



UNIVERSITY of NORTH CAROLINA WILMINGTON

The Division of Student Affairs has developed this information guide to aid faculty and staff as they assist students experiencing distress or address students who may be disruptive.

UNCW Faculty and Staff Guide for Managing Distressed or Disruptive Students

IMPORTANT NUMBERS:

- University Police EMERGENCY**..... 911
- University Police Non-Emergency**..... 962-2222
- Counseling Center** 962-3746
- Office of the Dean of Students**..... 962-3119
- Housing and Residence Life**..... 962-3241
- Student Health Center**..... 962-3280
- CARE (Sexual Assault / Domestic Violence)**..... 962-2273
- After Hours Support**..... 512-4821
- Crossroads (Alcohol/Drug Prevention)**..... 962-4136
- Office of Title IX and Clery Compliance**..... 962-3557

HELPFUL UNCW RESOURCES

- Centro Hispano**..... 962-7785
- Disability Resource Center**..... 962-7555
- LGBTQIA**..... 962-2114
- Military Affairs**..... 962-2933
- Office of Financial Aid and Scholarships**..... 962-3177
- Office of International Programs**..... 962-3685
- University Learning Center**..... 962-7857
- Upperman African American Cultural Center**..... 962-2480

HELPFUL EXTERNAL RESOURCES

- New Hanover Regional Med. Ctr. Emergency Dpt.**..... 667-7000
- New Hanover Regional Med. Ctr. Ortho. Hosp. ED**..... 667-8100
- Coastal Horizons Center, Inc.**
- Toll Free Hotline**..... 800-672-2903
- Emergency Youth Center**..... 392-7408
- Rape Crisis Center Crisis Line**..... 392-7460
- Crisis Intervention**..... 392-6936
- Open Gate Domestic Violence Shelter**..... 343-9388
- National Suicide Prevention Line**..... 800-273-8255

DISTRESSED STUDENTS

Behavior:

- Marked change in behavior or academic performance
- Exhibiting signs of depression and/or anxiety
- Hyperactivity or very rapid speech
- Irritability or aggressiveness

DISRUPTIVE STUDENTS

Behavior:

- Yelling or screaming
- Unreasonable demands for time and attention
- Harassment or threats
- Repeated threats of suicide/self harm and resisting help

IMMINENT HARM TO SELF OR OTHERS:
CALL UNIVERSITY POLICE (UPD) AT 911.
 Then follow up with a call to the Office of the Dean of Students at 962-3119.

CONSULTATION OR QUESTIONS

Sometimes it may be unclear how best to help a student. In these situations, it is often helpful to consult about possible solutions so that the student can obtain support.

- Office of the Dean of Students962-3119
- Counseling Center962-3746
- Student Affairs Case Manager962-3119
- University Police Department962-2222

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 may be a violation of the Code of Student Life. For more information about the Code of Student Life, please visit website: <http://uncw.edu/cosl>

WHAT ARE SOME 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 his/her 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 DOs and DON'Ts listed 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 the **University Police Department (UPD)** at **(Non-Emergency) 962-2222** or **Emergency 911**.

DOCUMENTATION

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

IF YOU FEEL THREATENED OR IN DANGER:
CALL UNIVERSITY POLICE (UPD) at 962-2222.
or **IN AN EMERGENCY 911**

THE DOs

- DO allow the person to vent and tell you what is upsetting him/her. Use silence to allow the person to talk it out.
- DO acknowledge the feelings of the individual.
- DO set limits. Explain clearly and directly what behaviors are acceptable: "I will be willing to speak with you as soon as you lower your voice."
- DO be firm, consistent, and honest.
- DO focus on what you can do to help resolve the situation.
- DO offer to make referrals. When possible, give the name of an individual who might be able to help.
- DO ask the student to leave the room if disruptive behavior persists.
- **DO report the behavior to the Office of the Dean of Students and/or the University Police (UPD).**

THE DON'Ts

- DON'T interrupt, particularly during the first 20-30 seconds of peak anger.
- DON'T minimize the situation.
- DON'T get into an argument or shouting match.
- DON'T blame, ridicule, or use sarcasm.
- DON'T touch the individual.
- DON'T ignore safety issues if the person is becoming more agitated.
- DON'T assume you can resolve all situations; call for assistance when needed.

RESOURCES

University Police (Non-Emergency).... 962-2222
<http://uncw.edu/police>

**Office of the Dean of Students /
Student Affairs Case Manager..... 962-3119**
<http://uncw.edu/odos>

Counseling Center..... 962-3746
<http://uncw.edu/counseling>

Working with Distressed Individuals

WHAT DO WE MEAN BY "DISTRESS"?

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

WHAT IS MY ROLE?

As a staff or faculty member, you are in a good position to spot 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 in times of trouble. Your expressions of interest and concern may be critical factors in getting the individual to seek appropriate help. The Office of the Dean of Students recommends sharing your concerns about a student with the Student Affairs Case Manager. This will allow for an appropriate intervention with the student.

POSSIBLE SIGNS OF DISTRESS

- Marked change in academic performance or other behavior
- Excessive absence or tardiness
- 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 and/or attire
- 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 assaultive behavior
- Isolation from friends, family, or classmates

THE DOs

- DO speak with the student privately.
- DO let him/her know you are concerned about his/her welfare.
- DO express your concern in behavioral, non-judgmental terms.
- DO tell him/her you are willing to help.
- DO listen carefully to what he/she is describing.
- DO help him/her explore options.
- DO refer the student to the Student Affairs Case Manager or the University Counseling Center
- DO explain that help is available and seeking such help is a sign of strength and courage rather than of weakness or failure.
- DO maintain clear and consistent boundaries and expectations.
- DO recognize your limits
- DO document the interaction or incident.
- DO consult with the Counseling Center and the Office of the Dean of Students.

THE DON'Ts

- DON'T promise confidentiality.
- DON'T judge or criticize.
- DON'T ignore unusual behavior.
- DON'T make the problem your own.
- DON'T involve yourself beyond the limits of your time or skill.

RESOURCES

University Police (Non-Emergency).... 962-2222
Emergency..... 911
<http://uncw.edu/police>

Office of the Dean of Students /
Student Affairs Case Manager..... 962-3119
<http://uncw.edu/odos>

Counseling Center..... 962-3746
<http://uncw.edu/counseling>



Referring Students to Campus or Off-Campus Resources

IF THE STUDENT IS IN CRISIS AND IS AT RISK TO HARM SELF OR OTHERS:

- Call University Police at 911
- Call the Counseling Center at 962-3746

IF THE STUDENT IS NOT AT RISK TO HARM SELF OR OTHERS:

- Suggest in a caring manner that he/she may benefit from a meeting with a counselor from the Counseling Center. Consider walking the student to the Counseling Center.
- Counseling does not impact or influence academic records.
- Counseling sessions are free to UNCW students
- Counseling is confidential.
- Suggest the student meet with the Student Affairs Case Manager in the Office of Dean of Students.
- Refer to any of the resources located on the back on this folder.

Reporting Student Behavior (Disruptive or Distressed Students)

- Contact the Student Affairs Case Manager in the Office of the Dean of Students. The Student Affairs Case Manager can consult with you about appropriate avenues to support students or hold them accountable for their behavior. Calling the Office of the Dean of Students at 910-962-3119 will connect you with the Student Affairs Case Manager or an Associate/Assistant Dean
- You may also email the Student Affairs Case Manager or fill out the Student Behavioral Form on mySeaPort.

Reporting Student Sexual Misconduct

In accordance with federal Title IX guidance and in compliance with the Clery Act and North Carolina General Statutes, UNCW faculty and staff must abide by the Student Gender-Based/Sexual Misconduct policy by reporting any first and third-hand reports of sexual misconduct, dating violence, and stalking between students to the university for investigation. Allegations of sexual misconduct by faculty or staff are addressed by the Unlawful Discrimination Harassment, and Sexual Misconduct Policy and Harassment Resolution Procedures.

For details on these policies and reporting procedures, please visit the UNCW policy website at www.uncw.edu/policies



UNIVERSITY of NORTH CAROLINA WILMINGTON

STUDENT BEHAVIORAL INTERVENTION TEAM (SBIT)

The Student Behavioral Intervention Team

- addresses reports of troubling (inappropriate, disruptive, or harmful) patterns of student behavior
- recommends proactive and non-punitive approaches to help students obtain resources which may enable them to remain focused on health and achieving success
- minimizes negative impacts on the student's and their peers' overall academic experience
- Identifies students who may pose a threat of harm to self or others

SBIT meets regularly to review students of concern. The team identifies, investigates, assesses, and monitors high risk student behaviors

After collective consultation, the team makes recommendations for action including referral to internal and external resources or temporary separation from UNCW. Student recommendations and the resolution of troubling and disruptive behaviors are always governed by a course of action that balances the best interest of the student with those of the UNCW community.

The cross-functional SBIT team includes professionals who represent: Student Health Services, Counseling Center, Housing & Residence Life, Office of the Dean of Students, Academic Deans, University Police, CARE and University College.

SBIT is UNCW's central place to report students with behaviors of concern. If you are concerned about a student's behavior, please contact the Student Affairs Case Manager in the Office of the Dean of Students at 962-3119 or fill out a Student Behavioral Referral Form by logging into mySeaPort. Click the Academics tab and the form is under Faculty Services on the right hand side of the page.