

Tips for Managing Student Concerns

Below you will find useful information to help faculty manage the various issues that can arise when working with students. If at any point you wish to discuss your concerns with a member of The College's **Office of Student and Academic Programs (OSAP)**, please contact **Senior Director Amanda Smith** at Amanda.A.Smith@asu.edu.

REFERRING A STUDENT TO CAMPUS RESOURCES

Students Experiencing Discrimination – <https://cfo.asu.edu/equity-and-inclusion>

Students, faculty and staff are all protected from discrimination. Discrimination is prohibited on the basis of race, color, religion, national origin, citizenship, sex, sexual orientation, gender identity, age, disability and qualified veteran status. If you or a student feel they have been subject to discrimination they are welcome to complete the optional complaint form: <https://www.asu.edu/hr/forms/OEI-complaint-form.pdf>. A staff member will be assigned to the case and will initiate an investigation.

Student Advocacy and Assistance (SAA) – <https://eoss.asu.edu/dos/srr/StudentAdvocacyandAssistance>

SAA is a team in the Dean of Student's office who aids students in resolving educational, personal and other campus impediments toward successful completion of their academic goals. SAA works with students and their families to make appropriate referrals and contacts to help address their personal concerns and negotiate through the various administrative options available to them as a student of ASU. Students who disclose that they need assistance managing academic and personal issues related to death in their immediate family, illness, accident, critical incidents such as sexual assault, harassment, domestic and relationship violence, and other emergency situations will benefit from SAA services. SAA is an excellent first step in helping a student.

Disability Resources for Students – <https://eoss.asu.edu/drc/faculty-staff>

To qualify for disability accommodations, students must be registered with their campus **Disability Resource Center (DRC)**. If a student approaches you asking for accommodations, you should first ask about their DRC registration status. If students are registered, they will have been assigned to a disability professional who can facilitate the accommodation process. Students who are not registered with the DRC must be referred to the DRC to establish their eligibility for disability accommodations at ASU.

HELPING A STUDENT WHO DEMONSTRATES CONCERNING BEHAVIOR

Assisting Students with Behavioral Concerns – https://eoss.asu.edu/sites/default/files/BHF_Generic_0.pdf

Generally, faculty and staff have a good idea which situations they feel comfortable dealing with themselves and when the situation needs disciplinary or police response. If the behavior feels intimidating, threatening, or disturbing, it is wise to call 911 first then consult with various ASU services to discuss the incident and determine what steps to take next. The non-emergency contact for **ASU Police** is 480-965-3456.

Assisting Student with Emotional Concerns – <https://eoss.asu.edu/counseling/info/faculty>

As faculty members you will be attuned to the behavior of your students and sometimes that behavior can be concerning. Always feel free to discuss your concerns directly and plainly with the student and listen for the student's response. Talking about a problem is the first step to resolving it. If you feel it is warranted you may refer a student to ASU Counseling. **ASU Counseling Services** are available to all students and provides crisis intervention for students who are experiencing a mental health crisis.

While our campus partners are always here to help, below are some guidelines to help manage difficult conversations with your students who are demonstrating concerning behavior.

DO...

Speak with the individual privately • Let him or her know you are concerned about their welfare • Express your concern in nonjudgmental terms, focus on behavior • Speak in a matter-of-fact, even tone of voice • Tell the individual that you are willing to help • Listen carefully • Make a referral to the appropriate university department; be sure to provide specific name and contact information, if known, of the individual of concern • Point out that help is available and that ASU is committed to student wellness and academic success • Recognize your limits • Document the interactions or incident • Call 911 if you feel threatened

DON'T...

Promise confidentiality • Judge or criticize • Ignore unusual behavior • Personalize the problems • Involve yourself beyond the limits of your time, skill, or role

Sexual Assault and Title IX – <https://www.asu.edu/aad/manuals/acd/acd401.html>

Sometimes in the course of your interaction with a student, your student might disclose that he or she has been the victim of sexual violence, sexual harassment, stalking or relationship violence. Unless you are restricted by law from doing so, any employee who is informed of or has a reasonable basis to believe that sexual harassment has occurred, shall immediately report all information regarding the occurrence(s) to the **Office of Equity and Inclusion/Title IX Coordinator** or the **Dean of Students office**. Reports can be sent to deanofstudents@asu.edu.

HOW TO RESPOND TO A DISRUPTIVE STUDENT IN CLASS

Whenever possible, outline and discuss with your students (early and often) what types of behavior are acceptable and what types of behavior are not acceptable in your classroom. You are empowered (among other things) to ask students not to interrupt in class; designate yourself as the instructor as leading the discussion (deciding who can speak and when); limit the topic of discussion to matters that you deem relevant to the class; and include notice on the syllabus that identifies ABOR policies. Describe all expectations in behavioral terms and don't forget to address electronic conduct (especially if your class relies on chat rooms or other electronic forms of communication).

Withdrawing Students for Disruptive Behavior – <https://thecollege.asu.edu/resources/disruptive-behavior>

The instructor should first discuss the behavioral concerns with the student. At that time, the instructor may give the student a warning that any further disruptive behavior may result in an administrative withdrawal from the course. Any oral warning should be accompanied by a written letter to the student, documenting the student's disruptive behavior. The letter should be written in consultation with the department chair or the chair's designee. Exception – if the behavior is immediately threatening to the instructor or other students, the instructor should notify ASU Police and request that they remove the student. Neither written nor oral warning is required in this case.

If the behavior persists, the instructor should contact the Dean's Office to discuss the incident and optional next steps.

All questions and inquiries should be sent to Amanda Smith at
Amanda.A.Smith@asu.edu.