TAKE IMMEDIATE ACTION
If the Student:

- Threatens to injure, harm, kill, or risk the safety of self or others
- Acts in a threatening manner
- Refuses to leave the classroom after being asked to leave
- Reports or initiates a bomb scare
- Appears to be out of touch with reality
- Reports suicidal thoughts or actions, depression, hopelessness, anxiety, or difficulty dealing with grief
- Reports feeling overwhelmed by a family or personal emergency
- Reports having been a victim of a stalking
- Reports sexual assault or relationship violence
- Indicates experiencing hate crimes, bias, or discrimination
- Reports any Title IX concerns
- Is having academic difficulty due to physical, psychological, or learning disability
- Indicates a need for disability accommodations

CONSULT FOR ADVICE
If the Student:

- University of Houston Police Department
  - Campus Phone: 911
  - Routine Dispatch: 713.743.3333
  - www.uh.edu/police
- CAPS
  - 713.743.5454
  - www.uh.edu/caps
- Equal Opportunity Services (EOS)
  - 713.743.8835
  - www.uh.edu/equal-opportunity
- Center for Students with Disabilities (CSD)
  - 713.743.5400
  - www.uh.edu/csd
- Dean of Students Office
  - 832.842.6183
  - www.uh.edu/dos
- CAPS: Counseling and Psychological Services
  - 832.842.6183
  - casemanager@uh.edu

CAMPUS POLICIES

- Take Non-Emergency Action
  - www.uh.edu/dos
- Student Code of Conduct
  - www.uh.edu/dos/_files/student-code-of-conduct.pdf
- Title IX Policy
  - www.uhsystem.edu/students/salutations/policy/
- Violence on Campus Policy
  - www.uh.edu/af/universityservices/policies/mapp02/000801.pdf
- SOS: Student Outreach and Support
  - www.uhsystem.edu/studentoutreachsupport/services/index.html
- UAA: Undergraduate Academic Affairs
  - E Cullen, Room 109
- LGBTQ Resource Center | Women & Gender Resource Center
  - Student Center North, Room 201
- Veteran Services
  - Student Center North, Room 202
- LSS: Learning Support Services
  - Cougar Village 1, Room N109
- International Student & Scholar Services
  - Student Center North, Room 203
- UH Health Center
  - Student Service Center 1
- UHPD: University of Houston Police Department
  - 401 Wheeler Ave

MANAGING DISRUPTIVE STUDENT BEHAVIOR

CAMPUS RESOURCES

- SOS: Student Outreach and Support
  - Student Center South, Room 256
  - PHONE: 832.842.6183
  - EMAIL: casemanager@uh.edu
  - WEB: uh.edu/dos/

- UAA: Undergraduate Academic Affairs
  - E Cullen, Room 109
  - PHONE: 713.743.9112
  - WEB: uh.edu/provost/policies-resources/student

- LGBTQ Resource Center | Women & Gender Resource Center
  - Student Center South, Room 201
  - PHONE: 832.842.6191
  - WEB: uh.edu/lgbtq
  - uh.edu/wgrc

- Veteran Services
  - Student Center South, Room 202
  - PHONE: 832.842.5490
  - WEB: uh.edu/veterans

- CAPS
  - 713.743.5454
  - www.uh.edu/caps

- Center for Students with Disabilities (CSD)
  - 713.743.5400
  - www.uh.edu/csd

- Dean of Students Office
  - 832.842.6183
  - www.uh.edu/dos

- SOS: Student Outreach and Support
  - www.uhsystem.edu/studentoutreachsupport/services/index.html

- Title IX Policy
  - www.uhsystem.edu/students/salutations/policy/

- Violence on Campus Policy
  - www.uh.edu/af/universityservices/policies/mapp02/000801.pdf

- Take Non-Emergency Action
  - www.uh.edu/dos

- Student Code of Conduct
  - www.uh.edu/dos/_files/student-code-of-conduct.pdf

- UAA: Undergraduate Academic Affairs
  - E Cullen, Room 109
  - PHONE: 713.743.9112
  - WEB: uh.edu/provost/policies-resources/student

- LGBTQ Resource Center | Women & Gender Resource Center
  - Student Center South, Room 201
  - PHONE: 832.842.6191
  - WEB: uh.edu/lgbtq
  - uh.edu/wgrc

- Veteran Services
  - Student Center South, Room 202
  - PHONE: 832.842.5490
  - WEB: uh.edu/veterans

- LSS: Learning Support Services
  - Cougar Village 1, Room N109
  - PHONE: 713.743.5411
  - WEB: uh.edu/ussc/launch/tutoring/

- International Student & Scholar Services
  - Student Center North, Room 203
  - PHONE: 713.743.5065
  - WEB: uh.edu/oisss

- UH Health Center
  - Health 2 Building
  - PHONE: 713.743.3333
  - WEB: uh.edu/healthcenter

- UHPD: University of Houston Police Department
  - 401 Wheeler Ave
  - PHONE: 713.743.3333
  - WEB: uh.edu/police
WHAT IS DISRUPTIVE BEHAVIOR?

The University of Houston is committed to establishing and maintaining a safe and civil environment for the teaching, learning, and administrative process. The UH Student Handbook defines disruption as “obstructing or interfering with university functions or any university activity.” Moreover, disruption includes any behavior that interferes with students, faculty, or staff and their access to an appropriate educational or work environment.

EXAMPLES OF DISRUPTIVE BEHAVIOR

- Refusal to comply with faculty or staff direction
- Loud and/or erratic behavior
- Behavior that distracts the class
- Persistent and unreasonable demands for attention

MODERATE LEVEL OF DISRUPTION

- No immediate danger — mildly distressed
- Emotionally troubled, student impacted by situational stressors and or trauma

HIGH LEVEL OF DISRUPTION

- When a student exhibits behavior that warrants a greater degree of intervention, immediately address the student’s behavior. If this occurs, you should call UHPD at (713) 743-3333.

FERPA STUDENT CONFIDENTIALITY

The privacy of a student’s educational record is protected under the Family Educational Rights and Privacy Act of 1974 (FERPA). The disciplinary record is considered part of the student’s educational record. Any information gathered while speaking with the disruptive student should be handled in a confidential manner.

DEALING WITH A DISRUPTIVE STUDENT

Disruptive behavior should not be ignored.

Remain calm. Remind yourself that it is not about you. It is about the situation. Tell the individual that such behavior is inappropriate and that there are consequences for failing to improve the disruptive behavior. Many disruptive situations involve anger. Recognize that the period of peak anger usually lasts 20-30 seconds. Although this may seem like an eternity in the throes of the situation, often it is best to “wait it out” before progressing.

THE DOs

- DO listen through the anger. Use active listening.
- DO acknowledge the feelings of the individual.
- DO allow the person to vent and tell you what is upsetting him or her. Use silence to allow the person to talk it out.
- DO set limits. Explain clearly and directly what behaviors are acceptable. “I care about what you are saying, but I need you to lower your voice before we continue to talk.”
- DO be firm, steady, consistent and honest.
- DO focus on what you can do to help resolve the situation.
- DO make personal referrals. Give a name of an individual, when possible, and call ahead to brief the person.
- DO report the behavior to the police and/or DOS office.

THE DON’Ts

- DON’T interrupt, particularly during the first 20-30 seconds of peak anger.
- DON’T minimize the situation.
- DON’T get into an argument or shouting match.
- DON’T blame, ridicule or use sarcasm.
- DON’T touch.
- DON’T ignore warning signs that the person’s emotions are escalating.
- DON’T ignore your limitations.

PEAK TIMES OF INCREASED STUDENT STRESS

Semester start and end
Midterms
Holidays

ISSUES THAT MAY INCREASE STUDENT STRESS

- Financial or Legal problem
- Pending assignments, final exams, workload
- Divorce, roommate, or relationship conflicts
- Health issues
- Returning home for the holidays

WHEN YOU ARE CONCERNED

Tell them you are concerned
Know campus resources
Do not be afraid to ask questions
Know your limits and when to refer
Consult for advice

PROCLASSROOM MANAGEMENT

Classroom management is most effective when:

Faculty engage students at the beginning of the semester in a discussion of expectations for classroom conduct.

Behavioral expectations are included in the course syllabus, specific to standards for classroom conduct.

Behavioral guidelines are consistently enforced and applied fairly.

Faculty respond in a calm manner to behavioral disruptions.

Faculty initially address mildly disruptive behavior by engaging the student in a conversation about their behavior in a meeting outside of class.

DOCUMENTATION

When an incident is not an emergency, disruptive behavior should be documented through the Incident Reporting Form found of the Dean of Students website (uh.edu/dos/behavior-conduct/incident-report).

- Follow up conversations with student in writing and keep copy in file
- Keep log of interactions
- Keep accurate records of observations of behavior
- Keep copies of emails, messages, letters, etc.
- Do not keep as part of an academic record

DISCIPLINARY PROCESS

Once a student has been referred to the Dean of Students office, they are formally notified via email to schedule a disciplinary meeting. During this meeting students will have an opportunity to present their perception of the incident or events. The student may choose to have the disciplinary meeting with either a hearing officer or the University Hearing Board. If the student chooses to meet with the hearing board, you may be asked to be present and provide information. In the past, very few students have chosen the hearing board option. In either option, the inappropriate behavior is addressed, and where applicable, sanctions may be assigned that help the student correct the behavior.

NON DISCIPLINARY PROCESS

The University has established the Conduct Assessment and Response Team (CART) in order to provide a proactive, multidisciplinary, and collaborative approach to assessing and responding to students who exhibit threatening and/or concerning behaviors. The purpose of the CART is to provide a vehicle for communication across and among divisions and departments of the university regarding student conduct and to serve as the institutional gathering point for information related to students who exhibit threatening, concerning behaviors.