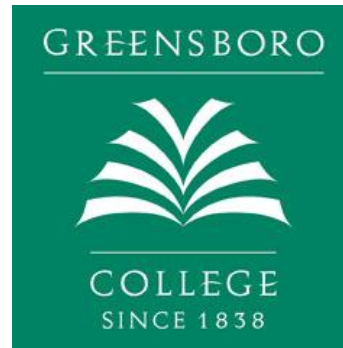

DIFFICULT STUDENT BEHAVIOR



GUIDELINES FOR FACULTY AND STAFF OF
GREENSBORO COLLEGE

College faculty and staff sometimes face student behavior that is troublesome to them in their role of maintaining an effective and safe learning environment. Various student services exist to support faculty and staff with these situations. The campus resources listed in this brochure are available for consultation or student referral.

If a student behaves inappropriately with you or makes you feel uneasy, it may be helpful to talk over your concerns when you are not sure about the action you want to take. Your Department Chair, the Dean of Students Office, Academic Services and the Counseling Services Office are available to assist you. Frequently, just talking with another professional will clarify issues and help you resolve the problem.

Examples of student behavior that you may find disruptive, troubling and threatening are included in the middle section of this brochure. On the flowchart you will find the College resources available to assist you should you want a consultation or a referral option for a student.

I. IDENTIFYING DISRUPTIVE BEHAVIOR

Disruptive behavior is student behavior that interferes with or interrupts the educational process of the other students or the normal functions of the College. A disruptive student typically resists intervention or corrective action.

Specific examples of disruptive behavior may include:*

- A student who verbally abuses or intimidates another student.
- A student who is overly demanding of faculty or staff.
- A student who interrupts the educational process in class by:
 - Making hostile remarks out of turn
 - Aggressively taking over the lecture

* Please note that some disruptive behaviors may be unintended and/or directly related to a diagnosed disability or disorder. Please consult with the Office of Disability Services or Counseling Services if questions arise.

INTERVENTIONS FOR DISRUPTIVE BEHAVIOR

The College professional may find the following procedures helpful when dealing with disruptive behavior:

- Verbally request that the student stop the disruptive behavior.
 - If the problem persists, ask the student to leave the class or area.
 - Talk privately with the student, preferably in the faculty or staff member's office.
 - Inform the student of the behavior that needs to change, a timeline for when the change needs to be made, and explain the consequences if the change does not occur.
 - After meeting with the student, commit the content of the meeting to paper. It is sometimes helpful and/or necessary to provide the student with a written copy of your requirements and the discussed consequences.
 - Consult with the Dean of Students Office about the possible violation of the Student Code of Conduct, the Chairperson of the Academic Honor Council about the possible violation of the Academic Honor Code or with the Office of Disability Services or Counseling Services to inquire about a possible disability or disorder.
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II. IDENTIFYING TROUBLING BEHAVIOR

Troubling behavior from a student usually causes us to feel alarmed, upset, or worried. When faculty or staff members encounter troubling behavior, they feel concerned about the student's well-being. Students exhibiting troubling behavior may have difficulties in and out of the classroom.

Examples of troubling behavior may include:

- A student who jokes in class about killing himself/herself.
- A student who perspires profusely when giving a presentation in front of the class.
- A student who discloses that a family member was diagnosed with terminal cancer.
- A student who seems to work harder than most students but can't pass an exam.
- A student who appears to be losing significant weight yet speaks with pride about how little he/she eats.
- A student whose writing appears disjointed and fragmented as though he/she cannot maintain a logical sequence of thought.
- A student who reports that FBI agents are following him/her around campus.

INTERVENTIONS FOR TROUBLING BEHAVIOR

Clearly, faculty and staff have options for responding to student behavior that they find troubling. **If a College professional is unsure how to respond to a troubled student here are some suggestions.**

- Seek advice and counsel from the Department Chair, the Dean of Students Office and/or the Counseling Services Office.
 - Initiate a private conversation with the student about the behavior that is of concern.
 - Refer the student to campus resources that have the necessary expertise and personnel to help them.
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III. IDENTIFYING THREATENING BEHAVIOR

Threatening behavior from a student typically leaves us feelings frightened and in fear of our personal safety. *These behaviors should be taken very seriously.* If you have concerns about immediate safety call the Campus Security Office at (336) 272-7102, ext. 245 and/or 911.

Examples of threatening behavior include:

- A student who implies or makes a direct threat to harm themselves or others.
- A student who displays a firearm or weapon.
- A student who physically confronts/attacks another student.
- A student who stalks or harasses a faculty member.
- A student who sends threatening emails, letters, and other correspondence to a staff member.
- A student who is not registered for the class and is a stranger to campus.

INTERVENTIONS FOR THREATENING BEHAVIOR

The safety and well being of the campus community is the top priority when a student displays threatening or potentially violent behavior.

Specific interventions include:

- **Immediately contact Campus Security, ext. 245 or 911.**
 - Inform the Dean of Students Office.
 - If necessary, consult with the Counseling Services office to debrief and assist you, staff members and other students.
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Disruptive Student Behavior

Student disrupts or interferes with the educational process or normal business functions of the College.



Consultation/Intervention Resources

- Verbally request that the student stop the disruptive behavior.
- If the problem persists, ask the student to leave the class or the area.
- Talk privately with the student, preferably in the faculty or staff member's office.
- After the meeting with the student, commit the content of the meeting to paper.

Dean of Students Office
ext. 227
Counseling Services Office
ext. 224



Administrative or Judicial Concerns (if any)

Dean of Students Office, ext. 227



Academic Status Concerns (if any)

Contact Dept. Chair, Academic Services, Academic Honor Council Chair or the Office of Disability Services

Troubling Student Behavior

Student is troubled, confused, very sad, highly anxious, irritable, lacks motivation, exhibits odd behavior, and /or thinking or talking about suicide.



Consultation/Interventions Resources

Questions about emotional and behavior issues and getting help:
Counseling Services Office, ext. 224
Dean of Students Office, ext. 227



Administrative or Judicial Concerns (if any)

Dean of Students Office
ext. 227



Academic Status Concerns (if any)

Contact Dept. Chair, Academic Services, Academic Honor Council Chair or Office of Disability Services

Threatening Student Behavior

A threatening student leaves you feeling frightened and in fear of your personal safety or the safety of others.

These behaviors should be taken very seriously!

- A student who makes a direct threat to harm himself/herself or others.
- A student who displays a firearm or weapon.
- A student who physically confronts/attacks another student.



Consultation/Intervention Resources

If you have any concerns about immediate safety call Campus Security ext. 245 or 911



Administrative or Judicial Concerns

Inform the Dean of Students Office
ext. 227



Academic Status Concerns

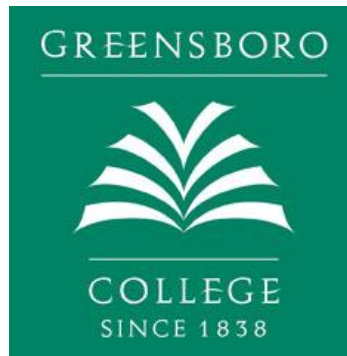
Contact Dept. Chair and /or Dean of Students

	Student Health Services	Counseling Services	Dean of Students	Campus Security	Disability Services	Academic Services	Human Resources	Dept. Chair
	ext. 277	ext. 224	ext. 227	ext. 245	ext. 591	ext. 463	ext. 204	
Campus Security is available 24 hrs/everyday. All other offices are open M-F 8am-5pm								
You are concerned about a student who:								
Poses an immediate threat to self or others.		2	1	1				2
Writes or verbalizes a direct threat to another person.		2	1	1				2
Displays anger or hostility inappropriately.		2	1					
Brandishes a gun or other weapon.				1				
Talks about homicide or suicide.		1	1					2
Exhibits behavior that seems bizarre or out of touch with reality .		1	1					
Is a victim of sexual assault.	1	1	2	2				
Seems overly emotional, e.g. aggressive, depressed, demanding, suspicious.		1	2					
Continuously disrupts class and refuses to stop.			1	2				1
Is the subject of complaints by other students regarding class behavior.			1	2				
Comes drunk or high to class.		1	1					2
Shows signs of alcohol or drug abuse.	2	1						
Appears to have an eating disorder or a distorted body image.	1	1						
Is a victim of violence, stalking, or intimidation.			1	1				
Is having difficulty due to chronic illness or death in the family.		1	1			1		
Appears to have a chronic illness or medical problems e.g. seizure, fainting, illness.	1		2					
May have a disability.					1			
Appears to have a learning problem; may need diagnostic evaluation.					1			
Needs help with test taking, learning strategies, time management, tutoring.					2	1		
Reports sexual harassment or civil rights discrimination.			1				1	

1 = Initial Contact(s)

2 = Further Contact(s)

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COUNSELING SERVICES
815 W. MARKET ST.
GREENSBORO, NC 27401-1875
MAIN BUILDING # 325
(336) 272-7102, EXT. 224
http://www.gborocollege.edu/current_students/counseling.php

DEAN OF STUDENTS
815 W. MARKET ST.
GREENSBORO, NC 27401-1875
MAIN BUILDING 2ND FLOOR
(336) 272-7102, EXT. 227
