



Other Conduct of Concern (OCC)

Office of Human Resources

What is Other Conduct of Concern (OCC)?

OCC is conduct that does not violate CSU policies (such as Non-Discrimination), local, state or federal laws. Although OCC in most cases does not warrant disciplinary action, the behavior or conduct negatively impacts the learning, living and working environment of our Sac State community and needs to be addressed.

How does OCC support our university's mission?

Sac State's mission statement is exemplified through the principles of the [Hornet Honor Code](#). The OCC model supports our mission by providing guidance and steps to address situations in a healthy manner when someone feels uncomfortable in the workplace.

How did we know we needed help addressing concerning behavior in the workplace?

In response to widespread concerns across the CSU system that poor behavior was not being consistently addressed, CSU partnered with an external firm to conduct a study and gain insight into these consistent complaints. The study revealed that unprofessional or concerning behavior was not being consistently addressed across the organization leading to animosity and unhappy workers. This valuable feedback helped us create a shared framework for addressing OCC.

How does the OCC process work?

- Anyone who experiences OCC can share their feelings or feedback directly with the person who made them feel uncomfortable, and hopefully create a dialog where all parties come to a mutual understanding and resolution.
- Or, if someone experiences OCC but is not comfortable addressing it with the person directly, they can:
 - Reach out to their Appropriate Administrator
 - Utilize campus resources (i.e., classes through CSU Learn) and/or support services through the Employee Assistance Program (EAP)
- Consultation for OCC is available to Appropriate Administrators from [Academic Labor Relations](#) or [Employee & Labor Relations](#)
- The OCC flowchart [hyperlink to flowchart PDF] gives an overview of the process

What are the benefits of OCC?

- A better work environment is developed when we are able to have direct conversations with one another instead of ignoring each other and letting tension build to a boiling point.
- Taking advantage of additional training or other resources helps us learn how to address situations when we are upset and emotional.
- Addressing OCC in the moment, or shortly thereafter, creates better working relationships and less misunderstandings which makes for a more productive and happy campus environment