

# **disruptive and threatening student behavior**

DEAN OF STUDENTS OFFICE

**guidelines  
for faculty and staff**



THE UNIVERSITY  
OF ARIZONA

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STUDENT AFFAIRS

# General Overview

What is the difference between **disruptive** and **threatening** behavior?  
How does The University of Arizona define each one?

## Disruptive Behavior

Disruptive behavior is detrimental to the academic community because it interferes with the learning process, inhibits the ability of instructors to teach effectively, diverts university energy and resources away from the educational mission and may indicate a significant level of personal problems or distress on the part of the disrupter.

### Disruptive behavior IS:

- The student in your class who is *persistently tardy* or *leaves early*;
- The student who *talks incessantly* while you are delivering a lecture;
- The student who loudly and *frequently interrupts* the flow of class with questions or interjections; or
- The student who *becomes belligerent* when you confront his or her inappropriate behavior in class;
- *Cell phones* ringing in a classroom, text messaging, chatting online;
- Persistent and *unreasonable demands for time* and attention both in and out of the classroom.

### Disruptive behavior is NOT:

- Cultural differences;
- Appropriate demonstrations of disagreements or differences of opinion;
- A clash of values or beliefs;
- Needing extra time or attention based on reasonable accommodation.

**Disruptive Behavior** is conduct that materially and substantially interferes with or obstructs the teaching or learning process in the context of a classroom or educational setting.

**Threatening Behavior** is any statement, communication, conduct or gesture, including those in written form, directed toward any member of the University community that causes a reasonable apprehension of physical harm to a person or property.

## Preventing Disruptive Behavior

- Set clear expectations about classroom behavior and include these expectations in the syllabus
- Review these expectations in class and develop agreements as a class during the first session
- Talk to students or speak with students in private and immediately upon first disruptive incident
- Model professional behavior. Respond to inappropriate remarks in a professional and mature manner. Put-downs or witty comebacks can potentially escalate a situation

## Appropriate Referrals for Disruptive Students and Students in Crisis

- Emotional issues/anger management  
Please refer to CAPS, **621-6490**
- If a student has threatened you or someone else:  
Call police immediately (**9-1-1**)
- If you are concerned about a student and are not sure what the appropriate resource is, notify the Dean of Students Office, **621-7057**

# What Do I Do?

## Recommendations For Intervention

### Step #1

Ask the student to immediately and respectfully end the behavior by:

1. Asking the student to stay after class so that you can discuss why the behavior is inappropriate or disruptive (see Meeting with a Disruptive Student: Guidelines, page 5),

OR

2. Taking a break during class and asking the student to end the behavior.

*NOTE: All of these verbal conversations should be followed up via an email to the student which summarizes the conversation.*

### Step #2

*(Behavior Continues)*

1. Let the student know that he/she needs to meet with you as soon as possible about his/her continued behavior in order to return to class (see Meeting with a Disruptive Student: Guidelines, page 5).
2. Follow up in writing to the student via email outlining the behavior, the rules that were violated, and future expectations for class participation through a written warning.
3. The warning should also include notice that any subsequent violation of the classroom rules or this policy will result in the instructor filing a Student Code of Conduct Complaint with the Dean of Students Office for failure to comply with this policy.

*NOTE: Faculty member should keep a log describing disruptive behavior and documenting the meetings and conversations that have occurred with the student. These documents should be kept on file.*

### Step #3

1. If the student has not changed his/her behavior, the case must be referred to the Dean of Students Office (621-7057) and a Student Code of Conduct Complaint must be submitted online at: [https://arizona-advocate.symplicity.com/public\\_report/](https://arizona-advocate.symplicity.com/public_report/).
2. Any additional documentation can be Hand-delivered, emailed (*DOS-Codes@email.arizona.edu*) or faxed (520-621-9866) to the Dean of Students Office.
3. The instructor must also notify his/her Department Head or Dean of the matter as well.

### Meeting with a Disruptive Student: Guidelines

The meeting is an opportunity for the student to understand the inappropriateness of his or her behavior and to develop strategies for continuing successfully in the class.

#### During the meeting:

1. *Remain calm.* This may be difficult if the student is agitated or confrontational, but your calm and reasoned response will best control the meeting.
2. *Do not take behavior or remarks personally.* Disruptive behavior usually results from other life problems or a general academic frustration.
3. *Be specific* and identify the inappropriate behavior the student has exhibited. Describe the behavior, don't focus on the person. Explain why the behavior is a problem.
4. *Review the classroom rules and this policy.*
5. *Ask questions* and summarize what you hear the student saying.
6. *Focus on areas of agreement* between you and the student. Conclude by summarizing any resolution and articulating expectations and the behavior that is required for the future.

# Threatening Student Behavior

Each of us responds differently to the behaviors of others. Encounters with students that leave you frightened and in fear for your personal safety should be taken very seriously. Direct or implied threats of violence, challenges to fight, shoving, physical attacks, stalking, threatening phone calls, emails, or other correspondence, acts of harassment and similar behaviors should be immediately discussed with your department chair or supervisor, the University of Arizona police, and the Dean of Students Office. If the threat is immediate, **dial 9-1-1** for immediate police response. It is required that you notify the **Dean of Students Office, at 621-7057**, whenever the police have been requested to intervene. In instances where the reported conduct constitutes a violation of the Student Code of Conduct, the Dean of Students Office can also assist you in filing a code of conduct complaint form.

## Direct Threats From Students Should Not Be Tolerated

“You are going to be sorry you did that!”

“I know where you live” or “Just wait, I’ll get you!”

## What Do I Do?

### Procedures For Mandatory Reporting

If threatened by any student’s conduct to the point of reasonable fear of immediate physical harm to self, others or property:

1. Leave the area immediately
2. Call the police by dialing **9-1-1** to request that an officer come to the location. Inform the police if it is a repeat occurrence.
3. Anyone who observes what appears to be threatening behavior must report it to the Dean of Students Office and in the appropriate case, file a Student Code of Conduct Complaint.
4. University employees who observe what appears to be threatening behavior must also report it to their supervisor or Department Head, who should report it to their Dean.

**NOTE: Threatening behavior requires mandatory reporting to the police, the Dean of Students Office, and the Department Head or Dean.**

WHENEVER THERE IS A THREAT TO THE SAFETY OF ANY PERSON,  
YOU SHOULD ALWAYS CONTACT THE POLICE IMMEDIATELY!

## Meeting with a Threatening or Potentially Violent Student

Faculty often encounter a troubled student when they have arranged a meeting with that student, but staff are more often on the front lines and may not be expecting to encounter an angry or hostile student. Therefore, it is essential that faculty and staff develop a strategy or “plan” for times when difficult students are encountered.

### Precautions to take:

- Consider *establishing a code word or phrase* to be used within your department. That word would serve as a signal to others to call for help outside your office. Example, “Can you please hold all my calls?” “My next appointment is with President Hart, can you call her to let her know I will be late?”
- Consider *installing a panic button*.
- Terminate any conversation immediately if you feel something is wrong.
- *Leave your door open* during a meeting with a student.
- *Avoid body language that appears challenging*, such as placing your hands on your hips, moving into the student’s territory, or using aggressive facial expressions.
- *Slow your rate of speech* down and use a low pitch and volume to reduce the momentum of the situation.
- *Ask to consult your supervisor*, a department head, or the Dean of Students Office to help satisfy the agitated person’s need to feel heard.
- *Listen carefully* by really paying attention to what is said. Let the student know you will help within your ability to do so and within reason.
- *Ask questions* to regain control of the conversation and to understand the situation.
- *Neither agree with distorted statements nor attempt to argue*. Avoid defensiveness.

# Contacts:

Dean of Students Office.....	621-7057
Counseling and Psychological Services.....	621-6490
Police (non-emergency).....	621-8273
Police (emergency).....	<b>9-1-1</b>

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