

Guide to Managing Threats and Harassment of Faculty: Protocols, Tips, and Resources

1. Guiding Principles and Community Expectations

- **Prompt Response:** Harassment in any form should be addressed promptly and effectively.
 - **Confidentiality and Respect:** All reports will be handled with utmost discretion to protect the privacy and dignity of those involved.
 - **Support and Safety:** Ensuring the well-being and safety of faculty members is a top priority.
 - **Transparency:** Clear communication about policies, processes, and outcomes will build trust and accountability.
-

2. Definitions of Harassment

Harassment includes, but is not limited to:

- **Verbal Abuse:** Threats or derogatory comments.
 - **Physical intimidation:** Acts of violence or implied physical threats.
 - **Cyberbullying:** Online harassment including social media attacks
 - **Discrimination:** Actions based on race, gender, sexual orientation, disability, religion, or other protected categories.
 - **Sexual and gender based harassment:** any unwelcome conduct of a sexual nature, whether verbal, graphic (e.g., pictures and videos), physical, or otherwise. Refer to the [University policy for a complete description](#).
-

3. Reporting Procedures

For Faculty Members Experiencing Harassment:

1. **Immediate Safety Measures:** Call UM Department of Public Safety and Security (DPSS) at 734.763.1131 if you feel unsafe.
2. **Document the Incident:** Keep a record of the time, date, location, and details of the harassment. Save any relevant emails, messages, or screenshots.
3. **Report the Incident:**
 - Contact your department chair or supervisor.
 - Faculty should consider reporting to facultysupport@umich.edu. **This email address is monitored on a regular basis by the Provost's Office and Academic Human Resources.** Expect follow up within 2 business days. Other experts, including Public Safety, Office of the General Counsel, and Government Relations, may be consulted as needed.
 - In cases of harassment based on sex, gender, or protected class, file a formal report with the university's Equity, Civil Rights & Title IX Office ([ECRT](#)).
 - Use anonymous reporting tools, if available, for preliminary disclosures (e.g., [Compliance Hotline](#)).

Guide to Managing Threats and Harassment of Faculty: Protocols, Tips, and Resources

For individuals witnessing harassment of faculty:

- **Encourage Reporting:** Support the affected individual in reporting the incident.
 - **Report the Behavior:** Notify the appropriate office(s) and do not disclose additional details to others so as to respect the faculty member's privacy
 - If you are considered an [Individual with Reporting Obligations](#) (IRO) and the harassing activity involves sex, gender, or other protected class, report the event to ECRT.
-

4. Departmental Protocols

Initial Response:

- Acknowledge and validate the faculty member's concerns.
- Ensure the immediate safety and comfort of the individual.
- Provide a clear explanation of the next steps and available resources.
- Advise the faculty member of reporting obligations [under Section VIII of the](#) sexual and gender-based misconduct policy, when applicable
- **Consider Nuances:** Remember that each case is unique and may require a tailored approach. Sensitivity to the specific circumstances and needs of all parties involved is crucial.

Investigation and Follow-Up:

- **Refer the Case:** [Office of Equity, Civil Rights & Title IX](#) or a designated investigation team.
- **Inform Faculty:** Keep the affected individual informed about the investigation's progress.
- **Interim Measures:** Implement measures such as adjusting schedules, restricting access, or providing alternative workspaces.
- **Adopt a Tailored Approach:** As each situation is distinct, employ strategies that respect the nuances of the case to ensure fair and effective resolution.

Support Services:

- Connect the faculty member with [counseling and psychological services](#).
 - Offer peer or mentorship support through faculty networks.
 - Refer to established resource hubs:
 - [ECRT Resources tool](#)
 - [Faculty Ombuds Resources](#)
-

Guide to Managing Threats and Harassment of Faculty: Protocols, Tips, and Resources

5. University-Wide Protocols

Prevention:

- Conduct and/or partner with other offices (e.g., ECRT) to offer regular training for faculty, staff, and students on harassment policies and bystander intervention.
- Promote a culture of respect and inclusion through university-wide campaigns.
 - [Culture Journey](#)
 - [Well-being Collective](#)

Incident Response:

- Maintain a local response protocol and distribute across the unit.
- Consider establishing a crisis response team and key contacts to handle complex or high-risk cases.

Monitoring and Accountability:

- Regularly review harassment policies and protocols and their effectiveness.
 - Share anonymized information about events and resolutions to demonstrate accountability.
-

6. Tips for Communication

For Faculty Members:

- Consult with a trusted colleague, mentor, or faculty advocate for guidance (e.g., [university faculty ombuds](#) and/or [unit faculty ombuds](#)).
- When addressing harassment publicly, use clear, factual language and avoid escalating conflict.

For Departments and Universities:

- Issue timely and supportive communications that affirm the institution's commitment to safety and respect.
 - Avoid victim-blaming language and ensure the tone is empathetic and professional.
-

7. Review digital presence

- Guidelines for protecting your online presence and accounts can be found on UMSocial's [Social Integrity website](#).
 - ITS office provides [guidance for maintaining digital security](#) for computers, email, and websites as well as for [protecting yourself from online harassment](#).
 - MCommunity allows users to remove their contact information by [editing your profile](#). Also consider your unit website.
-

Guide to Managing Threats and Harassment of Faculty: Protocols, Tips, and Resources

8. Contact Information

- **Emergency:** Call 911 or [Division of Public Safety and Security \(DPSS\)](#):
 - Call 734.763.1131; dpss-safety-security@umich.edu
 - **Faculty Support Email:** facultysupport@umich.edu. This email address is monitored on a regular basis by the Provost's Office and Academic Human Resources. Expect follow up within 2 business days. Other experts, including Public Safety, Office of the General Counsel, and Government Relations, may be consulted as needed.
 - **[Office of Civil Rights & Title IX \(ECRT\)](#)**
 - Call 734.763.0235; ecrtoffice@umich.edu
 - If you are ready to report harassment and/or discrimination prohibited by U-M policy, please use this [reporting form](#)
 - **[Faculty Ombuds \(Advocacy\) Office](#)**
 - Call 734.763.2707
 - Email facultyombuds@umich.edu and office will reach out to arrange a consultation meeting as soon as possible
 - **[Faculty and Staff Counseling and Consultation Office \(FASCCO\)](#)**
 - Call 734.936.8660 or email fascco@umich.edu to schedule telehealth phone or Zoom appointments
 - Text UMICH to 741741 to connect with a confidential counselor at the Crisis Text Line
 - Call U-M Psychiatric Emergency Services: 734.936.5900 or go to the nearest hospital emergency department.
 - **[University of Michigan Difficult Dialogues Meet the Moment Initiative](#)**
 - Coaching, training, events, and resources to engage in difficult conversations on campus.
 - **Anonymous Reporting Hotline**
 - University Compliance Reporting via the [web](#) or by telephone: 1.866.990.0111
 - **[Academic Human Resources \(AHR\)](#)**
 - For AHR contacts supporting specific schools and colleges, visit the [Direct Contact List](#).
 - Information and Technology Services (ITS)
 - [Safe Computing Tips](#)
-

9. Communication Plan

1. **Internal Communications:**
 - Notify department heads and relevant staff of the incident without disclosing unnecessary details.
 - Share resources and protocols with the affected faculty member.
2. **External Communications:**
 - If harassment becomes public, partner with the Office of Public Affairs to release a statement reiterating the institution's commitment to addressing harassment and ensuring safety.
 - Avoid sharing specific details of the case to respect confidentiality.
3. **Ongoing Updates:**
 - Provide the affected faculty member with regular updates on actions being taken.
 - Offer opportunities for feedback to ensure their concerns are being addressed.

Guide to Managing Threats and Harassment of Faculty: Protocols, Tips, and Resources

10. Institutional Supports

Legal support

The level of legal support the university can provide varies based on context of the situation.

For example, if the targeting is based on U-M responsibilities, the [Office of General Counsel](#) may be able to offer legal support and advice. If the harassment involves litigation against a faculty member, the university's [defense and indemnification](#) protections may apply; OCG will manage the legal defense.

If the targeting involves a person's comments/viewpoints/actions as a private citizen, the university cannot provide direct legal support or representation. Individuals should consider outside legal counsel, as needed. [The University of Michigan Legal Services Plan may serve as a potential resource.](#)

Mental health support

The following resources are available:

- **For faculty and staff**
[The Faculty and Staff Counseling and Consultation Office \(FASCCO\)](#)
 - **Michigan Medicine staff and faculty**
[Michigan Medicine Office of Counseling and Workplace Resilience \(OCWR\)](#)
-

11. University Supports

As each incident is unique, responses will be customized to specific circumstances, in collaboration with the affected faculty member. The University may consider the following steps:

- Temporarily removing your contact information or full profile from University-owned websites.
 - Handling media requests and preparing a communication plan (Note: there are pros and cons of issuing statements, which can be discussed in specific circumstances.)
 - Serving as a liaison between law enforcement entities to ensure any evidence is shared and appropriately documented
 - Providing resources and options on potential workplace accommodations.
 - Providing technical assistance, such as:
 - Temporarily or permanently changing account names.
 - Block or remove harassing emails sent to your University email account.
-

Guide to Managing Threats and Harassment of Faculty: Protocols, Tips, and Resources

12. Additional External Resources

- **American Association of University Professors: What You Can Do about Targeted Online Harassment**
<https://www.aaup.org/issues/targeted-harassment/what-you-can-do-about-targeted-online-harassment>
- National Academies of Science, Engineering, and Medicine, [Resources for Researchers and Scholars under Threat in the United States](#)
- **PEN America: Tips for faculty facing online harassment and threats:**
<https://campusfreespeechguide.pen.org/resource/if-you-are-being-harassed-or-threatened-online/>
 - [Tips for faculty facing online harassment and threats](#)
- **PEN America: Campus Free Speech Guide/Pen America**
<https://campusfreespeechguide.pen.org/>
- [Washtenaw County Bar Association](#), for referrals to local attorneys.

The resources in this section were not produced by the University of Michigan and do not necessarily represent the views or policies of the institution.

13. Statement on Doxxing

The university unequivocally condemns the deliberate harassment and targeting of members of our community by doxxing, a dangerous form of online intimidation, or any other violation of privacy.

Doxxing is the sharing of phone numbers, home addresses, identification numbers and other sensitive and previously private information, such as personal photos, that could make an individual identifiable and potentially exposed to further harassment, humiliation and real-life threats including stalking and unwanted encounters in-person.

The university will work directly with those within the community who are individually targeted to offer resources and support and assist in any way possible to address the harm. Those who experience incidents where they believe their safety has been affected are directed to contact DPSS to make a report. Reports of Campus Climate Concerns can be filed through the Dean of Students Office. If students, faculty or staff want to report incidents anonymously, they may file a [Campus Climate Report](#) through the Dean of Students Office.