What exactly Is Distressed behavior?
The role of faculty and staff in referring students to resources in situations in which they are distressed is essential. In your roles, you are often among the first college personnel to observe a student’s sign of distress. In addition, you may be very helpful in making sure that our students get the help that is needed in times when they need it most.

What are some of the signs that a student is distressed?
The following may help to identify symptoms, when presented over an extended period of time, may suggest that a person is dealing with more than “normal” stressors:

- Behavioral or emotional change. Unusual or noticeably changed patterns of interactions in the classroom
- Repeated requests for special considerations (e.g., deadline extensions, postpone tests)
- Change in hygiene or appearance
- Decline in academic performance (inconsistent work, poor performance that is different from beginning of semester; poor attendance)
- Withdrawal, isolation noticeable lack of participation in class; avoidance of professor or other students
- Excessive or inappropriate anger
- Alcohol or drug abuse
- Bizarre thoughts or behavior

What are some recommended approaches to help a distressed student?
Your response to handling a distressed student can vary based upon the situation. A simple and straightforward expression of concern is, in most cases, an effective way of helping a student if done in a caring, thoughtful manner. Tell them what you have observed and that you are concerned about their well-being and their success.

Explain that there are services available on campus to help students. In some cases, it may be helpful to offer to call or walk the student over to the Mental Health Counseling Center (A-221) at 619 388-3539. Assure the student that counseling services are a confidential place to discuss their concerns.

If the behavior feels potentially harmful, intimidating, threatening, or disturbing, it is wise to consult early on, before the conduct becomes an emergency. The level of risk to the individual or community should determine the course of action taken. Many faculty and staff members find it helpful to consult with the department chair, College Police, Mental Health Counseling Center, and the Dean of Student Affairs to discuss the behavior and possible methods of response. This consultation may lead to referral to one of these services on campus. We encourage you to consult early and often.

Red Flags that indicate a Student’s Symptoms may warrant crisis intervention:
Serious stated intent to harm self or others, undue aggressive or threatening behavior towards you or others, reports fearful of harm or evidence of injury, severely disruptive or drug use. Contact College Police at x6405 and College Mental Health x3539.

To view Policy 3100, the Student Code of Conduct, visit:
http://www.sdcity.edu/StudentAffairs/StudentRightsandResponsibilities

Keep these Numbers with you at all times:
College Police Dispatch 619 388-6405
(24 hours a day/7 days a week)

Access and Crisis Line 800 479-3339
(24 hours a day/7 days a week)

Dean of Student Affairs 619 388-3498
(M–TH: 8:00am–6:00pm; Fridays 8–3:00pm)

Mental Health Counseling Center 619 388-3539
Please call for current hours.

Call 911 for Medical or Life Threatening situations. Call College Police immediately thereafter to notify them of the 911 call. CALL 619 388-6405 for College Police when a Person Presents an Immediate Danger to Self or Others. Questions in regards to restraining orders can be asked there as well.

NEED AN ESCORT? Call 619 388-6405

Academic Honesty:
Policy 3100 also covers issues of academic honesty. In such cases faculty:

- May reduce a grade on the assignment in which the student received the grade.
- If you choose to do so, you must complete an Academic Sanction Form available from the Office of Student Affairs or on the faculty website:
  http://sdcity.edu/studentaffairs/academicsanction
- Questions, contact the Office of Student Affairs at 619 388-3498

The Office of Student Affairs is here to assist YOU! If you have further questions, please feel free to contact the Office of Student Affairs which can help assist you with issues related to Students Rights and Responsibilities at the college.
Contact us at 619 388-3498

KEY PHONE NUMBERS
A Guide for Faculty and College Staff

This is a guide to addressing issues of student behaviors in College. This brief guide is designed to provide you with some useful information and suggestions on how you can address issues of conduct in your classroom and throughout College. Ultimately, you may find that some questions that you have are not covered in this publication. Feel free to contact the Office of Student Affairs if you need additional suggested guidance and input at 619 388-3498.

Plan Ahead: Prepare Your Work Space

Just as preparing your syllabus is important for a successful class, so too is it very important that you make sure that you prepare for how you should consider addressing issues of conduct in the classroom.

Please keep the following in mind:

1. Locate the nearest phone to your work site or classroom.
   - Keep the phone numbers referenced in this publication with you at all times. You can pick up a copy of a business card sized list of these numbers from the Office of Student Affairs.
   - Most classrooms are equipped with an emergency communications system (a red apparatus on the wall, which if pushed, will result in a College police response or a phone which will connect you directly to the District Dispatch officer). If you do not know how to operate the one in your class, then contact College police.

2. If you are a professor, please review the rules addressed in Policy 3100 with your students the first day of school, so the students are clear of their expectations in the classroom. Remind them of other items you may find helpful in the Faculty Handbook. A mid-semester review is helpful.

3. Make sure a “Policy 3100: Student Code of Conduct” poster or flyer is posted in clear view for your students, and any other public visitors.

4. Make sure your syllabus has a statement on your expectations of student conduct, academic honesty and your absence policy.

Dealing with Disruptive Students

What exactly is disruptive behavior?

Any behavior which interferes with the legitimate instructional, administrative or service functions of the college is considered to be disruptive behavior. Classroom disruption is defined as behavior a reasonable person would view as being likely to substantially or repeatedly interfere with the conduct of a class. ASJA Law & Policy Report, No. 26.

If the behavior threatens the personal safety of students, faculty, staff, or is displayed with such emotional intensity that it engenders fear or concern in others, then the disruptive behavior should be classified as a crisis and District Police Dispatch should be contacted at 619 388-6405 or TTY 619 388-6419.

Disruptive behavior should not be confused with the students’ rights to express differing opinions and their exercise of fundamental academic freedoms. District Policy 3100.1

If you are not sure if the behavior is disruptive, you may consider these options: (1) Get a second opinion; (2) Ask a colleague to sit in your class, and (3) Go with your gut instinct.

What are some of the factors I should consider when assessing conduct?

Assessing disruptive behavior is both subjective and objective in nature. Each person has his/her tolerance level and strategies for handling disruptions. One must take into consideration the severity of the disruption, as well as the number of times and frequency that a student has been counseled or disciplined for the same behavior.

To identify disruptive behavior in the classroom, professors should consider the impact the disruption has on his/her ability to teach and maintain order in the classroom or online, as well as the impact of the behavior on other students.

Examples of unacceptable behavior include, but are not limited to: (1) Cheating; plagiarism; (2) Verbal disruption; (3) Private Conversations; (4) Repeated personal digital and electronic devices.

What are some recommended approaches to disruption in the classroom?

You are in the classroom or work place, so your judgment is key. Depending on the situation, your reaction should vary. Here are a few suggested examples:

- Ask the student to discontinue the disruptive behavior. Use discretion to address the student individually outside of the class at a break, etc. You may also want to make a general statement to the class, such as, “there seems to be a lot of private discussions going on here, I am going to ask everyone to please be quiet”.

- If the behavior continues, issue a verbal warning to the student, preferably followed up by an email to the student, to have a written record. Perhaps communicating for example, “If this behavior continues, you may be removed from the class or action may be taken by myself and/or the Dean of Student Affairs”.

- If the student’s conduct persists, consider removing the student from the class for the remainder of that class period and for the following class period. In issuing a directive to leave, the faculty member determines whether a student’s conduct is sufficiently disruptive to warrant dismissal from the classroom. Contact the Office of Student Affairs, x3498 if you have questions.

- Immediately contact the Department Chair and or School Dean to notify them of the situation. Submit a written email to the Dean of Student Affairs of the incident or call 619 388-3498, after completing the Faculty Incident Removal form, found on the Student Affairs website: http://sdcity.edu/studentaffairs/facultyremoval

- Contact the Dean of Student Affairs to discuss the removal, and determine the next course of action for your situation. Removals often will resolve the situation. In some situations, matters are further addressed through Policy 3100, the formal disciplinary process of the college.

- If the student refuses to be removed from class, contact College Police at (619) 388-6405.

General Information on Classroom Removal:

A professor may remove a student for the day of the incident, and the next day. Absences for this reason are excused for the student; however make up work is at the professor’s discretion. Communicate to the student that they are being removed from the class. Feel free to request a College Police officer to be present while you inform the student, or to consult with an officer about whether to do this. You can do this in person, email, mailed correspondence, etc. You may also consider referring the student to the Office of Student Affairs to speak with the student about their rights and responsibilities.

If in any of the above steps the student becomes abusive, or refuses to leave class:

1. Contact College Police
2. Document the event on the Facility Incident Removal Form
3. Ask the Police Officer to file an Incident Report
4. Notify the Dean of Student Affairs