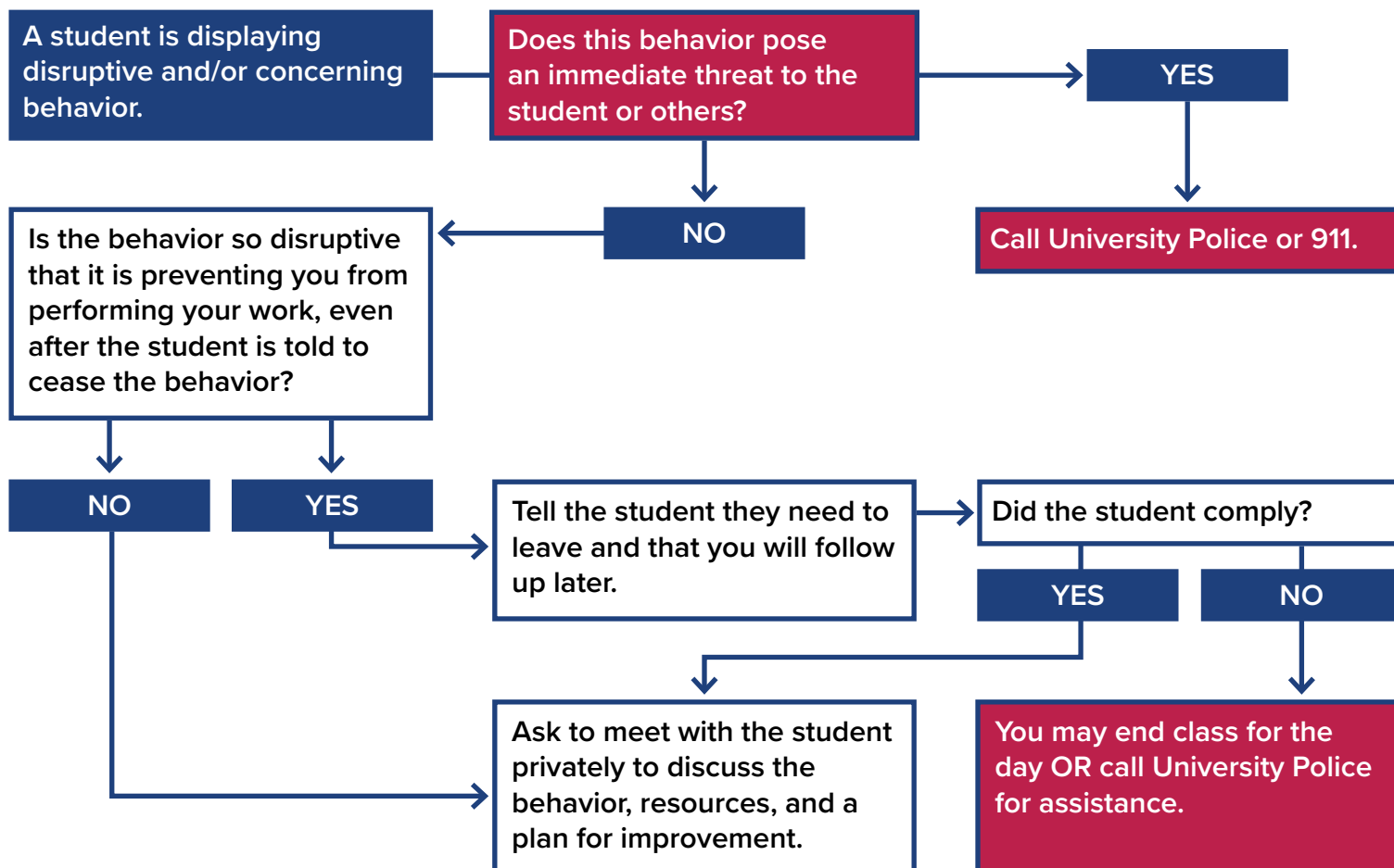


# Managing Disruptive Student Behavior



## Follow-Up Meeting with a Student

A private meeting with the student is generally the best way to resolve an incident of disruptive behavior. You may ask another person, such as a department chair or colleague, to join the meeting if you are concerned about the student's immediate reaction or allegations of misconduct from the student.

### During the meeting:

- Be steady, consistent and firm while clearly identifying the disruptive behavior(s).
- Refer to your syllabus, the Student Code of Conduct and/or other University regulations and discuss appropriate expectations and/or boundaries.
- Discuss an action plan for improvement.
- Determine if you can take additional steps to assist the student and provides referrals that may help.
- Remain calm, respectful and acknowledge the student's feelings. If at any time during the meeting you feel unsafe, you should immediately end the meeting.

### After the meeting:

Consider following up with an email to summarize the conversation and determine if you need to raise a flag in Starfish, make a referral to Student Care and Advocacy or report the incident to the Office of Student Accountability and Conflict Response. If there is an emergency, immediately call University Police or 911.

# Resources, Referrals and Reporting

## Preventative Strategies

Establishing norms helps prevent disruptive behavior and allows you to react effectively in the moment. In addition to using your syllabus to set academic expectations, you can also utilize it to create classroom behavioral expectations. Instructors have found it helpful to:

- Outline both productive and disruptive types of behavior.
- Outline the process by which disruptive behavior will be addressed.
- Outline consequences for ongoing disruptive behavior.

### *Additional preventative tips include:*

- Verbally address classroom expectations regarding behavior on the first day of class.
- Model the type of behavior you expect from your class.
- Be careful about creating too much informality.
- Request occasional anonymous feedback from students about how class is going.

## Student Accountability and Conflict Response

As a community of scholars, Penn State students are expected to follow the Student Code of Conduct to help ensure a learning environment that supports the University's mission while being safe, supportive and equitable.

In line with the Penn State mission and values, the Office of Student Accountability and Conflict Response (OSACR) works to uphold these community and university standards through compassionate interventions in which students are heard, respected and treated with dignity.

- To report student misconduct, please visit the OSACR website at [studentaffairs.psu.edu/student-accountability](http://studentaffairs.psu.edu/student-accountability)

## Report Bias

A bias incident is an action or behavior committed against another person or property that is motivated by a person's bias or prejudice.

- If you experience, witness or learn of a bias incident, report it at [equity.psu.edu/reportbias](http://equity.psu.edu/reportbias)
- 24-Hour hotline @ 800-560-1637

## Student Disability Resources

If the student indicates they have a disability, refer them to Student Disability Resources. Each campus has an office designated to provide services, including managing requests for academic accommodations.

- Visit [equity.psu.edu/student-disability-resources](http://equity.psu.edu/student-disability-resources)

## Behavioral Threat Management Team

Penn State's Behavioral Threat Management Team (BTMT) is committed to the safety and well-being of the University community. By recognizing and reporting behavior that you believe to be a potential concern, you can help our community members get the assistance and services they may need.

- To review indicators of potential concern and for information about making a report, visit [btmt.psu.edu](http://btmt.psu.edu)

## Title IX

Did the student disclose sexual assault or harassment, dating or domestic violence and/or stalking?

- Learn more at [titleix.psu.edu](http://titleix.psu.edu)

### WHEN TO Raise a Starfish Flag

- Attendance concerns
- Poor academic performance
- Missing coursework
- Academic skills

### WHEN TO Refer to Student Care and Advocacy

- Frequent absences due to illness
- Mental health concerns
- Suicidal thoughts
- Food and/or housing insecurity
- Financial hardship
- Exhibiting odd behaviors
- Poor hygiene

### WHEN TO Report Student Misconduct

- Repeated non-compliance after instructor intervention for:
  - Aggressive Behavior
  - Disruptive Behavior
- Verbal/physical threats
- Under the influence in class
- Possession of a weapon

### RED FOLDER Initiative

The Red Folder initiative is a guide to help faculty, staff, student leaders and others who interact with students to recognize, respond effectively to, and refer Penn State students in distress.

If a student's behavior is clearly dangerous or threatening, including self-harm to others, call 911 or your local Penn State line.

- For more information and campus specific resources, visit [redfolder.psu.edu](http://redfolder.psu.edu).