



THE UNIVERSITY OF ARIZONA

Dean of Students Office

## Faculty & Staff Emergency Guide

### *Student Disruptive and Threatening Behavior*

To help clarify the difference between disruptive and threatening behavior and the course of action to take with either behavior, the Dean of Students Office offers the following guidelines.

#### **Disruptive Behavior**

Conduct that materially and substantially interferes with or obstructs the teaching or learning process in the context of a classroom or educational setting.

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
- 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, clash of values or beliefs
- Appropriate demonstrations of disagreements or difference of opinion
- Needing extra time or attention based on reasonable accommodation

#### **Threatening Behavior**

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.

#### **Threatening Behavior is:**

- Direct or implied threats of violence
- Challenges to fight
- Shoving
- Physical attacks
- Stalking
- Threatening phone calls, emails or other correspondence
- Acts of harassment

#### **Direct Threats From Students Should Not Be Tolerated**

Examples:

- "You're going to be sorry you did that!"
- "I know where you live"
- "Just wait, I'll get you"

Encounters with students that leave you frightened and in fear for your personal safety should be taken very seriously.

**If the threat is immediate, dial 911 for immediate police response.**

Please 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 and/or providing a support plan.

When addressing Disruptive Student Behavior, please utilize the following guidelines:

Please be aware that it is a mistake to assume disruptive behavior will stop on its own. Faculty who state reasonable expectations early and enforce them consistently, help students avoid harsher consequences that come from more serious infractions if the behavior continues.

Step #1: Behavior is recognized

- 1. Ask the student to immediately and respectfully end the behavior by:
  - a. Asking the student to stay after class so that you can discuss why the behavior is inappropriate or disruptive.
  - b. Taking a break during class and asking the student to end the behavior.

NOTE: All verbal conversations should be followed up with an email message 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 for them to return to class.
- 2. Follow up in writing to the student via email outlining the behavior, the rules that were violated, and future expectations for class participation.
- 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 instructions.

Step #3: Behavior continues after following steps 1 and 2

- 1. If the student has not changed his/her behavior, the case must be referred to the Dean of Students Office (621-7057)
- 2. Send all related documentation (including but not limited to any written documentation, prior incidents, names of witnesses) and incidents describing disruptive behavior to the Dean of Students Office.
- 3. The instructor must also notify his/her Department Head or Dean of the matter.

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.\*\*

\*\*Please use the following link for additional meeting guidelines:  
<https://deanofstudents.arizona.edu/student-rights-responsibilities/meeting-disruptive-student-guidelines>

Procedures for Mandatory Reporting

Steps for Mandatory Reporting

If threatened by any student's conduct to the point of reasonable fear of immediate 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 the Dean.

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

Faculty & Staff Support

Addressing students of concern can create a variety of stressors, and it is important that the University provides support services for our best resources: faculty and staff. UA Life & Work Connections offers "Help when you need it," including free, voluntary and confidential counseling and consultation services.

For more information visit the UA Life & Work Connections website: [lifework.arizona.edu](http://lifework.arizona.edu) or call (520) 621-2493

What about FERPA?

The Family Educational Rights and Privacy Act (FERPA) permits communication about a student of concern under the following circumstances:

- UA may disclose personal identifiable information from an "educational record" to appropriate individuals in a health and safety emergency. Information may be released to emergency contacts, police, or others, if knowledge of the information is necessary to protect the health and safety of the student or others.
- Information can be shared with University personnel when there is a specific need to know.
- Observations of a student's conduct or statements made by a student are not "educational records" and are not protected by FERPA.

Signs of a Distressed Student

Students typically arrive on campus with well-planned goals; however, they sometimes face unforeseen challenges in their academic and personal lives and have difficulty managing the intricacies of those hurdles. As a member of the University of Arizona's faculty and staff, you will likely be the first person to notice distressed students in your classroom or office. The following are signs to observe and report in students:

- Significant changes in academic performance (ie: infrequent attendance with little or no work completed, or overall decline in performance)
- Dependency (the student lingers to see you or schedules excessive appointments)
- Chronic fatigue, lack of energy, frequently falling asleep in class
- Abrupt changes in behavior/emotion and/or appearance
- Bizarre/inappropriate behavior and/or disjointed thoughts
- Exhibiting unusual thoughts or behaviors
- Sending disturbing emails
- Noticeable or alleged drug/alcohol use
- Overtly suicidal thoughts (referring to suicide as a current option or indirect reference to suicide or death)
- High levels of irritability, including unruly, aggressive, violent, abrasive, or otherwise disruptive behavior
- Expressed uncertainty and anxiety about emotional stability, family situation, and/or relationship problems
- Social isolation

If you are concerned about a student, please call Student Assistance at 621-7057 for outreach and assistance. If you are concerned that a student may be an imminent risk of harm to themselves or others, please call 911.

Behavioral Intervention Team

The University of Arizona Behavioral Intervention Team (BIT) is a multidisciplinary team of professionals facilitated by the Dean of Students Office that provides assistance to students who are exhibiting concerning behaviors or struggling in the University environment. Examples of such behaviors include, but are not limited to: sharing thoughts of suicide or self-harming behavior, excessive alcohol or other drug usage, sexual assault, loss of family member or close friend, and difficulty adjusting to social or academic life at the University. The mission of the BIT is to provide a proactive and team approach to enhance the physical and emotional safety of students and promote student academic success in order to support the teaching-learning environment of the University.

To contact Student Assistance/BIT, please call the Dean of Students Office at 621-7057.

Class absences

When students are absent due to a crisis situation or unexpected illness and **unable** to contact their individual instructors directly, the Dean of Students Office sends an Emergency Notification. An Emergency Notification is not a request or mandate to excuse an absence, is not appropriate for non-emergency situations (such as car problems, minor illnesses, or a past absence) and is not a requirement for students. Students are encouraged to contact their instructors prior to or immediately upon their return to campus to arrange for completion of the work.

Each instructor has the authority to make decisions about students' absences and how the absence will affect students' grades. The Dean of Students Office is unable to require faculty to excuse absences or grant make-up work. However, the Dean of Students staff encourage faculty to keep in mind that students who utilize the emergency notification service are typically recovering from a crisis and would benefit from appropriate consideration.

Deceased Student Notices

The Dean of Students Office is responsible for closing the records of our students who pass away. When a student dies while enrolled at the university, an official memo is sent by the Dean of Students Office to the College Dean, Department Head, and other impacted areas of the University community. If you are aware of a student death, please report that information to the Dean of Students Office at 621-7057.



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## Resources for the University of Arizona Community

Dean of Students	
Student Assistance	621-7057
Student Accountability	
University of Arizona Police Department	911 or 621-8273
Counseling and Psych Services (CAPS)	621-3334
Oasis Program	626-2051
Campus Health	621-6490
Disability Resource Center (DRC)	621-3268
Residence Life	621-6501
Behavioral Intervention Team (BIT)	621-7057
Threat Assessment and Management Team	621-7057
Student Legal Services	621-2782

### Reporting Discrimination or Harassment

The University prohibits discrimination and harassment on the basis of race, color, national origin, sex, religion, age, disability, veteran status, sexual orientation, gender identity and genetic information.

In alignment with Title IX of the Education Amendments of 1972, the University of Arizona prohibits all forms of sex discrimination, including sexual harassment, sexual violence, such as sexual assault, interpersonal violence and stalking.

Most University employees who work with students are responsible for promptly reporting any concerns regarding discrimination and harassment. Students should be advised of your reporting obligation, so they can determine the extent of the information they wish to disclose.

If a student reports sexual violence, inform them that you are non-confidential and must report the name of the perpetrator(s), the student(s) affected, as well as the relevant facts, once they are disclosed to you. Inform the student that there are confidential reporting options including CAPS and Survivor Advocacy. Advise students that when a non-confidential report is made they will be contacted to be provided with resources, information and options but it is their decision whether they want to file a complaint and/or utilize resources.

**In the event of an emergency/crisis or crime, please call UAPD (911)**

If a non-emergency, please contact: Office of Institutional Equity: [equity@arizona.edu](mailto:equity@arizona.edu); <https://equity.arizona.edu>; (520) 621-9449