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# CONCERNING BEHAVIOR

# RESPONSE GUIDE



TEXAS A&M UNIVERSITY  
Division of  
Student Affairs

September 2024

# HELP

## STUDENTS IN DISTRESS

This guide serves as a resource for those who are interacting with students in distress and provides contact information if students need additional assistance. Contact the Vice Provost for Faculty Affairs or Human Resources regarding concerning behavior on the part of faculty or staff, respectively.

*Adapted from material provided by Student Counseling & Mental Health Center*

### 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

**Call 911 or visit your nearest emergency room** if you are currently experiencing a life-threatening situation or if your safety is at risk. **Call 988** to reach the National Suicide Prevention Lifeline. If you do not feel comfortable addressing all concerns, refer the student to the University Health Services Student Counseling & Mental Health Center.

Refer the student to a University Health Services location for non-emergency, urgent needs during normal business hours or to [uhs.tamu.edu](http://uhs.tamu.edu) for an appointment.

University Health Services operates from 8:00 a.m.-5:00 p.m., Monday-Friday, and crisis-related services are available Monday-Friday, 9 a.m. to 4 p.m., when Texas A&M University is open.

### CRISIS SITUATIONS

**IF A STUDENT EXHIBITS BEHAVIOR THAT YOU FEEL INDICATES 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 & Mental Health Center (located in the Student Services Building, 4th Floor).

Outside of normal business hours, call the National Suicide Prevention Lifeline at 988, call HelpLine at (979) 845-2700, or access professional counseling by phone or chat in multiple languages through the TELUS Health

Student Support app. HelpLine is a peer support program available from 4 p.m. to 8 a.m. on weekdays and 24 hours a day on weekends when classes are in session.

## HELPFUL CONTACTS

### AGGIE HONOR SYSTEM OFFICE

[aggiehonor.tamu.edu](http://aggiehonor.tamu.edu) | (979) 458-3378

### CIVIL RIGHTS AND EQUITY INVESTIGATIONS

[orec.tamu.edu](http://orec.tamu.edu) | (979) 458-8407

### DISABILITY RESOURCES

[disability.tamu.edu](http://disability.tamu.edu) | (979) 845-1637

### FACULTY AFFAIRS

[facultyaffairs.tamu.edu](http://facultyaffairs.tamu.edu) | (979) 845-4274

### HELPLINE | CRISIS HOTLINE

After hours or after 5 p.m.  
[uhs.tamu.edu](http://uhs.tamu.edu) | (979) 845-2700

### OFFICE FOR STUDENT SUCCESS

[studentsuccess.tamu.edu](http://studentsuccess.tamu.edu) | (979) 458-6111

### RESIDENCE LIFE

[reslife.tamu.edu](http://reslife.tamu.edu) | (979) 862-3158

### STUDENT COMMUNITY STANDARDS

[studentconduct.tamu.edu](http://studentconduct.tamu.edu) | (979) 847-7272

### STUDENT LIFE

[studentlife.tamu.edu](http://studentlife.tamu.edu) | (979) 845-3111

### STUDENT HEALTH CENTER

[uhs.tamu.edu](http://uhs.tamu.edu) | (979) 458-8316

### STUDENT RULES

[student-rules.tamu.edu](http://student-rules.tamu.edu) | (979) 845-4728

### UNIVERSITY POLICE DEPARTMENT

[upd.tamu.edu](http://upd.tamu.edu) | (979) 845-2345

### UNIVERSITY HEALTH SERVICES

[uhs.tamu.edu](http://uhs.tamu.edu) | (979) 458-4584

### WORK/LIFE SOLUTIONS PROGRAM BY GUIDANCERESOURCES®

[employees.tamu.edu/eap](http://employees.tamu.edu/eap)

For general questions or consultation, please call Student Life at (979) 845-3111.

## THREATENING/CONCERNING BEHAVIOR

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

### UNIVERSITY POLICE DEPARTMENT

#### EMERGENCY

911

#### NON-EMERGENCY

(979) 845-2345 | [upd.tamu.edu](http://upd.tamu.edu)

### TELL SOMEBODY/SPECIAL SITUATIONS TEAM

(for non-emergency)

For behavior that is concerning and should be brought to the attention of the Special Situations Team or Student Behavioral Issues Committee, you may fill out a report at [tellsomebody.tamu.edu](http://tellsomebody.tamu.edu).

#### STUDENT BEHAVIOR

Student Life | (979) 845-3111

#### STAFF BEHAVIOR

Human Resources | (979) 845-3711

#### FACULTY BEHAVIOR

Faculty Affairs | (979) 845-4274

Phone assistance is only available during work hours.

## STUDENTS IN DISTRESS

### COUNSELING

For mental health emergencies, call the National Suicide Prevention Lifeline at 988. If you are assisting a student who is experiencing a mental health crisis or who needs to speak to someone, contact:

#### UNIVERSITY HEALTH SERVICES

#### STUDENT COUNSELING & MENTAL HEALTH CENTER

Location: Student Services Building, 4th Floor

8 a.m. to 5 p.m. Monday - Friday

Phone: 979.458.4584

Helpline: 979.845.2700 (4 p.m. to 8 a.m. on weekdays and 24 hours a day on weekends when classes are in session)

Counseling Appointment Portal: [uhs.tamu.edu/appointments](http://uhs.tamu.edu/appointments)

### DISABILITY

If you are assisting a student with a disability who needs additional help, contact:

#### DISABILITY RESOURCES

8 a.m. - 5 p.m. Monday - Friday

Phone: (979) 845-1637

[disability.tamu.edu](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:

#### UNIVERSITY HEALTH SERVICES

#### STUDENT HEALTH CENTER

Location: A.P. Beutel Health Center, Houston Street -

Across from All Faiths Chapel

8 a.m. to 5 p.m. Monday - Friday

Phone: 979.458.4584

After-Hours Nurse Advice Line: 979.458.8379

Medical Appointment Portal:

[uhs.tamu.edu/appointments](http://uhs.tamu.edu/appointments)

## HARASSMENT & DISCRIMINATION INCLUDING SEXUAL MISCONDUCT

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.

### WHERE ON CAMPUS TO DIRECT COMPLAINTS

The Department of Civil Rights and Equity Investigations is charged with the investigation and resolution of alleged violations of Texas A&M University's civil rights policies, including Title IX.

#### JENNIFER SMITH, JD

Assistant Vice President and Title IX Coordinator

[civilrights@tamu.edu](mailto:civilrights@tamu.edu) | 979.458.8407

YMCA Building, Suite 108

[TitleIX.tamu.edu](http://TitleIX.tamu.edu)

### REPORTING ONLINE & ANONYMOUS REPORTING

To report concerning behavior, including harassment and discrimination, you may fill out a form at [tellsomebody.tamu.edu](http://tellsomebody.tamu.edu). The Department of Civil Rights and Equity Investigations reviews reports to determine appropriate action. You may share your contact information or submit the report anonymously. Depending on the amount of information disclosed, the university's ability to investigate and respond to the report may be limited. NOTE: Confidentiality cannot be guaranteed for reports submitted through this site. State law determines confidentiality.

### REPORTING INCIDENTS OF HATE/BIAS

Individuals may use the online report form found at [stophate.tamu.edu](http://stophate.tamu.edu) to report hate/bias incidents.

A professional team reviews reports to determine necessary action. You may share your contact information or submit the report anonymously. Depending on the amount of information disclosed, the university's ability to respond to the report may be limited. NOTE: Confidentiality cannot be guaranteed for reports submitted through this site. State law determines confidentiality.



# FAQs

## 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 their 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, supervisor, and/or Campus Community Standards. 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 [tellsomebody.tamu.edu](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 may 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." Extensive absences can be reported at [tellsomebody.tamu.edu](http://tellsomebody.tamu.edu).

Faculty or staff can contact Student Life 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 [tellsomebody.tamu.edu](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.

See previous page for information on where to get assistance.

### **Can I submit an anonymous report regarding concerning behavior?**

You have the option to submit an anonymous report online ([tellsomebody.tamu.edu](http://tellsomebody.tamu.edu)) or via telephone. However, this type of reporting may limit or prolong the process of finding a solution or helping the individual. The Special Situations Team and Student Behavioral Issues Committee 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 Life, a campus case manager, or a staff member from the 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 [studentconduct.tamu.edu](http://studentconduct.tamu.edu).

### **A student has informed me that they are pregnant or have a pregnancy-related condition (which may include lactation). How do I accommodate their needs?**

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. The Title IX coordinator is also available for consultation at (979) 458-8407. Contact [TIX.Pregnancy@tamu.edu](mailto:TIX.Pregnancy@tamu.edu) or (979) 845-8116 regarding pregnancy or related condition accommodations.



#### **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, Student Behavioral Issues Committee and the Division of Student Affairs.