Concerning Behavior Response Guide

Texas A&M International University
Concerning Behavior Response Guide

Helping Students in Difficulty
This Guide may be used as a resource when working with troubled students, identifying students in difficulty, helping students, and knowing where to refer students for help when they need it. The Office of Student Conduct and Community Engagement is available for consultation if assistance is needed when referring or assisting a student. For faculty or staff concerning behavior, contact the Office of Human Resources.

Recognize the problem:
- Tardiness or excessive absences.
- Repetitive excuses.
- Recurrence of addressed concerns.
- Classroom disruption, including multiple occurrences.
- Disclosure of sexual assault/harassment/relationship violence.
- Out-of-the-normal behavior.
- Threatening behavior.
- Disclosure of suicidal thoughts or other irrationality.

What to do:
- Talk to the student in private and allow plenty of time. Communicate care for the student's well-being.
- If you do not feel comfortable addressing all concerns, refer the student to Student Counseling Services.
- You can walk with the student to Student Counseling Services located in Senator Judith Zaffirini Student Success Center 138, or refer them to the office location.
- Emergency walk-in accommodations are available.
- If you have concerns about a student you have already tried to help, consult with Student Counseling Services or the Office of Student Conduct and Community Engagement.

Crisis Situation:
If a student exhibits behaviors that you feel indicate IMMEDIATE DANGER TO SELF OR SOMEONE ELSE, CALL 2911 from a campus phone, or 956-326-2911 from a cell phone or off campus phone.

For URGENT but NON-CRISIS situations, walk with the student to Student Counseling Services in Zaffirini Student Success Center 138.

Helpful Contacts:
Office of the Vice President for Student Success (956) 326-2273
Office of Student Conduct & Community Engagement (956) 326-2265
Office of Student Counseling & Disability Services (956) 326-2230
University Police Department (Non-Emergency) (956) 326-2100
Office of Student Health Services (956) 326-2234
Housing & Residence Life (956) 326-1300
Office of Human Resources (956) 326-2365
Frequently Asked Questions

How should I respond when classroom disruption occurs?
A number of factors may influence the response to disruptive behavior. The Student Handbook outlines some guidelines for faculty to use as appropriate. These guidelines do not constitute a fixed procedure; they should be pursued according to your assessment of the situation. The instructor will describe to the student specific needed changes in the student's behavior. The student will be provided an opportunity to modify his/her behavior in accordance with the changes identified. The instructor will provide the student with a written, dated summary of his/her discussion with the student, and the instructor will retain a file copy of this summary. Involve others as appropriate, even when there is no threat to harm. It may be helpful to report this behavior to your department chair or supervisor. The Office of Student Conduct and Community Engagement is also available for consultation. Behavior of concern may also be reported at tamu.edu/reportit.

What if a student exhibits persistent disruption? Should I act immediately or wait for a pattern?
Should a student's behavior continue to be unacceptable, the instructor will apprise the department head of what has occurred and will share with the department head the written summary of the discussion with the student. It is important to report concerning behavior and continued monitoring of the student not only in your classroom but through campus. Submit a reporting form at tamu.edu/reportit.

What confidentiality standards should I follow?
The Federal Educational Rights and Privacy Act (FERPA) allows school officials to share personally identifiable information from student education records (like grades or reports of misconduct) with other school officials who have a legitimate educational interest. In an emergency, FERPA permits school officials to disclose without student consent education records, including personally identifiable information from those records, to protect the health or safety of students or other individuals. At such times records and information may be released to appropriate parties such as law enforcement officials, public health officials, and trained medical personnel.

What is the follow-up procedure with faculty when students are referred to a specific department?
Depending on the department the student was referred, someone may or may not follow-up with the reporting faculty member. Generally, when a student is referred for counseling or medical help, records of students receiving or not receiving such help are not released without signed permission of the student. For assistance in following up about a student, please contact the Office of Student Conduct and Community Engagement at (956) 326-2265.

I haven't seen the student in a few weeks. What can I do?
Whenever a student is absent for unknown reasons for an extended period of time, the instructor should initiate a check on the welfare of the student by reporting through the head of the student's major department to the Dean of the student's college. The Office of Student Conduct and Community Engagement at (956) 326-2265 is also available for consultation.

How should I report a concern that came from a private conversation with a student?
Even when there is no threat of harm, it is suggested you involve others when a conversation or interaction with a student causes concern. You may find it helpful to discuss this with your department head or supervisor. Student Counseling & Disability Services (956) 326-2230 and the Office of Student Conduct and Community Engagement (956) 326-2265 are also available for consultation.

If I submit a report about concerning behavior, will I remain anonymous?
It is possible to remain anonymous when reporting concerning behaviors or other incidents; however, this type of reporting may limit or prolong the process of finding a solution or helping the individual.

Will Student Conduct & Community Engagement follow up with me regarding my report?
Depending on the nature of the report, the Office of Student Conduct and Community Engagement staff may contact you to verify report details or to discuss the incident.

Will I be liable for defamation if I call the police or refer a student for disciplinary action and it's later determined I made an honest mistake?
"The risk of liability for making such a report is virtually nil. There are strong public reasons to support and protect individuals who make good faith reports of wrongdoing to appropriate officials, even if those reports later prove to be mistaken. Common law (or statutes in some states) give people who report misconduct to proper authorities a 'qualified privilege.' That means they cannot be held liable for defamation unless their report was made in bad faith, with the knowledge the information they provided was false, or in reckless disregard of its truth or falsity." (Pavela, G. 2001). Questions and answers on classroom disruption: A guide for professors and instructors on how to handle disruptive students. Association for Student Affairs (ASIA) Law and Policy Article, No 26.)
### Referrals

For general questions of consultation, please call the Office of Student Conduct & Community Engagement at (956) 326-2265

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<tr>
<th><strong>STUDENTS IN DISTRESS</strong></th>
<th><strong>ABSENCES</strong></th>
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<tbody>
<tr>
<td>If you are assisting a student who is experiencing a psychological or emotional crisis, or needs to speak to someone, contact:</td>
<td>For absence notifications due to emergencies (personal or medical), including hospitalization, students or their families should notify:</td>
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<tr>
<td><strong>STUDENT COUNSELING SERVICES</strong></td>
<td><strong>OFFICE OF STUDENT CONDUCT &amp; COMMUNITY ENGAGEMENT</strong></td>
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<tr>
<td>Location: Zaffarini Student Success Center 138</td>
<td>Location: Student Center 226</td>
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<tr>
<td>Phone: (956) 326-2230</td>
<td>Phone: (956) 326-2265</td>
</tr>
<tr>
<td>Emergency: (956) 326-2911 (after business hours)</td>
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<tr>
<th><strong>SEXUAL MISCONDUCT/HARASSMENT</strong></th>
<th><strong>THREATENING BEHAVIOR</strong></th>
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<tr>
<td>If a student discloses that he or she has been a victim of sexual assault or sexual harassment, contact:</td>
<td>If you see or are dealing with threatening behavior or other unusual situations in which students appear extremely aggressive, contact:</td>
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<tr>
<td><strong>OFFICE OF THE ASSOCIATE VP FOR COMPLIANCE (TITLE IX)</strong></td>
<td><strong>UNIVERSITY POLICE DEPARTMENT</strong></td>
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<td>Location: Killam Library 159</td>
<td>Emergency: 2911 (on campus) or (956) 326-2911</td>
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<tr>
<td>Phone: (956) 326-2857</td>
<td>Non-emergency: (956) 326-2100</td>
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<tr>
<td><strong>UNIVERSITY POLICE DEPARTMENT</strong></td>
<td><strong>BEHAVIORAL ASSESSMENT AND INTERVENTION TEAM</strong></td>
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<tr>
<td>Emergency: 2911 (on campus) or (956) 326-2911</td>
<td>(for non-emergency)</td>
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<tr>
<td>Non-emergency: (956) 326-2100</td>
<td>Phone: (956) 326-2265</td>
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<td>tamiu.edu/reportit</td>
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<tr>
<th><strong>DISABILITY</strong></th>
<th><strong>INJURY OR ILLNESS</strong></th>
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<td>If you are working with a student with a disability who needs assistance, contact:</td>
<td>For medical emergencies call 2911 from a campus phone or (956) 326-2911 from an off-campus phone or cell phone. If a student is feeling ill, advise him or her to setup an appointment by phone at:</td>
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<tr>
<td><strong>OFFICE OF STUDENT COUNSELING &amp; DISABILITY SERVICES</strong></td>
<td><strong>OFFICE OF STUDENT HEALTH SERVICES</strong></td>
</tr>
<tr>
<td>Location: Zaffarini Student Success Center 138</td>
<td>Location: Student Center 125</td>
</tr>
<tr>
<td>Phone: (956) 326-2230</td>
<td>Phone: (956) 326-2235</td>
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<tr>
<td>Visit the Disability Services website for Faculty FAQs that cover classroom rights and responsibilities for TAMIU students and their instructors.</td>
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For more information, visit the Disability Services website for Faculty FAQs that cover classroom rights and responsibilities for TAMIU students and their instructors.
Concerning Behavior Response Guide

Report it
tamiu.edu/reportit

If a member of the University community observes any behavior that is concerning and needs to be brought to the attention of The Behavioral Assessment Intervention Team (BAIT), individuals may go to tamiu.edu/reportit and provide detailed information on the Online Report Form. Once a report is submitted online, a copy is emailed to BAIT for appropriate review and action. The website includes a reminder to contact 2911 (on campus) and 911 (off campus/cell phone) in the event of an emergency.

In reference to student behavior:
(956) 326-2265

In reference to faculty/staff behavior:
(956) 326-2365

The offices receiving these calls will then triage to the most appropriate unit to handle the situation and/or, if necessary, convene the entire Behavioral Assessment Intervention Team.

Behavioral Assessment Intervention Team

The charge of the Behavioral Assessment Intervention Team is to assess circumstances, enhance communication, and initiate appropriate responses to specific behavioral problems that may involve threats to the safety and security of the University community.

The following areas are represented on The Behavioral Assessment Intervention Team:

- Office of the Vice President for Student Success
- Office of Student Conduct & Community Engagement
- Office of Student Counseling & Disability Services
- Office of Student Health Services
- University Police Department
- Housing & Residence Life.

If at any time a member of the University community observes any behavior that is a concern, there are two options for immediate reporting: calling the appropriate office or submitting a report through tamiu.edu/reportit.