

Dean of Students

unco.edu/dean-of-students

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UNIVERSITY OF
NORTHERN
COLORADO

UNC Faculty and Staff '911' Guide

The Dean of Students Office and Division of Student Affairs has developed this information guide to aid faculty and staff as they assist students experiencing distress, address students who may be disruptive, or for reporting academic misconduct.

IMPORTANT NUMBERS TO HAVE:

UNC Police	970-351-2245
UNC Counseling Center	970-351-2496
Psychological Services Clinic	970-351-1645
Disability Resource Center	970-351-2289
Student Health Center	970-351-2412
Housing and Residential Education.....	970-351-2721
Office of Institutional Equity and Compliance (Title IX)	970-351-4899
Dean of Students Office	970-351-2001
Community Standards and Conflict Resolution (Student Conduct).....	970-351-2001
Student Outreach and Support (SOS).....	970-351-2001
Bear Pantry.....	970-351-3667

Working with Disruptive Individuals

WHAT IS DISRUPTIVE BEHAVIOR?

Behavior that interferes with other students, faculty, or staff and their access to an appropriate educational or work environment is considered disruptive. These behaviors are often a violation of the Student Code of Conduct.

For more information on the Student Code of Conduct, visit UNCO.EDU/DEAN-OF-STUDENTS.

WHAT ARE EXAMPLES OF DISRUPTIVE BEHAVIOR?

- Yelling or screaming
- Persistent and unreasonable demands for time and attention
- Words or actions that have the effect of intimidating or harassing another
- Words or actions that cause another to fear for their personal safety
- Threats of physical assault

HOW SHOULD I DEAL WITH A DISRUPTIVE PERSON?

Remain calm. Many disruptive situations involve anger. Recognize that the period of peak anger usually lasts 20-30 seconds. If the person de-escalates, then you can refer to the list below for further steps to resolve the conflict. If, however, the person does not de-escalate, then you may need to remove yourself from the situation and contact UNC Police.

DOCUMENTATION

Disruptive behavior should be documented. Write a factual, detailed account of what occurred, using concrete terms.

WHAT TO DO

- Allow the person to vent and tell you what is upsetting them and allow the person to talk it out
- Acknowledge the feelings of the individual
- Set limits and explain clearly and directly what behaviors are acceptable (i.e. "Please lower your voice.")
- Be firm, consistent, and honest
- Focus on what you can do to help resolve the situation
- Offer to make referrals and when possible give the name of an individual who might be able to help
- Ask the student to leave the room if disruptive behavior persists
- Report the behavior to the Dean of Students Office and/or the UNC Police

WHAT TO AVOID

- Interrupting, particularly during the first 20-30 seconds of peak anger
- Minimizing the situation
- Engaging in an argument or shouting match
- Blaming, ridiculing, or using sarcasm
- Touching
- Ignoring safety issues if the person is becoming more agitated
- Assuming you can resolve all situations. Ask for assistance when needed.

If you feel threatened or endangered, call UNC Police at 970-351-2245.

Working with Distressed Individuals

WHAT DO WE MEAN BY “DISTRESS”?

Sometimes students exhibit behavior that may be worrisome and that indicates that they are coping with a serious personal and/or mental health problem. These issues can alter the content of students' communication and/or their behavior in the classroom. For example, an otherwise academically successful student may become withdrawn, depressed, and potentially suicidal, which may lead to poor grades, lack of attention in class, and other concerning behaviors.

WHAT IS MY ROLE?

As a staff or faculty member, you are in an excellent position to identify someone who may be emotionally distressed. While some stress is expected, especially during peak times of the year, you may notice someone acting in a way that is inconsistent with your normal experience with that person. You may be able to serve as a resource during difficult times. Your expressions of interest and concern may be critical factors in persuading the individual to seek appropriate help. You may also be able to alert university staff so appropriate interventions can be made.

POSSIBLE SIGNS OF DISTRESS

- Marked change in academic performance or behavior
- Excessive absence or tardiness
- Undue aggressiveness
- Exaggerated emotional response that is obviously inappropriate to the situation
- Feelings of depression or hopelessness
- Hyperactivity or very rapid speech
- Marked change in personal hygiene
- Excessive confusion
- Dependency (individual hangs around or makes excessive appointments to see you)
- Strange or bizarre behavior indicating loss of contact with reality
- Verbal or written references to suicide
- Verbal or written references to homicide or violent behavior
- Isolation from friends, family, or classmates

WHAT TO DO

- Speak with the student privately
- Let them know you are concerned about their welfare
- Express your concern in behavioral, non-judgmental terms
- Tell them you are willing to help
- Listen thoughtfully to what they are describing
- Help them explore options and available resources
- Make referrals to the appropriate campus department
- Point out that seeking help is a sign of strength and courage rather than weakness or failure
- Maintain clear and consistent boundaries and expectations
- Recognize your limits
- Document the interaction or incident

WHAT TO AVOID

- Promising confidentiality
- Judging or criticizing
- Ignoring unusual behavior
- Assuming sole responsibility for a solution to the problem

MAKING REFERRALS AT UNC

IF THE STUDENT IS IN CRISIS

(AT RISK TO HARM THEMSELVES OR OTHERS)

Call UNC Police (970-351-2245) or 911 for immediate risk

Contact the Counseling Center (970-351-2496) for future risk

IF THE STUDENT IS NOT AT RISK TO HARM THEMSELVES OR OTHERS

Suggest in a caring manner that they may benefit from a meeting with a counselor at the Counseling Center or Psychological Services Clinic. Counseling does not impact or influence academic records. Counseling sessions are free to registered UNC students at the Counseling Center and for a small fee per semester at the Psychological Services Clinic. Counseling is confidential.

HELPFUL TREATMENT RESOURCES

UNC Counseling Center	970-351-2496
Psychological Services Clinic.....	970-351-1645
Student Health Center.....	970-351-2412

HELPFUL SUPPORT RESOURCES

Assault Survivors Advocacy Program (ASAP).....	970-351-1490
ASAP Hotline (24/7).....	970-351-4040
Bear Central (Bursar, Financial Aid, Registrar).....	970-351-4862
Center for International Education.....	970-351-2396
Disability Resource Center.....	970-351-2289
SOAR.....	970-351-1391

C.A.R.E. TEAM (CONCERN AND RESPOND EFFECTIVELY)

Are you concerned about someone in your class, but don't know what to do about it? Are you aware of a student making poor decisions with alcohol or other substances?

The CARE Team was formed to address reports of troubling (inappropriate, disruptive, or harmful) student behavior in order to recommend proactive and non-punitive approaches aimed at helping students achieve success.

The Team represents a cross section of campus professionals who can address a broad range of student needs. The team includes representatives from:

- Dean of Students Office
- Community Standards and Conflict Resolution
- Student Outreach and Support
- Housing and Residential Education
- University Police Department
- Legal Counsel
- Counseling Center
- Academic Affairs

One unique aspect of the CARE Team is that it serves as a central place to report behaviors of concern. Any person who is concerned with a student's behavior can make a referral through our online Student of Concern Report at: http://bit.ly/UNC_SOS

The CARE Team follows a review process to address referrals during regularly scheduled meetings or, if necessary, at special meetings. The resolution of an expression of concern is always governed by a course of action that balances the best interest of the student with those of the University community.

EMERGENCY AND SAFETY CONCERNS

If you are concerned for your safety or that of others, call UNC Police immediately (970-351-2245) or 911.

If you are concerned that a student is considering suicide:

- If immediate action is required, call UNC Police 970-351-2245 or 911
- If not imminently suicidal, call the Counseling Center 970-351-2496

SEXUAL MISCONDUCT

Please be aware that all UNC faculty and staff members are required to report knowledge of sexual misconduct (sexual harassment, sexual assault, dating violence, domestic violence, and/or stalking) to the Title IX Coordinator and/or UNC Police.

For more resources regarding sexual misconduct and reporting, please visit UNCO.EDU/TITLEIX or call the Office of Institutional Equity and Compliance at 970-351-4899.

ACADEMIC INTEGRITY

Students are expected to demonstrate care and excellence in their academic pursuits. The process for addressing academic misconduct is found in section 3-2-211 in the Student Code of Conduct (BEAR Code). Faculty are required to report incidents of academic dishonesty to the Dean of Students Office. To report academic misconduct, visit:

UNCO.EDU/DEAN-OF-STUDENTS/SHARE-CONCERN

CONSULTATION OR QUESTIONS

Sometimes it may be unclear how to help a student or share a concern. In these situations, it is often helpful to consult about possible options and outcomes so the student can obtain support.

PLEASE CONTACT US FOR A CONSULTATION

Dean of Students Office

unco.edu/dos

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