

# RECOGNIZING AND RESPONDING TO TROUBLING STUDENT BEHAVIOR

## Where do I start?

If you are concerned about a student, don't let uncertainty stop you from taking action. The University at Albany is committed to supporting students in need. This guide will help you to Recognize, Respond to, Refer, and Report troubling student behavior. For additional information, talk to your supervisor or department chair and contact Student CARE Services at (518) 442-5501 and other resources noted in this guide.

## Responding to Students of Concern

- **Safety First**  
When a student displays threatening or potentially violent behavior, individual and campus safety are the top priorities. Coordinated professional help and follow-up care may prevent self-harm and violence.
- **Trust your instincts**  
If you are concerned about a student, consult your department chair, supervisor, and report the concern to Student CARE Services. Promptly report safety concerns and Student Conduct Code violations. Consult with Counseling and Psychological Services for issues you suspect are related to mental health.
- **De-escalate and support**  
Distressed students can be sensitive. Avoid threatening, potentially embarrassing or intimidating statements. Help students connect with the resources they need.
- **Clarify expectations**  
Set early limits on disruptive behavior. Inform students via syllabus or policy of standards/expectations for conduct, and consequences. Misconduct may be formally addressed through the Student Conduct process. Additional campus resources may be necessary to address disruptive behaviors.
- **Listen sensitively and carefully**  
Vulnerable students need to be heard and helped. They may find it difficult to articulate their distress. Ask directly if they feel safe and/or have thoughts of harming themselves or others. If you believe that a student cannot safely care for themselves or plan to harm themselves or others, this is a mental health emergency – Call 911.
- **Report what you know**  
The Family Educational Rights and Privacy Act (FERPA) allows faculty and staff to report student health and safety concerns to relevant campus offices trained to handle situations with sensitivity and care. Reporting your own observations about a student's behavior does not violate a student's privacy.
- **Consult to coordinate a timely response**  
Consult with appropriate University personnel so that care can be coordinated for the student. Always report concerning behavior to Student CARE Services as soon as possible.
- **Follow up**  
You may choose to be a part of a coordinated response to assist the student. If you have a personal connection to this student, your input may be valuable in understanding and appropriately responding to their situation.
- **Take care of yourself**  
Helping a troubled student can take a toll on your personal well-being. Make sure you receive adequate support.



### Emergency

University Police Department  
5-Quad Ambulance  
Fire Emergency:  
(518) 442-3131 from a cell phone  
911 from an on-campus phone

### Reporting | Consultation | Education | Services (no immediate threat to health or safety)

**Access & Academic Enrichment:** (518) 442-5180  
**Advising Plus:** (518) 442-3971  
**Advisement Services Center:** (518) 442-3960  
**Community Standards:** (518) 442-5501  
**Disability Resource Center:** (518) 442-5490  
**Graduate Education:** (518) 442-3980  
**Intercultural Student Engagement:** (518) 442-5565  
**Registrar:** (518) 442-5540  
**Residential Life:** (518) 442-5875  
**Student CARE Services:** (518) 442-5501  
**Student Association Legal Services:** (518) 442-5640  
**Student Financial Center:** (518) 442-3202  
**Title IX Coordinator:** (518) 956-8168

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**Counseling and Psychological Services:** (518) 442-5800  
**Student Health Services:** (518) 442-5454  
**Appointments:** (518) 442-5229  
**Advocacy Center for Sexual Violence:** (518) 442-CARE  
**24/7 Off Campus Sexual Assault Hotline** (518) 447-7716

**RECOGNIZE****RESPOND****REFER****REPORT****“Not sure what, but something’s wrong”**

Disturbing content in paper/emails.  
Decline in academic performance.  
Excessive absenteeism, irrational or bizarre behavior, sudden change in demeanor. (e.g. an extroverted student withdrawn, an organized student forgetful, etc.)

Express concern and care.  
Give an example of a time that the student’s behavior has worried you.  
Listen to and believe student’s responses.  
Be supportive and encouraging if student agrees to get help.

**Urgent:** 911 from on campus phone (518) 442-3131 from cell  
**Refer Student and/or Consult:**  
Counseling and Psychological Services: (518) 442-5800 or [consultation@albany.edu](mailto:consultation@albany.edu)

**Student CARE Services:** (518) 442-5501  
or submit a CARE Report online: [www.albany.edu/ualbanycare](http://www.albany.edu/ualbanycare)  
**Department Chair / Supervisor**

**Depression, self harm, suicidal behavior**

Significant changes in appearance, behavior or personal hygiene.  
Decline in academic performance.  
Written or verbal statements preoccupied with theme of death or that convey intent to harm self or others.  
Fresh cuts, scratches or other wounds.  
Withdrawal from activities and friends.  
Statements of hopelessness such as, “I hate this life”, “Everyone is better off without me”.

Express concern and care.  
Avoid criticizing, sounding judgmental, minimizing or blaming.  
Always take suicidal statements, thoughts or behaviors very seriously.  
If you suspect a student may be suicidal, seek immediate consultation.  
If possible, ask directly about their feelings and plans.  
Call 911 if there is a threat to student’s safety or the safety of others.

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**Department Chair Supervisor**

**Misconduct, inappropriate behavior in classroom or office**

Inappropriate outbursts or persistent interruptions, continued arguing beyond the scope of academic debate, use of threats.  
\*Throwing items, refusing to leave, preventing others from leaving, showing or stating the presence of a weapon.  
\*These and other threatening behaviors require immediate action.

Ensure safety.  
Speak privately or with a trusted colleague nearby.  
Express concern and care.  
Explain the impact of student’s behavior on the group or class.  
Outline your expectations and help student explore options and alternatives.

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Community Standards: (518) 442-5501

**Student CARE Services:** (518) 442-5501  
or submit a CARE Report online: [www.albany.edu/ualbanycare](http://www.albany.edu/ualbanycare)  
**Academic Dean or Director Department Chair Supervisor**

**Crime victimization, hazing**

Appears fearful, anxious, nervous or angry.  
Withdrawal from activities and friends.  
Visible injuries or bruises.  
Cuts, brands, or scars with a distinct pattern (e.g. Greek alphabet letter).  
Unusual absence of or damage to personal items such as laptop, cellphone, etc.

Express concern and care.  
Remain calm, showing outrage may cause a student to shut down.  
Do not interpret student’s emotions as evidence of a crime; listen to and believe student’s responses; avoid criticizing, sounding judgmental, minimizing or blaming, say things like “I am sorry this happened. I’m glad you’re safe.” “Thanks for trusting me enough to tell me.”

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Student Health Services: 442-5454  
Student Involvement: 442-5566  
Community Standards: 442-5501

**Student CARE Services:** (518) 442-5501  
or submit a CARE Report online: [www.albany.edu/ualbanycare](http://www.albany.edu/ualbanycare)  
Report a case of hazing online: <http://www.albany.edu/stophazing/report.shtml>  
Sexual violence must be reported to the **Title IX Coordinator** at (518) 956-8168 or online: <http://www.albany.edu/titleIX/reporting-form/titleIX-reporting-form.php>

**Actual or suspected medical issues (chronic illness, eating disorders, etc.)**

Frequent or extended absences.  
Fatigue or dizziness.  
Noticeable weight loss or gain.  
Hair loss; pale or gray skin tone.  
Unusual or secretive eating habits; obsession with the fat/caloric content of food.  
Use of self-disparaging terms (fat, gross, ugly, etc.)

Express concern and care.  
Avoid criticizing, sounding judgmental, minimizing or blaming.  
Listen to and believe student’s responses.  
Recommend (or, if necessary, insist upon) medical intervention.

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Student Health Services: (518) 442-5454

**Student CARE Services:** (518) 442-5501  
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**Department Chair Supervisor**

**RECOGNIZE****RESPOND****REFER****REPORT****Bullying, harassment, threats of physical assault or assault**

Internet flaming, trolling, name-calling or harassment.  
 Communications that continue after being told to stop.  
 Threats of harm.  
 Physical assault .

Express concern and care; listen to and believe student's responses; avoid criticizing, sounding judgmental, minimizing or blaming.  
 Identify resources for safety planning.  
 Encourage student to keep a log of bullying/harassing behavior; take and save screenshots of online harassment (Twitter, Facebook, etc.); save copies of all communications, including texts, voicemails and pictures.

**Urgent:** 911 from on campus phone (518) 442-3131 from cell  
**Refer Student and/or Consult:**  
 University Police non-emergency (518) 442-3132  
 Counseling and Psychological Services: (518) 442-5800 or [consultation@albany.edu](mailto:consultation@albany.edu)  
 Community Standards: (518) 442-5501  
 Residential Life [if it involves roommates, suitemates, hallmates]: (518) 442-5875

**Student CARE Services** (518) 442-5501  
 or submit a CARE Report online - [www.albany.edu/ualbanycares](http://www.albany.edu/ualbanycares)  
 If in the context of an intimate relationship, a report must be made to **the Title IX Coordinator** at (518) 956-8168  
 Or report online: <http://www.albany.edu/titleIX/reporting-form/titleIX-reporting-form.php>  
**Department Chair / Supervisor**

**Sexual harassment, stalking, cyberstalking, sexual violence, intimate partner (or former partner) abuse, gender equity concerns**

Verbal abuse, innuendo of a sexual nature, unwanted flirtations, demand for sexual favors.  
 Display of sexually suggestive pictures, or cartoons in workspace, residence halls or online.  
 Continued jokes, language, epithets, gestures or remarks of a sexual nature.  
 Appears fearful or unusually anxious about pleasing partner or others.  
 Apologizes/excuses partner/other's behavior.  
 Mentions partner/other's possessiveness, jealousy or violent behavior, but may laugh it off.  
 Visible injuries or bruises.  
 Crying or leaving when sexual violence, domestic violence, stalking or child abuse is the topic.

Express concern and care.  
 Listen to and believe student's responses.  
 Remain calm. Showing outrage may shut student down.  
 Do not interpret student's emotions as evidence of assault or violence.  
 Avoid criticizing, sounding judgmental, minimizing or blaming.  
 Identify resources for safety planning.  
 Recommend (or if necessary, insist upon) medical intervention

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**Refer Student and/or Consult:**  
 Title IX Coordinator: (518) 956-8168  
 Advocacy Center for Sexual Violence: (518) 442-CARE (2273)  
 See <http://www.albany.edu/titleIX/index.php> for important information on this topic

**University Policy requires that you immediately report the information that you have learned to the Title IX Coordinator** at (518) 956-8168  
 Or report online: <http://www.albany.edu/titleIX/reporting-form/titleIX-reporting-form.php>  
**Department Chair Supervisor**

**Alcohol or other drug abuse**

Intoxicated/high in class or at meetings/event.  
 Excessive sleepiness or hyper energy.  
 Decline in academic performance.  
 References to alcohol or drug use in conversations, papers, projects, etc.  
 Deterioration in physical appearance (blood shot eyes, dilated pupils, trembling hands, etc.)  
 Unusual smells on breath, body or clothes.  
 University conduct reports and public arrest records.

Express concern and care.  
 Give an example of a time that the student's behavior has worried you.  
 Be supportive and encouraging if the student agrees to get help.  
 Offer to help the student make an appointment with STEPS program for alcohol screening and intervention.

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**Student CARE Services:** (518) 442-5501  
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**Department Chair Supervisor**

**Family or personal tragedy, loss, crisis, or difficulties**

Frequent or extended absences.  
 Decline in academic performance.  
 Mentions relationship, financial or other challenges.  
 Difficulty concentrating and making decisions.  
 Exhaustion/fatigue.  
 Excessive worry, sleeping/eating problems.

Express concern and care.  
 Avoid criticizing, sounding judgmental, minimizing or blaming.  
 Listen to and believe student's responses.  
 Be supportive and encouraging if the student agrees to get help.

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[consultation@albany.edu](mailto:consultation@albany.edu)  
 Student CARE Services: (518) 442-5501  
 Undergraduate Education: (518) 442-3950

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**Department Chair Supervisor**

# Maintaining Compliance with State and Federal Laws and University Policies

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## Standards of Academic Integrity Policy

Instructors are REQUIRED to complete a Violation of Academic Integrity Report (VAIR) and submit it to the Vice Provost of Undergraduate Education (for undergraduate student violations) or the Vice Provost of Graduate Education (for graduate student violations). Referrals to Community Standards will be decided upon by the Office of the Vice Provost for Graduate or Undergraduate Education, respectively.

View the policy in its entirety here: [http://www.albany.edu/studentconduct/standards\\_of\\_academic\\_integrity.php](http://www.albany.edu/studentconduct/standards_of_academic_integrity.php)

For more information, contact Undergraduate Education at (518) 442-3950 or Graduate Education at (518) 442-3980.

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## University Alcohol and Drug Policies

The University at Albany adheres to and enforces all federal, state and local legislation concerning alcohol.

University Alcohol and Drug Policies are available at [http://www.albany.edu/studentconduct/alcohol\\_and\\_drugs.php](http://www.albany.edu/studentconduct/alcohol_and_drugs.php)

For more information, contact Community Standards (518) 442-5501

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## Clery Act

This federal law is enforced by the US Department of Education and requires universities to disclose information about crime on and around campus.

The University at Albany's annual security report is available at <http://police.albany.edu/ASR.pdf>. For more information, contact the University Police Department at (518) 442-3132.

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## Nondiscrimination Policy

Pursuant to University policy, the University is committed to fostering a diverse community of outstanding faculty, staff, and students, as well as ensuring equal educational opportunity, employment, and access to services, programs, and activities, without regard to an individual's race, color, national origin, religion, creed, age, disability, sex, gender identity, gender expression, sexual orientation, familial status, pregnancy, predisposing genetic characteristics, military status, domestic violence victim status, or criminal conviction.

View the full policy at <http://www.albany.edu/titleIX/Non-Discrimination-Notice.php>.

For more information, contact the Title IX Coordinator at (518) 956-8169 and the Office of Diversity & Inclusion at (518) 956-8110.

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## Community Rights and Responsibilities

*Community Rights and Responsibilities* is the official code of conduct outlining behavioral expectations for University at Albany students. These regulations and the procedures for their enforcement apply to all student conduct and behavior.

Students should be familiar with *Community Rights & Responsibilities*. These specific regulations should not be viewed as a comprehensive code of desirable conduct; rather they describe the minimum standards.

*Community Rights & Responsibilities* can be found at: [http://www.albany.edu/studentconduct/community\\_rights\\_and\\_responsibilities.php](http://www.albany.edu/studentconduct/community_rights_and_responsibilities.php) For more information, contact Community Standards at (518) 442-5501.

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## Family Educational Rights & Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) is a federal law that provides basic privacy protection of students' educational records.

FERPA permits disclosure of personal, identifiable information from a student's record to parents, police or others to protect the health and safety of the student or other individuals. Unlike stricter confidentiality laws that apply to health care professionals, counselors, and clergy, FERPA allows information to be shared with University personnel with a work-based need to know. Observations of a student's behavior and written or spoken statements should be appropriately shared.

For more information contact the Registrar's Office (518) 442-5540 .

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## Title IX

Subject to limited exceptions, any employee or contractor who becomes aware of a potential incident of sexual assault, sexual harassment, relationship violence or other assault or harassment involving a student at the University at Albany – either as victim or perpetrator – on or off campus, must promptly report the incident to the Title IX Coordinator. The person making the report should not attempt to investigate the matter. The Title IX Coordinator will undertake all such investigations, as appropriate under the circumstances, and take every precaution to ensure privacy.

For details see <http://www.albany.edu/titleIX>. For more information, contact the Title IX Coordinator at (518) 956-8169. For more information, training and support for students impacted by sexual violence, contact the Advocacy Center for Sexual Violence at (518) 442-CARE.

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