



North Carolina A&T State University

FACULTY / STAFF "911" GUIDE

HELPING STUDENTS IN DIFFICULTY

Students in Distress

The Offices of the Dean of Students and the Vice Chancellor for Student Affairs in conjunction with the University Threat Assessment Team developed this informational guide as a means to assist faculty, staff and the university community when helping students in distress.

Students with Disruptive Behavior

For a complete list of "Misconduct Prohibited by the University" visit: www.ncat.edu, hi-lite "current students"; click on **Student Handbook**.

Emergency

University Police Department
Counseling Center
Sebastian Health Center
Veteran & Disability Support Services
Housing & Residence Life

Dial 911

334-7675
334-7727
334-7880
334-7765
285-4337

If you are dealing with students in difficulty:

- Be aware of the location of the nearest telephone, whether it is within the building or a personal cell phone.
- If the student is a threat to others, contact 911 or University Police immediately.
- If the student is causing classroom / office disruption, but not a threat to others, discuss with the student individually and complete an incident report with the Dean of Students Office.
- You may always ask the disruptive student to leave the classroom / office.

If in doubt, always call the University Police Department.

Brochure layout and design adapted from the University of Central Florida, Faculty 911 Guide.

The following illustrations of disruptive conduct are not intended to be exclusive:

- Disorderly or disruptive conduct – defined as the intentional creation of a disturbance on university property or at university-sponsored events including, but not limited to, fighting, committing a nuisance, endangering one's own physical well-being, or disrupting, disturbing or interfering with the academic atmosphere of a living or learning environment or social activity
- Threaten, coerce, harass, or intimidate another person or identifiable group of persons, in a manner that is in violation of a constitutionally valid university policy while on university premises or at university-sponsored activities based upon the person's race, color, religion, national origin, gender, age, sexual orientation, sexual identity, creed, disability, veteran status or political affiliation;
- Obstruction or disruption of any university sponsored or co-sponsored athletic event, either on- or off-campus, or at any other authorized university activity;
- Obstruction, disruption or interference with teaching, research or the general operation of university business;
- Falsely reporting the presence of an unlawful explosive or incendiary device;
- Falsely reporting a fire or other emergency; falsely setting off a fire alarm
- Failure to comply with the official regulation or order of a duly designated authority, agency or agent of the university;
- Excessive or disruptive noise or the use of unapproved amplified sound that disrupts or disturbs normal functioning of the university, including residence life;
- Intentionally delaying, obstructing or resisting a person who identifies himself/herself as a member of the faculty, administration, campus police or other law enforcement officer, fire person, or other university employee in the performance of his/her duty;



Q & A ON CLASSROOM DISRUPTION

Q. When should I call the police?

A. “You should call the campus police whenever you believe there is any threat of violence or other unlawful behavior including a student’s refusal to leave a class after being told to do so. Any threat of violence should be taken seriously. Err on the side of caution and notify the police as soon as you can.”

Q. How should I respond when classroom disruption occurs.

A. “Faculty members have broad authority to manage the classroom environment. One court compared teachers to judges, since both teachers and judges focus on relevant issues, set reasonable time limits, assess the quality of ideas and expression, and make sure participants are heard in an orderly manner.”

“While their ultimate goals may be different, judges and teachers need to exercise authority with compassion and self restraint . It’s best to correct innocent mistakes and minor first offenses gently.”

“Also, if you believe inappropriate behavior is occurring, consider a general word of caution, rather than warning or embarrassing a particular student (e.g., a good approach is to say ‘we have too many private conversations going on at the moment; let’s all focus on the same topic’).”

“If the behavior in question is irritating, but not disruptive, try speaking with the student after class. Most students are unaware of distracting habits or mannerisms, and have no intent to be offensive or disruptive.”

“There may be rare circumstances when it is necessary to speak to a student during class about his or her behavior. Correct the student in a courteous manner, indicating that further discussion can occur after class.”

“Overall, key factors in responding to apparent disruptive or uncivil behavior are clarity in expectations; courtesy and fairness in responses (making sure students have an opportunity to discuss the incident with you in a timely manner); and progressive discipline, in which students (in less serious cases) are given an opportunity to learn from the consequences of their misbehavior, and to remain in the class.”

“Q & A on Classroom Disruption” reprinted from the ASJA Law & Policy Report, No. 26 Copyright: ASJA & Gary Pavela: All rights reserved

Q. What should I do in the face of persistent disruption?

A. “Current university policy states that a student who persists in disrupting a class may be directed by the faculty member to leave the classroom for the remainder of the class period and can refer the student to the Dean of Students Office for conduct action. The student should be told the reason (s) for such action, and be given an opportunity to discuss the matter with the faculty member as soon as practicable. Prompt consultation should also be undertaken with the department chair.”

(see Disruptive Students in the Classroom Policy - Student Handbook)

Q. How should disruptive behavior in the classroom be defined?

A. “We define ‘classroom disruption’ as behavior a reasonable person would view as being likely to substantially or repeatedly interfere with the conduct of a class. Examples include repeated, unauthorized use of cell phones in the classroom; persistent speaking without being recognized; or making physical threats.”

Dean of Students office
205 Murphy Hall
(336) 334-7791

Q. What if a disruptive student claims the disruptive behavior is the result of a disability?

A. “The fact that a student may have a disability should not inhibit you from notifying appropriate authorities (including the campus police, as needed) about disruptive behavior. Students with or without disabilities need to know they must adhere to reasonable behavioral standards. Setting and enforcing such standards may encourage students with disabilities to obtain needed therapy, and to take prescribed medications.”

“Disability claims and accommodation request s should be discussed with Student Disability Services. There is an established procedure students should follow if they have a disability and seek reasonable accommodation.”

“Generally, while different rules apply in the elementary and secondary school setting, pertinent federal agencies and the courts have made it clear that an institution of higher education does not have to tolerate or excuse violent, dangerous, or disruptive behavior, especially when that behavior interferes with the educational opportunities of other students. Colleges and universities may discipline a student with a disability for engaging in misconduct if it would impose the same discipline on a student without a disability.”

Q. Will I be liable for defamation if I call the police or refer a student for disciplinary action and it’s later determined I made an honest mistake?

A. “The risk of liability for making such a report is virtually nil. There are strong public policy reasons to support and protect individuals who make good faith reports of wrongdoing to appropriate officials, even if those reports later prove to be mistaken. Common law (or statutes in some states) give people who report misconduct to proper authorities a “qualified privilege.” That means they cannot be held liable for defamation unless their report was made in bad faith, with knowledge the information they provided was false, or in reckless disregard of its truth or falsity.

Q. Should I act immediately or wait for a pattern of misbehavior to occur?

A. It’s often a mistake to assume disruptive behavior will stop on its own. A fundamental tenet of progressive discipline is to document and respond to “small” incidents sooner rather than later. Generally, teachers who state reasonable expectations early, i.e., in the course syllabus, and enforce them consistently, help students avoid the harsher consequences that flow from more serious infractions later.”

Q. What confidentiality standards should I follow?

A. “The University will take appropriate disciplinary action in cases of proven classroom disruption. Consequently, you should discuss allegations against named or identifiable students only with individuals who have some role in the disciplinary process. Examples of people who usually have such a role include your department chair and the Dean of Students Office . A general rule to keep in mind is that you should refrain from sharing any personally identifiable information from student education records (like grades, or reports of misconduct) with any person (including a colleague) who has no educational interest in the information. If in doubt, confer with legal counsel. ‘



North Carolina A&T State University

THE FIRST CONTACT

Front Line Staff, Professors, Teaching Assistants, etc..



AGGRESSION

If you see or are dealing with aggressive behavior or other unusual situations:



UNIVERSITY POLICE DEPARTMENT

An A&T Police Officer will respond, assess, and assist.

Phone:
emergency: 334-7675
Location: Ward Hall

ILLNESS

If you see or are dealing with a person who is injured or whose behavior seems erratic:



Student Health Services

Student Health Services will see, assess and treat as needed. If the condition seems serious or occurs after hours, contact A&T Police Department.

Phone: 334-7880
Location: Sebastian Health Center

EMOTIONAL BEHAVIOR

If you see or are dealing with a student who "needs to talk to someone" about a personal concern or is experiencing a psychological or emotional crisis:



COUNSELING CENTER

Phone: 334-7727
Location: Murphy Hall, Suite 109

DISABILITY

If you see or are dealing with a person with a disability who is in difficulty, ask them if you may contact:



VETERAN & DISABILITY SUPPORT SERVICES

Phone: 334-7765
Location: Murphy Hall, Suite 01

CLASS ABSENCE NOTICES:

If students contact Counseling Services (336)-334-7727 about an injury, illness, or family emergency, a notice will be sent to their professors. Students must contact their professors to make arrangements for any missed work or tests.

DECEASED STUDENT NOTICES:

When students of the University pass away, there is a method to notify appropriate departments. Please contact Counseling Services for assistance: (336) 334-7727

AGGIE PRIDE COMPACT

Achieving
Great
Goals
In
Everything

Producing
Renowned
Individuals
Dedicated to
Excellence