

# Faculty & Staff Guide for Assisting Students with Behavioral Concern

for additional information visit:  
[eoss.asu.edu/dos/srr](http://eoss.asu.edu/dos/srr)

## Student Behavior

### Signs may include:

### Contact:

#### Disruptive

No Imminent Threat

- Change in Mood
- Random outburst
- Interfering with academic environment
- Unprepared
- Interrupting or challenging teachers

Dean of Students Office /  
Students Rights  
and Responsibilities  
**480-965-6547**

#### Distressed

No Imminent Threat

- Noticeable change in academic status or change in work quality
- Poor hygiene or appearance
- Withdrawn
- Noticeable weight gain or loss
- Significant change in mood
- Inappropriate outburst

ASU Counseling Services  
**480-965-6146**

#### Aggressive

Immediate Danger to  
Self or Others

- Fighting
- Homicidal or suicidal threats with weapons (overt or implied)
- Unable to de-escalate from yelling
- Destruction of property

ASU Police: **911**  
Non-Emergency:  
**480-965-3456**

## Sexual Assault

If dealing with a case of sexual assault or relationship violence please call:

ASU Counseling Services: **480-965-6146**  
Empact Crisis Line for ASU: **480-921-1006**

Visit the back side for more information



## Additional Contacts

**Emergencies/Sexual Assaults**  
911

**ASU Police (Non-Emergency)**  
480-965-3456

**ASU Counseling Services**  
480-965-6146

**EMPACT After hours crisis line**  
480-921-1006

**Student Advocacy and Assistance**  
480-965-6547

**ASU Health Services (Tempe)**  
480-965-3349

**Student Rights and Responsibilities**  
480-965-6547

**Disability Resource Center (Tempe)**  
480-965-1234

**Disability Resource Center (Tempe TDD)**  
480-965-9000

**Office of University Rights and  
Responsibilities (Tempe)** 480-965-5057

# Tips for Intervening with Students with Behavioral Concern

for additional information visit:  
[eoss.asu.edu/dos/srr](http://eoss.asu.edu/dos/srr)

## Do

- Speak with the individual privately
- Let him or her know you are concerned about their welfare
- Express your concern in nonjudgmental terms, focus on behavior
- Speak in a matter-of-fact, even tone of voice
- Seek a time out if the behavior escalates
- Tell the individual that you are willing to help.
- Listen carefully
- Make a referral to the appropriate university department. Provide specific name and contact information, if known, of the individual of concern
- Point out that help is available and that ASU is committed to student wellness and academic success.
- Recognize your limits.
- Document the interactions or incident
- Call 911 if you feel threatened

## Don't

- Promise confidentiality
- Judge or criticize
- Ignore unusual behavior
- Personalize the problems
- Involve yourself beyond the limits of your time, skill or role

## Consultation

Generally, faculty and staff have a good idea which situations they feel comfortable dealing with themselves and when the situation needs disciplinary or police response. ***If the behavior feels intimidating, threatening, or disturbing, it is wise to call 911 first then consult with various ASU services to discuss the incident and determine what steps to take next.***

Many find it helpful to first consult with their chair or director, the Office of Student Rights & Responsibilities, ASU Counseling Services or other campus agencies to discuss appropriate ways to respond to difficult student situations. Consultation can be useful in helping you determine how to handle a difficult student problem and where you might refer the situation for appropriate follow-up. ***The University appreciates knowledge of students that you are concerned about. Please report issues to the appropriate supervisory office in your department whenever you have a concern.***

## In the Cases of Assisting with Sexual Assault and Relationship Violence

ASU provides critical and timely support to victims of sexual assault and relationship violence. You can help by taking the following steps:

- Make sure victim and others are safe
- If the assailant is an immediate threat, call 911
- Encourage the victim to contact ASU police or local police at 911

**Detailed information on how to respond to someone who has experienced sexual or relationship violence can be found at:**

[eoss.asu.edu/wellness](http://eoss.asu.edu/wellness)

[sexualviolenceprevention.asu.edu](http://sexualviolenceprevention.asu.edu)

[sexualviolenceprevention.asu.edu/policies](http://sexualviolenceprevention.asu.edu/policies)

# Philosophy

The aim of education is the intellectual, personal, social, and ethical development of the individual. The educational process is ideally conducted in an environment that encourages reasoned discourse, intellectual honesty, openness to constructive change, and respect for the rights of all individuals. Self-discipline and a respect for the rights of others in the university community are necessary for the fulfillment of such goals. The Student Code of Conduct is designed to promote this environment at each of the state universities.

## Possible Indicators of Behavioral Concern

A distressed individual may exhibit a variety of behaviors that are indicators of someone in need of assistance. As faculty or staff, you are in a pivotal position to identify such behaviors and your expression of concern and empathy can be helpful to a student in distress. We recognize, especially for those who are not mental health professionals, that it can be difficult to know when to be concerned about a student. Students experiencing stress or a sense of being overwhelmed may exhibit their problems in a variety of ways. While there is no “template” for identifying a concerning student, some of the warning signs on the front page are warning signs that may indicate distress or significant emotional concern.

***All incidents and allegations of violent or threatening conduct by an ASU student (whether on or off-campus) must be reported to the ASU Police Department and the Office of Student Rights and Responsibilities.***

## What to Do

### For immediately threatening situations:

If threatened on campus by a disruptive individual’s conduct to the point of reasonable fear of immediate personal injury or property damage:

- Leave the area that the disruptive individual is in immediately.
- Call the ASU police (911) & request that an officer come to the location.
- If the person is an ASU employee, you should notify the immediate supervisor. If the person is a student, contact the Office of Student Rights and Responsibilities. If the person is ASU faculty/staff, contact the ASU Employee Assistance Office.

### For all other situations:

If confronted on campus by an individual whose conduct may be harassing or interfering with university-related duties or activities but not immediately threatening:

- If you feel safe, ask the person to leave
- Call ASU Police (911) and request that an officer come to the location.
- If the person is an ASU employee, you should notify the immediate supervisor. If the person is a student, contact the Office of Student Rights and Responsibilities. If the person is ASU faculty or staff, contact the office of Equity and Inclusion, Human Resources.

# Privacy Laws and Confidentiality

The Family Educational Rights and Privacy Act (FERPA) permits communication about a student of concern under the appropriate circumstances. When assisting students with behavioral concern, ASU school officials with legitimate educational interest can share student information with each other.

Also, information can be shared with appropriate parties in a health or safety emergency. The totality of the circumstances will be considered in determining whether personally identifiable information should be disclosed, including but limited to:

- The seriousness of the threat to the health or safety of the student or other individuals
- The necessity of gaining the information to deal with the emergency
- The ability of the parties to whom the information is disclosed to deal with the emergency
- The extent to which time is of the essence in dealing with the emergency

# How to Respond to a Disruptive Student in Class

Whenever possible (i.e., early and often), outline and discuss what is acceptable and what is not. You are empowered to: ask students not to interrupt in class; designate the instructor as leading the discussion (deciding who can speak, and when); limit the topic of discussion to matters you deem relevant to the class; include notice on the syllabus that identifies ABOR policies. Describe all expectations in behavioral terms. Don't forget to address electronic conduct, especially if your class relies on chat rooms or other electronic forms of communication.

Consider what rules make sense in the environment and give students notice of rules, such as asking students to sit, rather than stand or lean over you; make an appointment to see you, rather than dropping in; leave the door open or make the appointment at a time when another person is close by. Remember you can contact ASU Counseling Services or Dean of Students office for additional assistance. Remember also that an instructor has the ability to withdraw a student from class if the student's behavior disrupts the educational process.

Refer to the outside of the folder for the do and don't portion for dealing with a student with a behavioral concern.

*Sources: ABOR Policy 5-308: Student Code of Conduct; Student Services Manual (SSM) 104-02: Handling Disruptive, Threatening, or Violent Individuals on Campus*

*Based on a document by, and used with permission of North Carolina State University*