TAKE IMMEDIATE ACTION
If the Student:

- Threatens to injure, harm, kill, or risk the safety of self or others
- Acts in a frightening or threatening manner
- Refuses to leave the classroom after being asked to leave
- Reports or initiates a threat or bomb scare

CONSULT FOR ADVICE
If the Student:

- Appears to be out of touch with reality
- Reports suicidal thoughts or actions, depression, hopelessness, anxiety, or difficulty dealing with grief
- Reports having been a victim of a stalking
- Reports sexual assault or relationship violence
- Indicates experiencing hate crimes, bias, or discrimination
- Reports any Title IX concerns
- Is having academic difficulty due to physical, psychological, or learning disability
- Indicates a need for disability accommodations

CAMPUS POLICIES

Take Non-Emergency Action
www.uh.edu/dos

Student Code of Conduct
www.uh.edu/dos/programs_and_services/pdf/student-code-of-conduct.pdf

Title IX Policy
www.uhsystem.edu/students/salutations/policy/

Violence on Campus Policy
www.uh.edu/af/university-services/policies/mapp/02/020801.pdf

CAMPUS RESOURCES

UAA: Undergraduate
Academic Affairs
E Cullen, Room 109
Phone: 713.743.9712
Web: www.uh.edu/provost

LGBTQ Resource Center
Women & Gender Resource Center
Student Center North, Room 201
Phone: 832.842.6191
Web: www.uh.edu/lgbt

Veteran Services
Student Center North, Room 202
Phone: 832.842.5490
Web: www.uh.edu/veterans

LSS: Learning Support Services
Cougar Village 1, Room 109
Phone: 713.743.5411
Web: www.uh.edu/uccs/learning-support-services

International Student
& Scholar Services
Student Center North, Room 203
Phone: 713.743.5065
Web: www.uh.edu/iosss

Center for Diversity and Inclusion
Student Center South, Suite B12
Phone: 713.743.6028
Web: www.uh.edu/cdi

UH Health Center
Student Service Center 2
Phone: 713.743.5151
Web: www.uh.edu/healthcenter

CAPS: Counseling and Psychological Services
226 Student Service Center 1
Phone: 713.743.5454
Web: www.uh.edu/caps

University of Houston Police Department
Campus Phone: 911
Routine Dispatch: 713.743.3333
Web: www.uh.edu/police

Equal Opportunity Services (EOS)
713.743.8815
Web: www.uh.edu/legal-affairs/equal-opportunity

Dean of Students Office
832.842.6183
Web: www.uh.edu/dos

Appears to be out of touch with reality

Acts significantly out of character

Acts in a way that causes alarm

Displays unhealthy or dangerous patterns of behavior

Reports having been a victim of hazing or other crime

Exhibits behavior that substantially impairs, interferes, or obstructs orderly processes and functions of the university

Exhibits behavior that deliberately interferes with instruction or office procedures

Exhibits behavior that is lewd or offensive

Exhibits behavior that breaches the peace

Reports feeling overwhelmed by a family or personal emergency

Regional Equal Opportunity Office
713.645.5265
Web: www.uh.edu/equal-opportunity

UH System Equal Opportunity Office
713.743.5570
Web: www.uh.edu/affirmative-action/EOO

Equal Employment Opportunity Officer
713.743.5595
Web: www.uh.edu/hr/affirmative-action/EOO

UH System Affirmative Action Officer
713.743.5585
Web: www.uh.edu/hr/affirmative-action/EOO

CAPS
713.743.5454
Web: www.uh.edu/caps

EEOC
1-800-669-4000
Web: www.eeoc.gov
WHAT IS DISRUPTIVE BEHAVIOR?
The University of Houston is committed to establishing and maintaining a safe and civil environment for the teaching, learning, and administrative process. The UH Student Handbook defines disruption as “obstructing or interfering with university functions or any university activity.” Moreover, disruption includes any behavior that interferes with students, faculty, or staff and their access to an appropriate educational or work environment.

EXAMPLES OF DISRUPTIVE BEHAVIOR
- Refusal to comply with faculty or staff direction
- Loud and/or erratic behavior
- Behavior that distracts the class
- Persistent and unreasonable demands for attention

MODERATE LEVEL OF DISRUPTION
- No immediate danger — mildly distressed
- Emotionally troubled, student impacted by situational stressors and or trauma

HIGH LEVEL OF DISRUPTION
- When a student exhibits behavior that warrants a greater degree of intervention, immediately address the student’s behavior. If this occurs, you should call UHPD at (713) 743-3333.
- Exhibiting clear distress, disturbance escalating, and/or there is immediate danger of some kind

FERPA STUDENT CONFIDENTIALITY
The privacy of a student’s educational record is protected under the Family Educational Rights and Privacy Act of 1974 (FERPA). The disciplinary record is considered part of the student’s educational record. Any information gathered while speaking with the disruptive student should be handled in a confidential manner.

DEALING WITH A DISRUPTIVE STUDENT
Disruptive behavior should not be ignored. Remain calm. Remind yourself that it is not about you, it is about the situation. Tell the individual that such behavior is inappropriate and there are consequences for failing to improve the disruptive behavior. Many disruptive situations involve anger. Recognize that the period of peak anger usually lasts 20-30 seconds. Although this may seem like an eternity in the throes of the situation, often it is best to “wait it out” before progressing.

THE DOs
- DO listen through the anger. Use active listening.
- DO acknowledge the feelings of the individual.
- DO allow the person to vent and talk it out.
- 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, steady, consistent and honest.
- DO focus on what you can do to help resolve the situation.
- DO make personal referrals. Give a name of an individual, when possible, and call ahead to brief the person.
- DO report the behavior to the police and/or DOS office.

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.
- DON’T ignore warning signs that the person is about to go ballistic.
- DON’T ignore your limitations.

PROACTIVE CLASSROOM MANAGEMENT
Classroom management is most effective when:
- Faculty engage students at the beginning of the semester in a discussion of expectations for classroom conduct.
- Behavioral expectations are included in the course syllabus, specific to standards for classroom conduct.
- Behavioral guidelines are consistently enforced and applied fairly.
- Faculty respond in a calm manner to behavioral disruptions.
- Faculty initially address mildly disruptive behavior by engaging the student in a conversation about their behavior in a meeting outside of class.

PEAK TIMES OF INCREASED STUDENT STRESS
Semester start and end
Midterms
Holidays

ISSUES THAT MAY INCREASE STUDENT STRESS
Financial or Legal problem
Pending assignments, final exams, workload
Divorce, roommate, or relationship conflicts
Health issues
Returning home for the holidays

WHEN YOU ARE CONCERNED
Tell them you are concerned
Know campus resources
Do not be afraid to ask questions
Know your limits and when to refer
Consult for advice

DOCUMENTATION
When an incident is not an emergency, disruptive behavior should be documented through the Incident Reporting Form found on the Dean of Students website (www.uh.edu/dos). Document situations and observations to put together patterns of behavior and to provide necessary information to write reports – include details, date, time, location, behavior, quotes, etc.

Be factual and detailed, use concrete terms
Follow up conversations with student in writing and keep copy in file
Keep log of interactions
Keep out editorial language, suppositions
Keep copies of emails, messages, letters, etc.

DISCIPLINARY PROCESS
Once a student has been referred to the Dean of Students office, he/she is formally contacted to schedule a disciplinary meeting. During this meeting students will have an opportunity to present their perception of the incident or events. The student may choose to have the disciplinary meeting with either a hearing officer or the University Hearing Board. If the student chooses to meet with the hearing board, you may be asked to be present and provide information. In the past, very few students have chosen the hearing board option. In either option, the inapproriate behavior is addressed, and where applicable, sanctions may be assigned that help the student correct the behavior.

NON DISCIPLINARY PROCESS
The university has established the Conduct Assessment and Response Team (CART) in order to provide a proactive, multidisciplinary, and collaborative approach to assessing and responding to students who exhibit threatening, concerning, and/or disruptive behaviors. The purpose of the CART is to provide a vehicle for communication across and among divisions and departments of the university regarding student conduct and to serve as the institutional gathering point for information related to students who exhibit threatening, concerning, and/or disruptive behaviors.