

TIPS ON HANDLING CLASSROOM DISRUPTIONS:

Dealing with Disruptive Students in the Classroom:

Faculty have the right to prevent disruptive students from interfering with their right to teach and the right of other students to learn.

Faculty should:

- Consider a general word of caution, rather than warning or embarrassing a particular student. (“Too many private conversations going on. Let’s all focus on the topic.”)
- Try speaking with the student after class.
- If correction in class is necessary, correct in a courteous manner, indicating that further discussion can occur after class.
- Ask a student to refrain from certain behaviors in the classroom.
- Provide clear expectations.
- Try to make this a learning experience for the student.
- Provide an opportunity for the student to respond.
- Require a student to meet with you before returning to class.
- Ask a disruptive student to leave the classroom and not return until meeting with you.

Dealing with an Angry Student:

- Avoid confronting angry students in the classroom in a manner which may escalate the potential violent behavior: for example, being sarcastic or embarrassing the student.
- Call the student by name, if possible. This will help create a greater connection between you and the student and may help calm the situation.
- If the faculty member is uncomfortable meeting with the student one on one, arrangements should be made to have another faculty or staff member present.
- If a student is asked to leave a class because of disruptive behavior and the student refuses, determine whether it is possible to continue to conduct class.
- Faculty should not feel a need to continue a class session when a student has the potential to become violent or when a student’s behavior has been so insubordinate and disruptive that attempts to continue class will be futile. In this case, a faculty member may immediately dismiss class.
- If the student appears violent or dangerous, the faculty member should call Campus Police or ask someone else to place the call.
- Faculty members may not permanently remove a student from a class without permission from the Dean of the faculty member’s academic college.
- If the student’s anger results in a violation of the Student Code of Conduct, contact the Office of the Dean of Student Life.



AUGUSTA UNIVERSITY

Division of Enrollment and Student Affairs

RESPONSE PROTOCOL

Follow the chart to determine what to do when faced with a distressed or disruptive student.

Is the student a danger to self or others, or does the student need immediate assistance for any reason?

Yes

The student’s conduct is clearly and imminently reckless, disorderly, dangerous, or threatening and is suggestive of harm to self or others in the community.

Call 911 or Public Safety
706-729-2911

After reporting the incident, submit a Care Report at augusta.edu/careteam.

I’m Not Sure

The student shows signs of distress, but I am not sure how serious it is. My interaction has left me feeling uneasy and/or concerned about the student.

Submit a Care Report at gru.edu/grucares.

No

I am not concerned for the student’s immediate safety, but he/she is having significant academic and/or personal issues and could use some support or additional resources.

Refer student to an appropriate campus resource.

CORE TEAM

The core group collaborates to create a plan to address the situation.

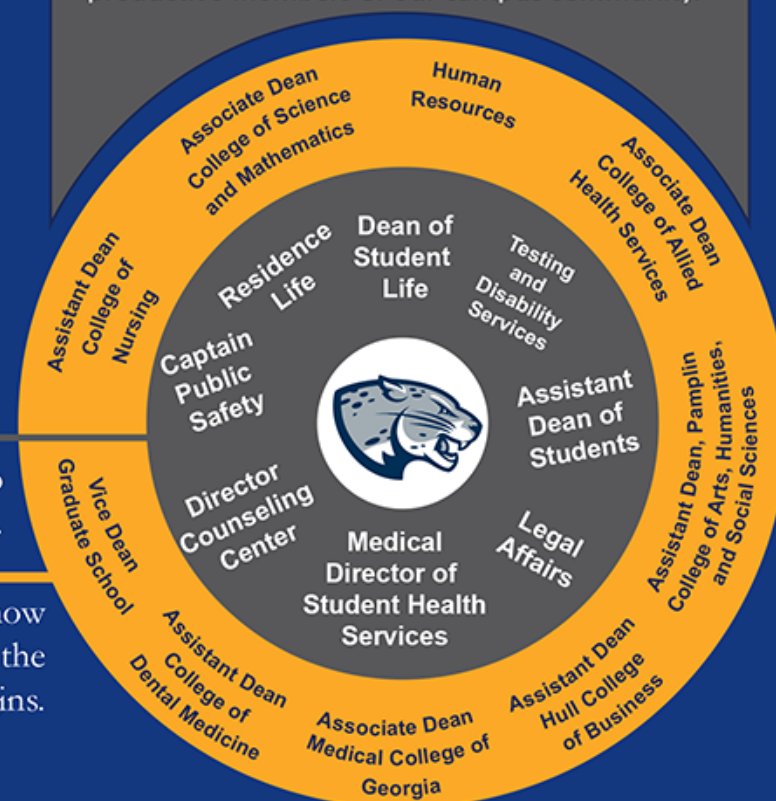
EXTENDED MEMBERS

Those departments not included in the core are activated as needed or on a need-to-know basis. Activation of the CARE Team typically begins by point of contact where the critical incident or issue begins.

THE CARE TEAM

PURPOSE

Augusta University is committed to providing a campus environment that is conducive for students to develop their full potential. Augusta University acknowledges that students in mental, physical, or psychological distress may have difficulty learning and/or functioning in their personal lives and offers support to these students. There may be times when the university is required to respond to students who may be experiencing a medical crisis or whose mental, emotional, or psychological health status may directly threaten the safety and security of themselves and others. The CARE Team’s primary objective is to connect students with the support and resources they need to be healthy, productive members of our campus community.



DISRUPTIVE OR DISTRESSED?

Use this information to determine:

Disruptive Student

A student whose conduct is clearly and imminently reckless, disorderly, dangerous, or threatening, including self-harming behavior.

To get help

If you are concerned for your or others' safety due to a student's disruptive and/or threatening behavior, call 911 or the Augusta University Police.

Report incident to

- Dean of Students Office.
- Public Safety

For Consultation or Emergency Counseling

- Dean of Student Life Office
- Counseling Center

For illness or injury:

Non-urgent:

Student Health: 706-721-3448

Medical Emergency: 911

Distressed Student

A student with persistent behaviors such as:

- Unduly anxious
- Sad
- Irritable
- Withdrawn
- Confused
- Lacks motivation and/or concentration
- Seeks constant attention
- Demonstrates bizarre or erratic behavior
- Expresses suicidal thoughts

To get help

Consultation and Referrals:

- Counseling Center
- Public Safety
- Student Health Center
- Campus Awareness, Response, and Evaluation Team (CARE)

Administrative/Student Conduct:

- Dean of Student Life Office

Academic Issues:

- Academic Advising
- Academic Advisor in College
- Graduate School
- Registrar

Campus Resources / Students

CARE Team (Campus Assessment, Response and Evaluation)	706-737-1411
Counseling Center	706-737-1471
Dean of Student Life	706-737-1411
International & Postdoctoral Services	706-721-0670
Public Safety	706-721-2911
Student Health Services	706-721-3448
Military & Veterans Services	706-729-2255
Testing & Disability Services	706-737-1469

Campus Resources / Faculty & Staff

Employee-Faculty Assistance Program	706-721-2599
Legal Affairs	706-721-4018

Resources in the Community

Augusta-Richmond County Sheriff	706-821-1000
Augusta Rape Crisis & Sexual Assault Services	706-724-5200
Augusta Domestic Violence Hotline	706-736-2499
Georgia Regents Health System	706-721-6744
Georgia Crisis and Access Line	800-715-4225
National Suicide Prevention Lifeline	800-273-8255
Veterans Suicide Crisis Line	800-273-8255

- If the disruptive behavior persists, notify the student that disciplinary action may be taken. Ask the student to leave. Inform him or her that refusal to leave may be a separate violation subject to discipline.
- Immediately report the incident to the appropriate resource.

If a student is causing a disruption but does not pose a threat:

- Ensure your safety in the environment.
- Use a calm, non-confrontational approach to defuse/de-escalate the situation.
- Set limits by explaining how the behavior is inappropriate.
- If behavior continues, ask the student to stop and warn him or her that official action may be taken.

SEE SOMEONE.

Augusta University faculty, staff and graduate/research assistants are in a unique position to demonstrate compassion for Augusta University students in distress.

Both undergraduate and graduate students may feel alone, isolated, and even hopeless when faced with academic and life challenges. These feelings can easily disrupt academic performance and may lead to dysfunctional coping and other serious consequences.

You may be the first person to SEE SOMEONE in distress since you have frequent and prolonged contact with students. The Campus Assessment, Response, and Evaluation Team (CARE Team) requests that you act with compassion in your dealing with such students.

TELL SOMEONE.

Students exhibiting troubling behaviors in your presence are likely having difficulties in various settings including the classroom, with roommates, with family, and even in social settings.

Trust your instincts and TELL SOMEONE if a student leaves you feeling worried, alarmed, or threatened. Sometimes students cannot, or will not, turn to family or friends. Your expression of concern may be a critical factor in saving a student's academic career or even his/her life.

The purpose of this folder is to help you recognize symptoms and signs of a student in distress and identify appropriate referrals to campus resources.

Support for faculty and staff after working with a distressed student: Employee-Faculty Assistance Program (EFAP), Human Resources (706)721-2599.



CARE TEAM

Campus Assessment, Response & Evaluation



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