Managing Disruptive Behavior and Distressed Students in the Classroom

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Dean of Students Office
https://www.uh.edu/dos/
832.842.6183
Room 256 Student Center South
Disruptive Behavior Exhibited by Non-Students

01 TikTok Challenges
02 TikTok Recordings
03 Deliveries to the Classroom
04 Deliberate Disruption
Ways in Which to Prepare

• Familiarize yourself with the classroom prior to the beginning of classes
• Determine if a panic button is readily available—located in 9 large auditorium classrooms
• Communicate with the class that a disruption could occur and share how you plan to respond.
• Save UHPD in your phone contacts as a favorite and encourage students to do the same – 713.743.3333
Preparation Continued

• Tell your class that student incidents will be referred for disciplinary action, and for non-students, UHPD will actively pursue criminal charges

• Share what you plan to do—remain calm, ask the individual to stop the disruptive behavior, ask them to leave if they do not stop the behavior, tell them the police will be called if they don't leave and then call the police

• Ask the class to remain calm and not to engage with the individuals, if possible

• Ask if there are volunteers to call UHPD and give the room number and tell them that a disruption incident is happening

• Let the class know that if an incident happens, you may need to talk with police officers after the individuals leave and that you will make up any missed instruction
If an Incident Occurs...

• Press the panic button when it reasonably appears that a disruptive event is starting

• If you are concerned for your safety or that of others, call 911 immediately

• Remember that this is not about you. Don’t take it personally and over-react

• Address the individual who is engaging in the disruptive behavior and ask them to stop what they are doing immediately.
  • Use a firm, calm tone. Don’t get into an argument or a shouting match. Don’t touch the person.
If an Incident Occurs...

- Tell them that if they don't stop and leave right now, they will be subject to disciplinary action and/or criminal charges
- Ask them to leave immediately
- Call the police if you can, even if you already pushed the panic button
- After they have left (or been taken away by PD), ask any students who filmed the incident to send the videos to PD and DOS

- Provide UHPD officers information about the incident
- Let students know that if anyone is upset by what happened, CAPS is a great resource
- Notify your Chair
Communication is KEY
Things to do if the Disruption is caused by a student:

Verbal Communication must be Clear and Direct

Timing is of the essence

Written Communication
You may consider following-up with a written communication reminding the student of the verbal communication
Set and enforce expectations

Verbal directives should be immediate, especially if a consequence is involved.

If a student refuses to comply with directives, consider allowing the class to take a break, while speaking with the problematic student one-on-one. Asking the student not to return to class until a private meeting has occurred to discuss classroom expectations is a strategy to use when a student is refusing to comply with appropriate behavior.

Document in writing with Chair and Department
Step 01
Get away from the student and get help immediately

Step 02
Notify UHPD 713.743.3333 or 911

Step 03
Document in writing with Chair and Department

Step 04
File a report with the Dean of Students Office:
Incident Reporting Form (maxient.com)
Disruption

The UH Student Code of Conduct 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.
Consult for Advice if the Student:

- **Counseling and Psychological Services (CAPS)**
  - Appears to be out of touch with reality
  - Reports suicidal thoughts or actions, depression, hopelessness, anxiety, or difficulty dealing with grief
  - Share resources with students via Coogs Care: https://uh.edu/coogs-care/

- **Equal Opportunity Services (EOS)**
  - 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

- **Justin Dart, Jr. Student Accessibility Center**
  - Is having academic difficulty due to physical, psychological, or learning disability
  - Indicates a need for disability accommodations
Consult for Advice if the Student:

Dean of Students Office

- 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 financial difficulty due to hardships
- Reports difficulty due to a recent hospitalization
- Needs assistance transitioning back to the university after an emergency
Thank You

Questions/Comments/Feedback?

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