ Events held during Civitas Week
- ✓ Student paper on Civility
- ✓ A blog for campus community members
- ✓ Reflections on civility
- ✓ The Civitas Toolbox, including an excellent list of ways to demonstrate civility in the classroom for both students and faculty members

For more information on civility in the classroom visit their web page at www.american.edu/cte/faculty/classroom.html

The Civility Initiative at Johns Hopkins Johns Hopkins University • Baltimore, Maryland www.jhu.edu/civility/

Dr. P.M. Forni’s book entitled *Choosing Civility: The 25 Rules of Considerate Conduct* (2002) is used as a guide on many college campuses. This website introduces Dr. Forni’s work on civility while also providing links to other helpful materials.

**Code of Civility and Advisor
Confidentiality
University of Maryland
University College • Adelphi,
Maryland
[www.umuc.edu/studserv/
civility.html](http://www.umuc.edu/studserv/civility.html)**

This resource outlines UMUC's initiative "to promote a positive, collegial atmosphere among students, faculty, and staff..."

(* This resource was mentioned by panelist Lakecia Johnson-Harris during the audio conference.)

**Commission on Civility
Edinboro University of
Pennsylvania • Edinboro,
Pennsylvania
[http://webs.edinboro.edu/
pubrel/president/civility.html](http://webs.edinboro.edu/pubrel/president/civility.html)**

See how one campus put together their Commission on Civility by reading about:

- ✓ The Description and Charge
- ✓ Strategic Action Plan for Civility
- ✓ Commission Membership
- ✓ Commission Task Groups
 - *Classroom Climate/
Academics/Curriculum*
 - *Communication*
 - *Campus Life/Climate*
 - *Human Political Relations*

**Political Civility
University of Iowa • Ames,
Iowa
[www.uiowa.edu/~fyi/issues20
04_v42/10012004/politics.html](http://www.uiowa.edu/~fyi/issues2004_v42/10012004/politics.html)**

According to an article published in October 2004 by University Relations Publications at the University of Iowa, the campus Ombudsperson recommended the following to promote and increase campus civility during the 2004 fall elections:

- ✓ "Be careful about what you display on your office walls and refrain from displaying anything political that might be construed by the public as the University's point of view—or it could be removed.
- ✓ Do not use campus mail, your office computer, your office phone, or University stationery to campaign or lobby for political candidates or to solicit votes or contributions in any way.
- ✓ Don't argue. If uncomfortable political conversations arise, try to change the subject and, if that doesn't work, simply say you do not want to discuss it further. Agreeing to disagree is often the best solution.
- ✓ Be collegial and do not let the political situation affect your ability to do your job."

**Statement of Civility
Jefferson Community College •
Watertown, New York
[www.sunyjefferson.edu/
catalog/campus/civil.html](http://www.sunyjefferson.edu/catalog/campus/civil.html)**

"Jefferson Community College believes that all persons should be extended civility and respect, regardless of factors such as opinion/view, institutional role, race, religion, ethnicity, disability, gender, sexual orientation or age. Teaching and learning are the focus of Jefferson Community College. Accordingly, the College is committed to creating and maintaining positive learning and working environments both in and out of the academic classroom.

While it is understood that disagreement will and should occur in a collegiate setting, open communication, intellectual integrity, mutual respect for differing viewpoints, freedom from unnecessary disruption/disorder and a climate of civility are important institutional values."

Civility Quotes

"Civility means a great deal more than just being nice to one another. It is complex and encompasses learning how to connect successfully and live well with others, developing thoughtfulness, and fostering effective self-expression and communication. Civility includes courtesy, politeness, mutual respect, fairness, good manners, as well as a matter of good health. Taking an active interest in the well-being of our community and concern for the health of our society is also involved in civility."

~ P. M. Forni

"We have a choice about how we behave, and that means we have the choice to opt for civility and grace."

~ Dwight Currie

"Every action done in company ought to be with some sign of respect to those that are present."

~ George Washington

"Don't discount the power of your words. The thought that they might cause unnecessary hurt or discomfort should inform every conversation."

~ P.M. Forni

"The very essence of politeness seems to be to take care that by our words and actions we make other people pleased with us as well as with themselves."

~ Jean De La Bruyere

"A kind word is like charity."

~ Muslim proverb

"Respecting others' opinions doesn't mean being untrue to our own."

~ P.M. Forni

"Three things in human life are important: The first is to be kind. The second is to be kind, and the third is to be kind."

~ Henry James

Other Resources You Can Use

- ✓ *The Paper's of George Washington - 110 Rules of Civility & Decent Behaviour* • <http://gwpapers.virginia.edu/civility/>
- ✓ Resources for Classroom Civility www.provost.cmich.edu/orientation/archive/civility.htm
- ✓ "Civility 101" — An article by associate professor Mike S. Adams at UNC-Wilmington • <http://www.townhall.com/columnists/mikeadams/ma20040105.shtml>
- ✓ "Towards a Civil Campus" by Sally Acharya, *American Weekly* (American University's campus newspaper), March 2, 2004 • http://veracity.univpubs.american.edu/weeklypast/weekly-past/030204/030204_civil.html
- ✓ Q & A on Campus Chalking at Wesleyan University, May 12, 2003, • www.wesleyan.edu/news-rel/chalking.htm
- ✓ "Etiquette Crisis at Work: Employees say they've had enough of incivility, bad manners" by Nicole Jacoby • http://money.cnn.com/1999/11/29/life/q_manners/
- ✓ Carter, Stephen L., *Civility: Manners, Morals and the Etiquette of Democracy*, 1999.
- ✓ DeLucia, R. C. & Iasenza, S. (1995). Student disruption, disrespect, and disorder in class: A seminar for faculty. *Journal of College Student Development*, 36, 385-388.
- ✓ Forni, P.M., *Choosing Civility: The Twenty-Five Rules of Considerate Conduct*, 2002.
- ✓ Gonthier, G. & Morrissey, K., *Rude Awakenings: Overcoming the Civility Crisis in the Workplace*, 2002.
- ✓ Gonzales, V. & Lopez, E. (2001). The age of incivility: Countering disruptive behavior in the classroom. *AAHE Bulletin*, April, 3-6.
- ✓ Kauffman, J. M. & Burbach, H. J. (1998). Creating classroom civility. *The Education Digest*, v63, n12, 18.
- ✓ Morissette, P. J. (2001). Reducing incivility in the university/college classroom. *International Electronic Journal for Leadership in Learning*, v5, n4.
- ✓ Richardson, S. M. (Ed.). Promoting civility: A teaching challenge. *New Directions for Teaching and Learning*, no. 77. San Francisco: Jossey Bass, 1999.
- ✓ Tom, G. (1998). Faculty and student perceptions of classroom etiquette. *Journal of College Student Development*, 39, 515-517.

Resources You Requested

Several topics arose during the audio conference that listeners wanted to learn more about. Here they are:

Cutting:

- ✓ Self-Injury Facts. Self Abuse Finally Ends (S.A.F.E.) Alternatives Treatment Center • www.selfinjury.com
- ✓ Strong, Marilee. *A Bright Red Scream: Self-mutilation and the language of pain*, 1998.
- ✓ About Self Harm. American Self Harm Information Clearinghouse • www.selfinjury.org
- ✓ Levenkron, S., *Cutting: Understanding and Overcoming Self-Mutilation*, 1999.

Mental Health Concerns:

- ✓ The National Institute of Mental Health • www.nimh.nih.gov
- ✓ Campus Blues • www.campusblues.com
- ✓ National Mental Health Awareness Campaign • www.nostigma.org
- ✓ The National Mental Health Association • www.nmha.org
- ✓ Center for Mental Health Services • www.mentalhealth.org/

The Civility Quiz

How do you view civility?

The five main things that spring to mind when I envision a “Civil Campus” are:

- 1.
- 2.
- 3.
- 4.
- 5.

Examples of civil behavior that I have witnessed on campus during the past year include:

Examples of uncivil behavior that I have witnessed on campus during the past year include:

Creating a civil campus is important to me because...

What role does respect play here on campus?

I agree/disagree with this statement: The encouragement toward civility will help our students become more engaged, caring citizens of the world. Why?

I agree/disagree with this statement: In the workplace, faculty and staff members here are civil to one another. Why?

Five things I can do in my everyday work/life to be more civil on campus include:

- 1.
- 2.
- 3.
- 4.
- 5.