

HOW TO USE THIS GUIDE

This guide may be used as a resource when working with students who may be experiencing a mental health challenge, identifying students in difficulty, and knowing where to refer students for help when they need it. The Office of the Associate Dean of Students is available for consultation if assistance is needed when referring or helping a student.

IMMINENT SITUATIONS OR THREATENING BEHAVIOR

- If you feel an individual is an immediate danger to themselves or others call UPD at once.
- Once the situation has been resolved, write or type up a detailed account of the incident so that no details are forgotten. Then follow up with the Office of the Associate Dean of Students using the University's online reporting System. Fill out an online report or I-CARE referral at incidentforms.tamucc.edu

HELPFUL CONTACTS

University Police Department | 361-825-4444 or 911 | police.tamucc.edu
Our University Police are state licensed officers who can respond to emergency situations and take reports regarding criminal activity.

I-CARE Team | 361-825-6219 | icare.tamucc.edu
This University committee receives referrals from the community regarding concerning student behavior that may not fall under the Student Code of Conduct. This team will use the information to intervene and assist the student when possible. Referrals can be submitted online at incidentforms.tamucc.edu

Office of Associate Dean of Students (OADS) | 361-825-6219 | oads.tamucc.edu
Absence notifications requested by student or student's family due to emergencies (personal or medical), including hospitalization or death in the family.

Student Conduct & Community Standards (SCCS)
361-825-6219 | studentconduct.tamucc.edu
Students who may have violated the Student Code of Conduct should be reported to SCCS online at incidentforms.tamucc.edu. SCCS is responsible for adjudication of behavioral conduct and student sexual misconduct along with providing assistance with academic misconduct adjudication.

Title IX Coordinator | 361-825-5826 | edcs.tamucc.edu
Title IX prohibits discrimination on the basis of sex including, but not limited to, sexual assault and sexual harassment. The coordinator is a resource on campus regarding issues of discrimination and serves to receive reports, investigate and resolve matters of discrimination.

University Counseling Center | 361-825-2703 | counseling.tamucc.edu
Refer a student experiencing depression, anxiety, substance abuse/misuse, suicidal thoughts or a psychological crisis. In an emergency situation requiring immediate intervention, call the University Police Department.

Office of International Education | 361-825-2258 | oie.tamucc.edu
This office provides resources and assistance to international students as they transition to and reside in the United States.

Disability Services | 361-825-5816 | disabilityservices.tamucc.edu
If a student has disclosed his or her disability to you, please refer the student to disability services. If you suspect a student may have a disability, contact the office for guidelines on how to assist the student. To avoid the risk of violating federal law, guidance can be provided on how to inquire about a disability without prior disclosure.

Center for Academic Student Achievement (CASA)
361-825-5933 | casa.tamucc.edu/tutoring.php
CASA provides academic support services for students. Their College Reading and Learning Association (CRLA) certified support services include the Writing Center, Tutoring, Supplemental Instruction, Peer Mentoring, and Developmental Education and Retention.

University Health Center | 361-825-2601 | healthcenter.tamucc.edu
Refer any student experiencing medical issues to the Health Center. In an emergency situation requiring immediate intervention, call the University Police Department.

Crime Victims' Liaison | 361-825-3791 | police.tamucc.edu/CrimeVictims/
The Liaison assists victims of crime, educates on the rights of victims and provides necessary information to assist in preventing further victimization. For more information contact Captain Melissa Wright at the University Police Department.

Starfish Early Alert | 361-825-2977 | tlc.tamucc.edu/retention.php
Starfish is TAMUCC's Early Alert and Connect system. Starfish allows undergraduate faculty to easily identify the academic needs of their students. Once identified, Starfish alerts the student and the student's "Success Network" of Advisors, Mentors, and supporting staff of academic concerns. To access Starfish, sign into Blackboard at <https://bb9.tamucc.edu/> and select Starfish from the Tools Side Bar. For more information regarding Starfish, please contact John Fortiscue at 361-825-3653 or email Starfish@tamucc.edu.

CLASSROOM CONDUCT

Common Issues and Appropriate Responses

Behaviors to Manage (Employee Response):

- Student surfing the net during lecture
- Texting in class
- Dominating class discussion – asking an overwhelming number of questions
- Sleeping in class
- Disrespectful, challenging language during class lecture or during office hours
- Concerning appearance (hygiene, dress, etc.)

Behaviors to Refer (I-CARE Intervention):

- Drastic change in appearance (hygiene, dress, etc.)
- Worrisome statements – “If I fail this class I might as well not be here”
- Atypical behavior – mumbling, shifting rapidly between moods
- Disjointed thoughts, intense emotions, inappropriate responses
- Disclosure of difficulty dealing with daily life, anxiety
- Concerns related to substance abuse/misuse
- High risk behaviors seen online and/or off campus

Behaviors to Report (Student Conduct Action):

- Outbursts, continually speaking out of turn
- Actions that prohibit continuation of instruction
- Discussion turns argumentative, no longer productive, refuses to move on
- Refusing to follow safety instructions
- Harassment in the learning environment
- Threatening or dangerous behavior
- Under the influence of a substance in the educational environment

I-CARE REFERRALS

When to refer: Students often do not disclose to the University that they are experiencing mental health, medical and/or personal challenges. If you become aware of challenges that cause you concern about a student's well-being including unusual changes in behavior, significant changes in academics, thoughts of doing harm to self or others or feelings of hopelessness, it is important to refer them to I-CARE.

How do I refer a student to I-CARE: Refer a student by filling out an online referral at incidentforms.tamucc.edu. When you refer a student, please let the student know that you plan to submit a referral. A referral to I-CARE does not mean that a student is in trouble and knowing that they have been referred often helps engage the student with services. To ensure that a student gets the help they need, please include as much identifying information as you have. You are protected under FERPA if you are providing need to know information about a student that is intended to assist them in their success. Include in the referral what you have specifically observed and what behaviors are of concern. If you have questions, please contact 361-825-6219.

What happens after a referral is made: After a referral is made you will receive an email confirmation from a member of the I-CARE team and you may be contacted for more information regarding the student. The I-CARE Case Manager will update you regarding the status of the referral but may not be able to release any other information regarding the student's care. The I-CARE Case Manager will exhaust every effort to get into contact with the student and meet with the student as soon as possible to get them connected to support and resources and if applicable, develop an I-CARE student success plan. Early intervention is key, and referring a student lets them know that you care about their well-being and that there are others on campus who can assist in their success.

Please Note: The I-CARE team is only able to assist and take referrals in regards to student behavior. If you have concerns regarding the behavior of a faculty or staff member, please contact UPD if there is an imminent threat, and follow-up with the Employee Development and Compliance Office (EDCS). EDCS can also take reports of non-imminent behavior or concerns regarding faculty and staff.

TIPS FOR RESPONDING TO STUDENT BEHAVIOR

- Talk to the student in a quiet, safe place. Allow plenty of time and communicate care for the student's well being.
- Consider having your department chair or a peer with you if you are re-addressing the behavior.
- If you have concerns for a student whom you have already attempted to help, consult with the Office of the Associate Dean of Students.

CAMPUS SECURITY AUTHORITIES (CSA)

The Student Right to Know and Campus Security Act of 1990 (re-named the Clery Act in 1998), requires TAMU-CC to report statistics for certain criminal offenses that have been reported to the University Police Department or Campus Security Authorities. "Campus Security Authorities" are defined as any university official who has "significant responsibility for student and campus activities", including but not limited to student discipline, student housing, athletics, and faculty and staff members who are advisors to student groups or organizations. A faculty member who does not have any responsibility for student activities outside the classroom is not considered a CSA. For more information, contact University Police Department, Captain Melissa Wright at 361-825-3791.

SEXUAL MISCONDUCT

If a student discloses that they are a victim of sexual misconduct, or they are aware of an incident where another student was the victim, contact:

- University Police Department: 361-825-4444
- File an online incident report at: incidentforms.tamucc.edu
- Title IX Coordinator: 361-825-5826

Sexual misconduct can include, but is not limited to: dating and domestic violence, stalking, sexual harassment, sexual assault and sexual exploitation. The University responds to all incidents of sexual misconduct, even those that occur off campus.

Do not promise the student confidentiality. If you are considered a Campus Security Authority, you do not have an option about reporting this information. You **MUST** report to the entities provided in the bulleted list.

The University Police Department has a crime victims' liaison that is available to assist victims. If the student wishes to speak with someone confidentially, you may also refer the individual to the University Counseling Center and/or the University Health Center, as appropriate.

Contact information for all of these offices can be found on the front page of this folder.

MISSING STUDENTS

If a person has reason to believe a student who resides on campus is missing, he/she should immediately notify the University Police Department (UPD) at 361-825-4444. If a student who resides off campus is reported missing to university personnel, UPD will notify the proper law enforcement agency, as soon as reasonably possible, and assist with the investigation.

The reporting party should provide the following information: the relationship of the concerned party to the missing student, how long the student has been out of contact, if there is reason to believe the student might be in distress or there is a threat of imminent harm, and any applicable background and descriptive information available.

ADVOCACY

The Office of the Associate Dean of Students (OADS) serves as an advocate for students and is committed to the development and success of all students. Through I-CARE and Student Conduct & Community Standards, the OADS is dedicated to fostering a safe and supportive environment for students to learn through student outreach services, educational experiences, and trainings that promote civic and social responsibility. OADS provides support to students with personal concerns, crises, and adjusting to college life. If a student is in distress or needs assistance, you may refer the student to the OADS or complete an informational report at incidentforms.tamucc.edu

FREQUENTLY ASKED QUESTIONS

What is considered “disruptive” behavior?

The Student Code of Conduct covers the issue of disruption in the classroom. It defines classroom disruption as “Classroom behavior that interferes with the instructor’s ability to conduct the class and/or the ability of other students to profit from the instructional program.” Students may choose to behave inappropriately, such as being rude or disrespectful, however that behavior in itself is not a violation of the *Student Code of Conduct*. The Code can be found in its entirety online at studentconduct.tamucc.edu.

Should all incidents of disruptive behavior be reported, even if it has been handled?

Yes. Reporting disruptive behavior does not in itself mandate an intervention from UPD, Student Conduct & Community Standards or the I-CARE team. Reporting all disruptions allows the University to determine if there is a pattern of this kind of behavior and then intervene when appropriate. A student with reported incidents from multiple sources would likely require an intervention, whereas one isolated incident that has already been resolved would not. If you feel comfortable with the resolution that has occurred you can indicate on the online incident reporting form that the report type is “informational”.

What is the difference between a Starfish flag and an I-CARE situation?

Starfish is an Academic Alert Service and does not support the notification of non-academic concerns to campus personnel. Faculty should use Starfish only to notify the University of any students who are not making satisfactory academic progress, are chronically absent or late, or show other signs of being at-risk academically. Faculty/Staff should refer students to I-CARE to address incidents of concern that raise issues regarding the welfare of the student.

When and how do I report Academic Misconduct?

Any time a faculty member seeks to sanction a student (lowering of grade, re-do work in question, etc.) based upon an alleged act of academic misconduct, the faculty member must follow University Procedure Academic Misconduct Cases, 13.02.99.C0.04 and report the student to Student Conduct & Community Standards. Information regarding the Procedure along with required documentation can be found at studentconduct.tamucc.edu under ‘Academic Misconduct’ or ‘Faculty and Staff Resources’.

Can I remove a student from class or other instructional forum?

When efforts to defuse a disruptive situation fail and it becomes clear that the student’s behavior will continue to disrupt learning, you should ask the student to leave. You should never force a student to leave and never touch a student. If the student will not leave voluntarily, call UPD and they will remove the student for that instructional period. You should then report the issue to Student Conduct & Community Standards through the online incident reporting form. You do not have the authority to tell the student they cannot return for the entirety of a semester.

After I report an incident, will I be notified of the action taken?

Each report will be acknowledged that it has been received. The appropriate area will evaluate all information provided and will determine what intervention, if any, is appropriate. Because each incident is unique, there is no standard protocol for notifying the individual making the report about any action taken. Some information, such as treatment programs, will remain confidential and will not be shared. If a student is suspended or expelled they will not be permitted to remain in their current courses. In all cases, the University follows FERPA guidelines in the release of personally identifiable information from student education records.

What if I am meeting with a student who is becoming verbally aggressive, but is not making any threats?

First, identify to the student that they have their voice raised and ask the student to lower their voice. If they are standing, ask them to please sit down. If they are leaning over a table or desk, acknowledge that they are doing so and ask them to sit back. Most individuals, especially when emotional, don’t realize that they are becoming verbally aggressive and once asked to lower their voice, or sit down, will do so. Speak calmly and in an even tone. Do not allow yourself to raise your voice or mimic any of the behaviors the student is engaging in. If the student continues to yell or be verbally aggressive provide a specific outline for their behavior and the consequence if they don’t comply. For example: If the student refuses to leave, let them know you are going to have to contact UPD.

What should I do if a student shows up to class or to my office under the influence of alcohol or drugs?

Students may appear intoxicated or under the influence for a variety of reasons, including legitimate health concerns. It is imperative that the faculty or staff member minimize disruption to the University community and report the matter to UPD immediately. If this is occurring in a classroom setting, please send the class on a brief recess so that you may appropriately respond to the situation. Do not leave the student alone, in the care of other students, or allow the student to ‘stay and sober up’. A student who is not completely in control of themselves is a danger to themselves and others, and the police must be involved.