

Cuyahoga
Community
College



Tri-C Faculty and Staff

Behavior Response **Guide**



If you feel threatened or endangered,
call **CAMPUS POLICE** at **216-987-4911**.

DEALING WITH Disruptive, Distressed Or Threatening Behavior

DISRUPTIVE BEHAVIOR includes any behavior that interferes with a student, faculty or staff member's access to an appropriate educational or work environment. This behavior may be a violation of the Student Code of Conduct.

Examples of **DISRUPTIVE BEHAVIOR** may include:

- Repeated, inappropriate use of electronic devices
- Repeatedly entering class late or leaving early
- Repeatedly eating/drinking in class/facilities when such behavior is not permitted
- Repeatedly speaking without being recognized
- Repeatedly making loud and distracting noises



When addressing **DISRUPTIVE BEHAVIOR**

The **DOs**

- **DO** set limits. Explain what behaviors are acceptable, i.e., "Please refrain from using your phone and other disruptive behavior in class."
- **DO** be firm and consistent while dealing with the behavior.
- **DO** focus on what you can do to help resolve the situation.
- **DO** ask the student to leave for the day if disruptive behavior continues.
- **DO** document the behavior and your response in written communication to your Student Affairs Office and appropriate others.



The **DON'Ts**:

- **DON'T** get into an argument or shouting match.
- **DON'T** blame, ridicule or use sarcasm.
- **DON'T** touch.

THREATENING BEHAVIOR is perceived as constituting a threat to another's safety anywhere on campus.

THREATENING BEHAVIOR may include:

- Disputing authority and arguing with faculty and other students beyond the bounds of normal class discussion
- Verbally insulting staff/faculty member or other students
- Physical disruptions or altercations
- Physical threats to the faculty member and/or students

When addressing **THREATENING BEHAVIORS**:

- Direct the student to leave the space or your office.
- Call Campus Police if the student refuses to leave, becomes physically abusive or if you believe your safety or the safety of others is at risk.
- Indicate when you call if you need Campus Police to respond immediately due to a perceived threat.

AFTER the **THREATENING BEHAVIOR** has been addressed:

- Complete a Concern report for the Office of Student Affairs here: https://cm.maxient.com/reportingform.php?CuyahogaCC&layout_id=0

DISTRESSED BEHAVIOR indicates that a person is coping with a personal concern or experiencing a psychological or emotional issue. Distressed behavior may cause others to worry about the person's own safety or the safety of others.

DISTRESSED BEHAVIORS and signals may include:

- Drastic change in academic performance or behavior
- Undue aggressiveness
- Exaggerated emotional response that is obviously inappropriate to the situation
- Feelings of depression or hopelessness
- Drastic difference in personal hygiene
- Confusion
- Loss of contact with reality
- Verbal/written references to suicide, homicide or assaultive behavior
- Isolation from friends, family or classmates
- Excessive absence or tardiness

When addressing **DISTRESSED BEHAVIORS**:



The **DOs**

- **Do** speak with the student privately if comfortable doing so.
- **Do** let the student know you are concerned about their welfare.
- **Do** express your concern in genuine, nonjudgmental terms.
- **Do** make referrals to the appropriate resources.
- **Do** listen carefully to what the student is saying.
- **Do** explain that help is available, and seeking help is a sign of courage rather than weakness.
- **Do** maintain clear and consistent boundaries and expectations.
- **Do** document the behavior in written communication to your Student Affairs Office and appropriate others.



The **DON'Ts**:

- **DON'T** promise confidentiality.
- **DON'T** judge or criticize.
- **DON'T** involve yourself beyond your limits.

If the individual discloses that there has been an act of sexual misconduct, you can direct them to someone who can help, but you will need to report the situation to the Director of Institutional Equity and you can help them reach a confidential counselor if that is what is needed.

- Your report should include:
 - Specifics regarding the incident (student name, S# (if available), behavior, location, time, etc.),
 - Your response to the incident,
 - Indication of whether Campus Police and Security Services responded or not.

How is a STUDENT CONCERN REPORT HANDLED?

Submitted via the “Student Concern Report”
on my Tri-C Space

Reviewed by Student Affairs

Violation of the Student Code of Conduct

Judicial due process begins (see *student handbook*)

Behavioral Concern

Coordinate intervention with Counseling and other team members

FYI Only

Student Affairs may follow up to verify there is no threat. Report goes into central system for monitoring.

Frequently Asked Questions



Q. Why didn't I receive information about the resolution of a conduct hearing and/or a copy of the sanction letter?

A. Sanction letters often include private information, such as referrals to services, confidential information provided in the hearing, request for personal or medical information, etc.

Q. Why wasn't the student removed from my classroom or the College as a result of their actions?

A. Unless there is an immediate threat to the safety of another student, students are not necessarily removed from the classroom during an investigation. Students are provided due process and interruptions to their education are limited unless absolutely necessary.

Q. How are sanctions applied?

A. Through the use of a centralized database, Student Affairs tracks previous violations, which are considered when applying sanctions. The severity and related circumstances are also considered.

Q. Why wasn't my report handled as violation of the Student Code of Conduct?

A. Unless a student has specifically violated a section of the Student Code of Conduct, the judicial process is not applied. Students may, however, be called in for a non-judicial meeting to address behavioral concerns. Often, a counselor or other individual may be asked to be present along with the assistant dean of Student Affairs.

Important Contact Information

College-wide Campus Police Numbers

Non-emergency 216-987-4325
Emergency 216-987-4911

Other Tri-C Numbers

Tri-C Counseling Center
216-987-5200

Eastern Campus Dean of Student Affairs
216-987-2202

Metropolitan Campus Dean of Student Affairs
216-987-4240

Western Campus Dean of Student Affairs
216-987-5027

Westshore Dean of Student Affairs
216-987-5926

Director of Institutional Equity
216-987-3949

Director of Diversity & Inclusion
216-987-0204

Other Important Numbers

Mental Health Emergencies
Cuyahoga County 216-623-6888
Medina County 330-725-9195

Suicide Prevention
800-273-TALK-8255

Crisis Text Line
TEXT 741-741

Sexual Assault Hotline
Call 800-656-HOPE-4673

Chat at www.rainn.org

Cleveland Rape Crisis Center
Call or text 216-619-6192
or 440-423-2020
Chat at www.clevelandrapecrisis.org/chat

