



MANAGING STUDENT CONDUCT OF CONCERN

Compiled by:

**Illinois Central College Joint College Advisory Safety
Committee**

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What is “conduct of concern”?

Conduct of concern is behavior that is disturbing, alarming, disruptive, or distressing that may interfere with the learning and work environment at Illinois Central College. In most cases you may be able to manage the conduct; however, there may be times you will need the assistance of the Behavioral Intervention Team, Dean of Students, or Campus Police.

THE DISTRESSED STUDENT

Generally, the behavior of the distressed student causes concern for the personal well-being of that student, rather than creating a worry for their impact on ourselves or on the classroom. You may be a resource in time of trouble. Your expression of interest and concern may be critical factors in helping the individual reestablish emotional equilibrium. Signs of a student in distress may include the following:

- Excessive procrastination and very poorly prepared work, especially if inconsistent with previous work
- Infrequent class attendance with little or no work completed
- Dependency (e.g., the student who hangs around or makes excessive appointments during office hours)
- Listlessness, lack of energy, or frequently falling asleep in class
- Marked changes in personal hygiene
- Appearance of being overly nervous, tense or tearful
- Repeated requests for special consideration (e.g., deadline extensions)
- Report of sexual or physical assault, or the recent death of a friend or family member
- Exaggerated emotional response that is obviously inappropriate to the situation
- Report of being unable to sleep or eat

Tips for dealing with the distressed student

What To Do:

- Refer the student to the Counseling Center, Room CC200 at the East Peoria Campus or Arbor Hall at the Peoria Campus.
- If possible, walk the student to the Counseling Center.
- You are not expected to counsel a student, but you can listen to them and refer them to help.
- Do not try to solve their problems, but instead actively listen and refer them to others that are best equipped to assist them.
- Let them know you are concerned for them but will need to refer them to someone that can help.

- **Do not promise confidentiality**, because you do not know if you will need to refer them to a college colleague that is best equipped to help them.
- Point out that seeking help is a sign of strength and courage.
- Do respect their privacy and value system even if you do not agree with them.
- Allow them to express their concerns and respond in non-judgmental terms.
- Complete a “Student of Concern” report on: www.icc.edu/studentconcern

The Don’ts:

- Don’t promise confidentiality; you may need to share information with referrals.
- Don’t judge or criticize.
- Don’t ignore the unusual behavior.
- Don’t make the problems your own.
- Don’t involve yourself beyond the limits of your time or skill.

Report to the ICC Counseling office at (309) 694-5281 any instance in which a student confides in you that s/he is considering suicide. Also call the ICC Counseling office for consultation and assistance if the student shares other information that is of concern.

THE DISRUPTIVE STUDENT

The behavior of the disruptive student may or may not include elements of disturbed behavior, but always negatively impacts those around him/her. The disruptive student makes it difficult for routine work or teaching to take place. Behaviors that may be considered disruptive include:

- Behavior which persistently interferes with effective class management, including an inability to comply with the directives of the instructor.
 - ✓ Persistent and unreasonable demands for time and attention.
 - ✓ Excessive talking and/or use of cell phone during class time.
 - ✓ Refusing to make change in conduct after it is addressed.
- Frequent or high levels of irritable, unruly, abrasive, or aggressive behavior, including argumentative questioning or monopolizing of classroom discussion.

Tips for dealing with the disruptive student

What To Do:

- Do not ignore this behavior, manage it immediately.
- Remain clam, have a conversation with the student outside the classroom to set clear boundaries and expectations.
- Let the student know their conduct is inappropriate and there are expectations their behavior will change, if it does not change there are consequences.
- If the student is angry, listen through the anger, peak anger usually lasts no more than 20 – 30

seconds.

- Acknowledge their feelings, this does not mean you agree with their actions.
- Allow the student to vent, using silence to allow the person to talk it out.
- Set limits if needed, tell the student you are willing to speak with them when they are able to lower their voice, or refrain from extreme profanity.
- Be honest and focus on what you can do to resolve the situation.
- Contact your Dean, Dean of Students, or VP of Student Success for help with preparing a conversation with a student.
- Involve your supervisor if behavior does not change or the situation escalates or contact ICC Campus Police (309-694-5111).
- Complete a “Student of Concern” report on: www.icc.edu/studentconcern

The Don'ts:

- Don't escalate the situation; speak calmly and with concern.
- Don't make physical contact with the student.

If the student is disruptive in class, s/he may be asked to leave the classroom for the remainder of the period. In such a case, the faculty member should contact the department Dean (or designee) for further instructions regarding the student's potential return to the classroom. The faculty member may request a meeting between the student, faculty member and department Dean.

If the student is uncooperative in leaving the classroom, contact Campus Police by calling 5111 from a campus phone or (309) 694-5111 from your cell phone.

If you wish to have the student removed for longer than the remainder of the class period, you must contact the Dean of Students (or designee) and fill out the “Student of Concern” form online so that the incident can be addressed through the disciplinary due process procedure. A student cannot be removed from class for an extended period of time without a referral to the Dean of Students.

If the student poses an immediate danger to others, you may choose to dismiss the class while waiting for Campus Police intervention. Use good judgment to protect your safety and the safety of others. Avoid escalating the situation.

THE DANGEROUS STUDENT

The behavior of the dangerous student threatens the health and well-being of those around him/her. Behaviors which may be considered dangerous to self or others include the following:

- Expressed suicidal thoughts, threats, or the making of suicidal gestures.
- Self-mutilating behaviors, including cutting or burning of the self.
- Threats to others.
- Carrying or brandishing a weapon.

- Intimidating behaviors, including inappropriate touching and/or standing too close to others, harassment or stalking.
- Yelling or screaming uncontrollably.
- Words or conduct that causes fear for personal safety.

Tips for dealing with the dangerous student

What To Do:

- Call ICC Campus Police immediately, 694-5111, or go to your closest campus phone. If your computer has the “green” emergency button, use it.
- Program the Campus Police phone number into your cell phone and download the ICC Rave Guardian phone app.
- Once the Police have arrived and the situation is managed, be sure to contact your supervisor, and document the incident with time, place, witnesses if any, and any supporting documentation using the link www.icc.edu/studentconcern

The Don'ts:

- Don't escalate the situation; speak calmly and with concern. Don't be in a hurry. Don't make physical contact with the student.
- Don't patronize, joke or be sarcastic.
- Don't attempt to keep the perpetrator from leaving the classroom. Use good judgment to protect your safety and the safety of others.

Documentation

- Regardless of behavior be sure to document. Write down the facts of what occurred. Use concrete terms. Share the documentation appropriately with your supervisor, the Behavioral Intervention Team, or Campus Police. The “Student of Concern” form online is an appropriate tool to be used.

Referrals

- If you feel threatened or endangered, call ICC Campus Police immediately. Dial 5111 from any campus phone or (309) 694-5111 from your cell phone. Program your cell phone with this number.
- To report a student to the Behavioral Intervention Team, call (309) 694-8501 or report in person at the Dean of Students, East Peoria Campus, Room CC200.
- To refer a student to the ICC Counseling office call (309) 694-5281.

Practice Preventive Measures

- Have signals and code words in place to deal with threatening situations.
- Avoid scheduling appointments for times when no one else is in the area. Alert your colleagues in advance about a difficult meeting, and keep the door to the room open, or meet in a public area.
- Try to avoid working alone after hours. If you have to work late, advise a colleague, friend, or family member.

- When working after normal college office hours, keep doors locked and do not open the door unless you are expecting someone.
- Report any strange or unusual activities in and around your office/classroom immediately to your department Dean/Associate Dean and Campus Police.
- Lock your office and/or lab doors when these areas are not in use, even when you are leaving for “just a moment.”

STUDENT RIGHTS & FACULTY / STAFF RESPONSIBILITIES

The primary aim of intervening with a student who may be exhibiting behaviors of concern is to both assist the student and protect the college community. Achieving these two goals sometimes requires a careful balancing act. However, sometimes it may appear that the student’s behavior is so disruptive that he or she must be removed from a specific class or from the campus in order to protect his or her own health and safety or the health and safety of others. In those circumstances, it is imperative that the faculty or staff member work with the Dean of Students to explore all alternatives.

Students have legal rights that protect them against arbitrary removal from classes or the campus; any such college action must follow due-process requirements for the student while minimizing negative impact on the classroom or campus community. In addition, the Americans with Disabilities Act protects student from negative action taken on the basis of a protected disability. Such protection does not override the student’s responsibility to follow conduct codes and other college rules, nor does it mitigate violations of the law.

Generally, a student's behavior will be the sole basis for imposing disciplinary sanctions; whether the student has a mental disability or underlying emotional problem is irrelevant. At ICC, the Dean of Students has the sole authority to permanently remove a student from the classroom and/or from campus, and may do so only through the College’s due process procedure. Faculty must report disruptive behaviors to the Dean of Students in order to move forward with barring a student from the classroom.

Faculty can help by taking pro-active steps to insure that students are aware of the instructor’s expectations for classroom behavior. Standards of appropriate classroom behavior should be included in the class syllabus and should be discussed with students at the first class meeting. Communicating these standards within the syllabus will promote student retention by preventing confusion and misinterpretation of conduct expected by the instructor and provides the basis for disciplinary action, should it become necessary.

Suggested items for inclusion in each syllabus:

- Policy regarding attendance, punctuality and tardiness, including consequences.
- Statement regarding appropriate behavior between student and instructor and/or classmates.
- Appropriate expectations for instructor time and attention inside and outside of class room. General policies regarding communication with instructor, including instructor office hours and location, appointments and drop-in policy, phone number and policy regarding returning telephone calls and email communication expectations.

- Statement regarding conflict resolution in the classroom (how to discuss differences/disagreements with the instructor and other students).
- General policy on eating and drinking in class.
- General policy regarding children and visitors in class.
- General policy regarding breaks and leaving and entering class at other than break time(s).
- General policy on plagiarism.
- General policy regarding cell phones, pagers, laptop computers, PDAs or smartphones

Statement regarding reasonable accommodation for students with documented special needs:

If you have a disability that may require assistance or accommodations, or if you have any questions related to any accommodation for testing, note taking, reading, etc., please speak with me as soon as possible. You should contact the Access Services office (voice: (309) 690-6945 with any questions about such services.

THE RIGHT RESOURCE FOR YOUR SPECIFIC SITUATION

A variety of resources and staff are available on the ICC campuses to help faculty determine the optimal response to a disruptive or dangerous student or situation. The key is to determine the appropriate contact to make for the specific situation you are facing. Contacting the right department with your first call will help reduce your stress and minimize the time required to connect to the most effective intervention. Reminders of the resources to assist you in dealing with a student of concern follow. Below are some situations that might arise and an appropriate response:

If you are facing an immediate threat from a dangerous or currently disruptive student:

If a student is actively disruptive in your classroom, and fails to modify his/her behavior at your request, OR if you believe the student poses an immediate threat to yourself, classmates, or him/herself, you should contact Campus Police by calling 5111 on a campus phone or (309) 694-5111 from your cell phone, or using your Rave Guardian phone app. Do not delay appropriate intervention by calling the ICC Counseling office or your department Dean for review or discussion. If you believe the student poses an immediate threat, call Campus Police immediately.

If you have, an initial or growing concern about a student who seems as though they may be disturbed or experiencing distress:

Often a student may experience mental health problems that have a negative impact on their academic work, and they find it difficult to follow through on their academic responsibilities. Such a student may come to faculty with involved tales of interpersonal or family difficulties, which they hope will elicit sympathy and produce an incomplete/extension from the faculty member. To assist you in separating a legitimate excuse ("beyond the student's control") from one that is more manipulative, you may request that the student visit the ICC Counseling office to meet with a counselor. Faculty are invited to contact the Counseling office at (309) 694-5281 to discuss a student of concern and to seek advice about referral and/or intervention.

If you are working with a student who is requesting a reasonable accommodation for a disability:

Occasionally a student will tell you s/he has a learning or psychological disability and may request special academic accommodations. In these circumstances, a referral to the Access Services office is appropriate. The Access Services office, the ICC office responsible for verifying documented disabilities, will make specific recommendations regarding reasonable academic accommodations that are compliant with federal regulations.

Client confidentiality will be maintained as dictated by law. Any academic accommodation is based on the student's disclosed disability or documentation, which is on file in the Access Services office. An Access Services correspondence form gives each instructor notice of the student's need for accommodation. If the faculty member has a concern regarding the suggested accommodation, s/he should contact the Access Services office at (309) 690-6945 to discuss alternatives.

If you are responding to a student who has violated or whom you suspect has violated a campus rule or policy:

Any student who engages in behavior prohibited by the ICC Code of Conduct should be reported to the Dean of Students at (309) 694-8501. Behaviors which may represent a violation of the Code of Conduct, include, but are not limited to the following:

- Use of electronic devices such as cell phones, MP3 players, PDA's or smartphones while class is in session
- Inappropriate communication while class is in session – speaking while the instructor is speaking; mimicking or mocking the instructor or another student; constantly repeating an instructor's words, etc.
- Personal attacks against another student or instructor – yelling at another person, abusive criticism of another person, challenging an instructor's authority in front of the class, using profanity aimed at another person in the class
- Overt inattentiveness – sleeping in class, snoring in class, reading a newspaper or doing other homework in class, sitting with your back to the classroom, etc.
- Threatening behavior – using gestures or language in an attempt to intimidate another person
- Disrespectful behavior – texting in class, persistent late arrivals or early departures without permission, etc.
- Plagiarism, cheating, or other forms of academic misconduct

If you receive a class assignment which causes you to believe the student may be disturbed or threatening:

As a proactive strategy, class syllabi should include ground rules for assignments and classroom discussion. Faculty will want to state their expectations with regard to how students address one another, how they address the instructor, how class members can disagree without becoming disagreeable, and what topics are or are not acceptable as the basis for assignments.

However, a student may still submit a class assignment, which includes content that the faculty member finds to be disturbing or threatening. If this should happen, it is important that faculty members share the concern with others that can help evaluate the situation and help determine a plan of action. Faculty should plan to consult with their department Dean, as well as with a counseling office staff member at (309) 694-5281 to discuss the best plan of action based on the specific circumstances of the case. If a specific threat has been made, ICC Campus Police should be contacted immediately at (309) 694-5111.

KEY CONTACTS:

ICC Campus Police	(309) 694-5223 (office) (309) 694-5111 (emergencies)
Vice President of Student Success	Bill Hebert (309) 694-8971
Interim Vice President of Academic Affairs	Dr. Charles Swaim (309) 694-8584
Dean of Students	Dr. Emily Points (309) 694-8501

Academic Deans

Interim Agricultural & Industrial Technologies	Robert Shaw (309) 694-5512
Arts & Behavioral Science	Kari Schimmel (309) 694-5590
Business, Legal, & Information Systems	Michelle Weghorst (309) 694-5505
College & Career Readiness	Arnitria Shaw (309) 690-6886
Humanities	Dr. Loretta Oliver (309) 694-8984
Health Careers	Wendee Guth (309) 690-7535
Associate Dean of Nursing	Mischelle Monagle (309) 690-7547
Math, Science, & Engineering	Joe Bergman (309) 694-5367

Behavioral Intervention Team (BIT)

Emily Points, Dean of Students	(309) 694-8501
Tom Larson, Chief, Campus Police	(309) 694-5225
Erika Schwiderski, Deputy Chief, Campus Police	(309) 694-8825
Amy Daxenbichler, Coordinator of Counseling	(309) 694-5573
Arnitria Shaw, Dean of College and Career Readiness	(309) 690-6886
Terri Punke, Faculty Member	(309) 690-7562
Margo Vance, Faculty Member	(309) 694-8290
Anthony White, Faculty Member	(309) 690-7695
Heather Doty, Softball Coach	(309) 694-5494
Thomas Payne-Brewer, Counselor	(309) 694-5449
Kari Schimmel, Academic Dean	(309) 694-5590

Joint College Advisory Safety Committee Members**Faculty:**

Arts & Behavioral Sciences	Tony Jones (309) 694-8421
Business, Legal & Information Systems	Paulette Sibrel (309) 694-8436
	Anthony White (309) 690-7695
Health Careers	Mike Gallagher (309) 690-7566
	Rosemary Power (309) 690-7563
	Suzanna Kyulule (309) 690-7556
Humanities	Elizabeth Baldrige (309) 694-5443
Math, Science & Engineering	Cara O'Brien (309) 694-5370
	Joe Spielman (309) 694-5315

Administration:

Risk Management	Tim Anderson (309) 694-8911
VP Administration & Finance	Bruce Budde (309) 694-5477
Campus Police Chief	Tom Larson (309) 694-5225
Dean of Students	Emily Points (309) 694-8501
Dean of College and Career Readiness	Arnitria Shaw (309) 690-6886
Facilities Services	Anthony Murray (309) 694-5176

RESOURCES:

East Tennessee State University Faculty Handbook 2007
ICC Emergency Response Guide
ICC Student Rights & Responsibilities
Rock Valley College "Managing Student Conduct of Concern"