

## What Campus Support Services can offer to Faculty

### Public Safety (ext. 2100)

When there is immediate physical threat, or any situation spiraling out of control (e.g., intoxication, unremitting verbal abuse), call Public Safety or 911.

### Counseling Services (ext. 2752)

Emergency assessments can be done with a student appearing acutely psychotic (e.g., acting in an extremely bizarre or eccentric manner). If counselors are off-campus or unavailable Hiawatha Behavioral Health may be contacted at 800-839-9443.

- Counseling may be contacted for a clarifying discussion regarding student behavior.
- Counselors can be present during discussions with student.

**Disability Services (ext. 2355)** – Disability Services staff can be present during discussions with student.

**Provost (ext. 2211) and/or Vice President for Student Affairs (ext. 2634)** – Call for a clarifying discussion about Student Code of Conduct and disciplinary procedures.

**Department Chair** – Contact Department Chair and/or a colleague for a clarifying discussion.

The Lake Superior State University **Student Code of Conduct** includes the following under Definition/Examples of Disruptive Behavior:

2. Abuse, disrespect, noise or other actions that disrupt the educational enterprise and campus environment.
3. Threatening or inflicting physical or psychological violence to the person or property of any member of the campus community, their family, or campus visitors.
7. Harassment, stalking, hazing, or initiation/induction rites.

Disturbing the peace of the college through disorderly or other misconduct may include but is not limited to the following:\*

- Verbally abusing someone which may cause stress and/or humiliation.
- Verbally abusing members of the college staff/faculty which interferes with the exercise of their responsibilities.
- Intentionally interfering with the free expression of other's ideas or opinions on college premises or at college sponsored activities



### Counseling Services

*A Resource for Students*

Lake Superior State University  
623 W. Easterday Ave

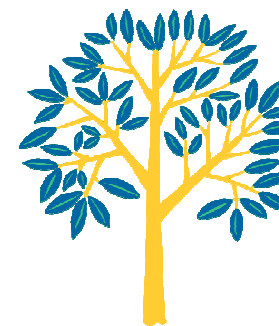
Phone: 906-635-2752

<http://www.lssu.edu/counseling>

# Counseling Services

## Managing The Disruptive Student

A guide for  
Faculty and Staff



*A Resource for Students*

## Who is the Disruptive Student?

**Outward** behavior has become problematic – causes disruption in the classroom and /or campus environment.

**May** exhibit immature or manipulative behavior.

**Behavior** has not improved with reminders and routine intervention.

**Tends** to be unable to improve with learning /experience.

## Preventative Measures

**Decide what your limits of acceptable conduct are:**

**Lateness**, sleeping in class, use of cell phones, eating in class, plagiarism, unrelated talking in class, unexcused exits.

**Set** limits from the beginning.

**Use** course syllabus to state expectations.

**Set** first day “ground rules”.

**Be** a role model for the behavior you require for your students (e.g., be on time yourself).

**Become** familiar with the student conduct code and University’s processes for discipline cases.

**Don’t** take the students’ behavior personally.

**Don’t** let them “hook” you into making you feel guilty.

**Don’t** give them the power to judge you.

**Understand** that they are coming into the classroom with their own history and issues.

## Possible Interventions

***Talk to the student privately.***

-This will help avoid defensiveness and/or “acting out” in retribution.

***Listen carefully.***

-Convey your interest and concern to the student.

-Take a non-defensive stance to try to understand where the student is coming from.

-Repeat back the essence of what the student has said to show your understanding of the issues.

***Show and express your concern and interest.***

-Meet with the student to discuss disruptive behaviors, but also include discussion of their educational objectives and aspirations.

***Avoid criticizing or sounding too judgmental.***

-Focus on the behavior, not personality and don’t use labels.

-State clear expectations for appropriate behavior.

***Consult with Counseling Services as a resource and discuss a referral with the student.***

-If the student resists help and you are worried, call Counseling Services to discuss your concerns.

***Involve yourself only as far as you want to go.***

-When necessary, set clear behavioral expectations and then hold to them.

***Document disruptive behavior for possible future reference.***

-Be sure to include name of student, date and time of incident, description of incident in behavioral terms using direct quotes where possible, and witnesses or other parties to the incident.

## How to make a referral to Counseling Services

**Suggest** that the student call or come in to make an appointment. Give the student the phone number and location.

**If** you wish to assist the student directly, call Counseling Services while the student is in your office and let the student make the appointment. Give them paper and pen to write down the appointment information (time, date, counselor, location, etc.)

**If** the situation appears to be an emergency, make sure to let the receptionist or counselor know this.

**Sometimes** it is useful or even necessary for you to walk the student over to Counseling Services.

**If** you are concerned about a student but are uncertain about the appropriateness of a referral, feel free to call Counseling Services for a consultation. This step can be crucial in preventing a crisis.