



**CONCERNING
BEHAVIOR
RESPONSE
GUIDE**



DIVISION OF
STUDENT AFFAIRS

HOW

TO HELP STUDENTS IN DISTRESS

This guide may be used as a resource when working with troubled students, identifying students in distress, helping students, and knowing where to refer students for help when they need it. Staff in the Offices of the Dean of Student Life is available for assistance if needed when referring or assisting a student. The Dean of Faculties or Human Resources should be contacted regarding concerning behavior on the part of faculty or staff, respectively.

RECOGNIZE THE PROBLEM

- Tardiness or excessive absences
- Repetitive excuses
- Recurrence of addressed concerns
- Classroom disruptions
- Disclosure of sexual assault, harassment, dating violence, domestic violence, or stalking
- Sudden or extreme changes in behavior
- Threatening behavior
- Disclosure of suicidal/homicidal thoughts

WHAT TO DO

Talk to the student in private and allow plenty of time, and/or communicate care for the student's well-being.

If you do not feel comfortable addressing all concerns, refer the student to the Student Counseling Service.

You can walk with the student to the Student Counseling Service, or:

Refer the student to the office location or online for an appointment at <http://scs.tamu.edu>.

Emergency walk-in accommodations are available Monday-Friday 9 AM - 4 PM

If you have concerns about a student you have already tried to help, consult with Student Assistance Services or the Student Counseling Service.

CRISIS SITUATIONS

IF A STUDENT EXHIBITS BEHAVIORS THAT YOU FEEL INDICATE IMMEDIATE DANGER TO SELF OR SOMEONE ELSE CALL 911.

For URGENT but NON-CRISIS situations during working hours, walk the student to the Student Counseling Service. After working hours, please call the HelpLine at (979) 845-2700.

HELPFUL CONTACTS

AGGIE HONOR CODE

<http://aggiehonor.tamu.edu> | (979) 458-3378

HELPLINE | CRISIS HOTLINE

After hours or after 5:00 PM
<http://scs.tamu.edu> | (979) 845-2700

DEAN OF FACULTIES

<http://dof.tamu.edu> | (979) 845-4274

DISABILITY SERVICES

<http://disability.tamu.edu> | (979) 845-1637

HR EMPLOYEE ASSISTANCE PROGRAM

<http://employees.tamu.edu> | (979) 845-3711

OFFICES OF THE DEAN OF STUDENT LIFE

<http://studentlife.tamu.edu> | (979) 845-3111

RESIDENCE LIFE

<http://reslife.tamu.edu> | (979) 862-3158

STUDENT ASSISTANCE SERVICES

<http://sas.tamu.edu> | (979) 845-3113

STUDENT COUNSELING SERVICE

<http://scs.tamu.edu> | (979) 845-4427

STUDENT HEALTH SERVICES

<http://shs.tamu.edu> | (979) 458-8300

STUDENT RULES

<http://student-rules.tamu.edu> | (979) 845-3111

UNIVERSITY POLICE DEPARTMENT

<http://upd.tamu.edu> | (979) 845-2345

Adapted from material provided by the Student Counseling Service

For general questions or consultation please call the Offices of the Dean of Student Life at (979) 845-3111

THREATENING/CONCERNING BEHAVIOR

If you see or are dealing with threatening behavior or other unusual situations in which students appear extremely aggressive, contact:

UNIVERSITY POLICE DEPARTMENT

EMERGENCY

911

NON-EMERGENCY

(979) 845-2345 | <http://upd.tamu.edu>

TELL SOMEBODY/SPECIAL SITUATIONS TEAM (for non-emergency)

For behavior that is concerning and needs to be brought to the attention of the Special Situations Team, you may report:

<http://tellsomebody.tamu.edu>.

STUDENT BEHAVIOR

Offices of the Dean of Student Life | (979) 845-3111

STAFF BEHAVIOR

Human Resources | (979) 845-3711

FACULTY BEHAVIOR

Dean of Faculties | (979) 845-4274

Phone assistance is only available during work hours

Students In Distress

COUNSELING

If you are assisting a student who is experiencing a psychological or emotional crisis, or needs to speak to someone, contact:

STUDENT COUNSELING SERVICE

8 AM-5 PM Monday - Friday

Phone: (979) 845-4427

Helpline: (979) 845-2700 (after business hours)

<http://scs.tamu.edu>

DISABILITY

If you are working with a student with a disability who needs assistance, contact:

DISABILITY SERVICES

8 AM-5 PM Monday - Friday

Phone: (979) 845-1637

<http://disability.tamu.edu>

INJURY OR ILLNESS

For medical emergencies call 911. If a student is feeling ill, advise student to set up an appointment online or by phone at:

STUDENT HEALTH SERVICES

Location: A.P. Beutel Health Center

8 AM-5 PM Monday - Friday

Appointments: (979) 458-8250

Dial-a-Nurse: (979) 458-8379

Available 24 hours: <http://shs.tamu.edu/appointments>

Sexual Harassment, Sexual Assault, Domestic Violence, Dating Violence, and Stalking

Texas A&M University strives to maintain a work and educational environment free from discrimination, sexual harassment, and related retaliation in accordance with applicable federal and state laws.

OBLIGATIONS OF FACULTY AND STAFF

When alleged or suspected discrimination, sexual harassment or retaliation is experienced or observed by or made known to an employee, the employee is responsible for reporting that information (TAMU System Regulation 08.01.01, section 2.1).

Employees should not wait to report conduct until it becomes severe, pervasive, or persistent harassment. University officials will take appropriate steps to end the harassing behavior, prevent its recurrence, and/or remedy the effects.

WHERE ON CAMPUS TO DIRECT COMPLAINTS

Reports should be communicated to the appropriate designated official based on the status of the alleged offender.

STUDENTS

DR. ANNE REBER

DEAN OF STUDENT LIFE

studentlife@tamu.edu | (979) 845-3111

<http://studentlife.tamu.edu>

FACULTY

DR. BLANCA LUPIANI

EXECUTIVE ASSOCIATE DEAN OF FACULTIES

dof@tamu.edu | (979) 845-4274

<http://dof.tamu.edu>

STAFF / THIRD PARTIES

DR. ANNA SATTERFIELD

DIRECTOR OF EMPLOYEE SUPPORT SERVICES,

HUMAN RESOURCES

hrpolicy@tamu.edu | (979) 862-3331

<http://hr.tamu.edu>

MORE INFORMATION

For more information about sexual harassment, sexual assault, domestic violence, dating violence, and stalking, please visit the following resources:

Title IX at Texas A&M

<http://TitleIX.tamu.edu>

TAMU Student Rule 47

<http://student-rules.tamu.edu/rule47>

For additional questions regarding discrimination based on sex, you also may contact:

PEGGY ZAPALAC

Title IX Coordinator

(979) 845-0977

TitleIX.Coordinator@tamu.edu

FAQ

FREQUENTLY ASKED QUESTIONS

How should I respond when classroom disruption occurs and/or a student exhibits persistent disruption?

A number of factors influence the response to disruptive behavior. The Student Rules outline 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.

Student Rule 21.2.1 states, "The instructor responsible for the class or activity where the alleged disruptive behavior occurred will inform the student that his/her behavior has been inappropriate. 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. It is important to report concerning behavior for continued monitoring of the student not only in your classroom but throughout campus.

Behavior of concern may also be reported at <http://tellsomebody.tamu.edu>.

I haven't seen the student in a few weeks. What can I do?

Student Rule 7.7 states, "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."

Faculty or staff can contact Student Assistance Services at (979) 845-3113 to assist in conducting a welfare check on a student.

How should I report a concern that came from a private conversation with a student?

If the concern involves threat of harm to self or others, contact UPD if it is an emergency or, in non-crisis situations, report it to the Special Situations Team through the <http://tellsomebody.tamu.edu> website.

Please remember, when alleged or suspected discrimination, sexual harassment (including sexual violence) or retaliation is experienced or observed

by or made known to an employee, the employee is responsible for reporting that information to the official university contact. 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.

The Student Counseling Service at (979) 845-4427 and Student Assistance Services (979) 845-3113 are also available for consultation.

Can I submit an anonymous report regarding concerning behavior?

You have the option to submit an anonymous report online at <http://tellsomebody.tamu.edu> or not identify yourself over the phone. However, this type of reporting may limit or prolong the process of finding a solution or helping the individual. The Special Situations Team cannot guarantee a report will remain confidential. State law determines confidentiality.

Will someone notify me of the outcome regarding my report/ referral?

Depending on the nature of the report/referral, Student Assistance Services or a staff member from the Offices of the Dean of Student Life may contact you to verify report details or to discuss the incident.

I believe that the student's behavior might be a violation of our student rules. What can I do?

Submit a Campus Community Incident Report (CCIR) through the Student Conduct Office. More information can be obtained at <http://studentlife.tamu.edu/sco>.

A student came to me requesting assistance with the fact that her baby's due date is midway through the semester. How do I accommodate her?

The Dear Colleague letter from the Office of Civil Rights (June 25, 2013) states, "It is illegal under Title IX for schools to exclude pregnant students from participating in any part of an educational program, including extracurricular activities...When a student returns to school, she must be allowed to return to the same academic and extracurricular status as before her medical leave began."

Seek consultation from your department chair or supervisor. Student Assistance Services is also available for consultation at (979) 845-3113.



REPORT WITH ONE CLICK

You can also submit reports through the TAMU Mobile App. Click on the "Report a Concern" icon.

This publication is a collaboration between the Texas A&M University Special Situations Team and the Division of Student Affairs.

UPDATED 10/2016 F

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ONE MISSION

STUDENTAFFAIRS.TAMU.EDU