

# **GETTING THE RIGHT HELP FOR STUDENTS**

**Presented by the  
Risk Advisory Team  
(RAT)**

**Wenatchee Valley College  
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# Getting the Right Help

## Behavior:

## Response:

Demonstrates evidence of <i>immediate</i> harm to self or others (threats, weapon in hand, attempting suicide, etc.).	⇒	Call <b>911</b> and then call Security with on-campus phone at <b>6911</b> , or call or text by non-campus phone at 509.423.3705.
Displays evidence of suicidal thoughts or other distressed behaviors that do not appear to create an <u>immediate</u> danger but need prompt attention.	⇒	Call WVC Counseling Office at 509.682.6850, or Chelan County Crisis Line at 509.662.7105, Okanogan County Crisis Line Mental Health 24-Hour at 826-6191 or National Suicide Prevention Hotline at 800.273.8255 (24/7).
Shows signs of emotional distress/mental health-related issues but not necessitating immediate attention.	⇒	Review the <i>Getting the Right Help</i> booklet* and refer student to WVC Counseling Office at 509.682.6850.
Displays “red flag” behaviors related to potential violence or threat.	⇒	Call Security at 6911 (or call or text Security at 509.423.3705) and/or review the <i>Getting the Right Help</i> booklet* to determine appropriate referral.
Is inappropriate or disrupts the class.	⇒	Review the <i>Getting the Right Help</i> booklet* and implement standard classroom management strategies.
Makes you or others feel unsafe or is demonstrating disorderly conduct.	⇒	Call Security 6911, or call or text Security at 509.423.3705
Violates the WVC Code of Student Conduct.	⇒	Submit <a href="#">Incident Report Form</a> and contact the VP of Student Services at 509.682.6804.
Possibility that the student has a disability impacting his/her ability to learn.	⇒	Call Carla Boyd in WVC Disability Support Services (DSS) Office at 509.682.6854
Indicates he or she is experiencing bias, discrimination or harassment.	⇒	Call the WVC Human Resources Office at 509.682.6440 and say you are reporting a discrimination or harassment issue.

**When in doubt, if you believe that any of the above behaviors could escalate to violence or threat, call 911. Also, go to [www.wvc.edu/behavioralintervention](http://www.wvc.edu/behavioralintervention) and submit an [Incident Report Form](#). For more information about the [Incident Report Form](#), please call 509.682.6804.**

**For more clarification or assistance with behavioral issues contact the WVC Counseling Office at ext. 6850**

\*The *Getting the Right Help* Booklet can be found at: [www.wvc.edu/behavioralintervention](http://www.wvc.edu/behavioralintervention)

## Decision Tree: Getting the Right Help

1. Does the person show evidence of ***immediate harm to self or others***? (e.g., weapon in hand, direct statement of clear intention, suicidal actions).
  - If **YES**, call 911 and then call Security at 6911 from campus phone or by non-campus phone at 509.423.3705
2. Does the person have suicidal thoughts or words and other distressed behaviors that do not appear to create an immediate danger but need prompt attention?
  - If **YES**, call Counseling Center at 509.682.6850 or Chelan County Crisis Line at 509.662.7105. After normal business hours, call the Chelan County Crisis Line to consult at 509.662.7105. Alternately, you can call the National Suicide Prevention Hotline at 1.800.273.8255 any day or time to consult.
3. Does the person show signs of emotional distress/mental health-related issues but not necessitating immediate attention? (e.g., anxious, depressed, possibly suicidal, anxiety).
  - If **YES**, refer to pages 11-12 in this booklet for specific tips and make a referral to the WVC Counseling Center at 509.682.6850. After hours, refer student to counselor with specific information (e.g. name of counselor and phone number) and follow up with counselor and student.
4. Does the person display “red flag” behaviors related to potential violence or threat?
  - If **YES**, refer to page 13 in this booklet and complete [Incident Report Form](#) at [www.wvc.edu/behavioralintervention](http://www.wvc.edu/behavioralintervention)
5. Does the person display inappropriate classroom behavior? (e.g., disruptions to learning process, cell phone infractions, behaviors prohibited by the syllabus).
  - If **YES**, refer to pages 14 and 15 in this booklet and implement standard classroom management strategies.
6. Does the person’s behavior make you or others feel unsafe?
  - If **YES**, call Security at 6911 by campus phone or by non-campus phone at 509.423.3705.
7. Does the student’s behavior fall outside the established rules as stated in the Wenatchee Valley College Code of Student Conduct?
  - If **YES**, complete an [Incident Report Form](#) or call the WVC Vice President of Student Services Office at 509.682.6804.
8. Does the person appear to have a disability impacting his/her ability to learn?
  - If **YES**, call WVC Disability Support Services (DSS), Carla Boyd, at 509.682.6854.
9. Does the person indicate that he/she is experiencing bias, discrimination or harassment?
  - If **YES**, call or refer to the WVC Human Resource Office at 509.682.6440.
10. When in doubt, if you believe that any of the above behaviors could escalate to violence or threat, call Security at 6911 from a campus phone or by non-campus phone at 509.423.3705.

## Reporting

### ***Student Behavior***

Employees and students should report concerns about unusual or threatening behavior by students to **Risk Advisory Team (RAT)** by using the [Incident Report Form](http://www.wvc.edu/behavioralintervention) at [www.wvc.edu/behavioralintervention](http://www.wvc.edu/behavioralintervention), even if such behavior is not perceived as a direct threat or an immediate danger. If the person shows evidence of *immediate* harm to self or others, (e.g., weapon in hand, direct statement of clear intention), call **911** and then call Security at 6911 or 509.423.3705.

### ***Employee Behavior***

Employees and students with concerns regarding serious threats, violence or acts of intimidation by a college employee should refer to the Violence in the Workplace Policy or call WVC Human Resources at 509.682.6440. (<http://commons.wvc.edu/hr/pp/500/Violence%20in%20the%20Workplace.aspx>).

If the threat is immediate and will cause harm to self or others, call **911**.

## **Immediate Action**

All Wenatchee Valley College employees are required to report acts of violence and/or any serious threats made against them or witnessed by them to **911** and Security at 6911 or 509.423.3705. College employees should take immediate action when the safety or security of employees, students, or members of the general public are threatened and time is critical.

## **No Retaliation**

No one shall be singled out, penalized, or retaliated against in any way for initiating or participating in the incident reporting process. Wenatchee Valley College will not tolerate retaliation against individuals making good faith reports as provided for in this policy even where the concerns prove ultimately to have been in error. Retaliation may be grounds for disciplinary action.

## **Ongoing Responsibilities**

The Risk Advisory Team referral process is not meant to take the place of standard classroom management techniques employed by faculty, established student conduct procedures, or referrals to college administrators.

## **Actions taken by the Team could include, but are not limited to, the following:**

- Consult with faculty and staff familiar with the student.
- Meet with the student to offer a “gentle nudge” to use resources.
- Recommend disciplinary action and possibly recommend a mental health assessment.
- Determine if the student needs to be administratively removed from the college.
- Other actions to be determined.

## **Incident Reports FAQs**

### **What do I do if I know a student who may need to be referred to the RAT process?**

If you feel there is an **immediate threat**, call **911** first and then Security at 6911 or 509.423.3705.

To make a report go to [www.wvc.edu/behavioralintervention](http://www.wvc.edu/behavioralintervention) and click on the [Incident Report Form](http://www.wvc.edu/behavioralintervention). You will be asked for basic information about the student, your contact information (in case the RAT committee has follow-up questions) and for a description of the incident or behaviors that prompted the report.

You are the Risk Advisory Team's best resource because you are familiar to the student. If you are comfortable doing so, tell the student that you are concerned and ask if he/she is okay. In many cases, a student will indicate that he/she could use some help and you can refer the individual to any of the resources in this booklet.

### **Who can complete an Incident Report Form?**

Anyone who feels a student's behavior is a "red flag" (see page 13) that could potentially indicate a threat to themselves and/or the community can complete an [Incident Report Form](#), including students, faculty and staff.

### **What happens after I make the report?**

Risk Advisory Team members take the information and make a decision about what the next steps should be. However, reporting is the most critical step.

### **How do I know if it is a RAT issue or if it is more appropriately handled by other college resources?**

Please review this handbook and use the decision tree on page 1 as a guide. When in doubt as to whether a student's behavior could escalate to violence or threat, contact your supervisor, the Vice President of Student Services, Security or counselors.

Typically, behaviors that pose a threat to self or others or that cause a significant community disruption qualify as a RAT referral.

Threats to self or others override confidentiality. Never promise that you will offer confidentiality to students during an initial RAT referral. Faculty and staff are not bound by confidentiality unless they agree to it. Counselors, however, by law are required to provide confidentiality to students they see. If you refer the student to a counselor assure them that the counselor will talk to them confidentially within the limits of the law.

**Wenatchee Valley College  
Incident Report**

*Complete within two working days of incident and forward to Administrative Services.*

*Available on line at: [Incident Report Form](#)*

Use this form to report incidents which have occurred on Wenatchee Valley College property and which do not involve accidents (reported on Accident Report). Incidents which should be reported include Security issues, medical situations, property damage, lost or stolen property, harassment, observation of unusual behavior, and any other situation where in your judgment a report should be on file.

Date of Incident: \_\_\_\_\_

Location: \_\_\_\_\_

Time: \_\_\_\_\_

Name of concerning student or individual: \_\_\_\_\_

Student Identification Number (SID): \_\_\_\_\_  
(If student was involved in incident)

Description of Incident: (use back of form if necessary)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Incident reported to police? Yes \_\_\_\_\_ No \_\_\_\_\_ (If yes, please attach a copy of the police report.)

Emergency medical assistance required? Yes \_\_\_\_\_ No \_\_\_\_\_

(If yes, give complete information on type/name of medical provider. Use the back of this form if necessary.)

\_\_\_\_\_

Reported by:

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Report received by:

Name: \_\_\_\_\_

Department: \_\_\_\_\_

\_\_\_\_\_

Signature

Date

\_\_\_\_\_

Signature

Date

WVC Administrative Use Only:

Is incident required to be reported to State Auditor's office? \_\_\_\_\_ Yes \_\_\_\_\_ No

\_\_\_\_\_  
Vice President of Student Services

\_\_\_\_\_  
Date

## Counseling Services

Counselors are available at no charge to help students in crisis and with mental health concerns. Counselors do not provide long-term counseling but will refer them to mental health providers. They are also available to faculty as consultants to help with classroom management and/or referral for mental health concerns. Counselors are available in the Counseling Office in Wenatchi Hall and in Omak.

### Contact Information:

Counseling Office in Wenatchi Hall: 509.682.6850

Counseling in Omak: contact counseling on the Wenatchee campus at ext. 6850 or Ryan Poortinga ext. 6857

Chelan County Crisis Line (available 24/7): 509.662.7105

Okanogan County Crisis Line Mental Health: 509.826.6191

National Suicide Prevention Lifeline (available 24/7): 800.273.8255

### Website links:

<https://www.wvc.edu/admissions/support/counseling/>

## Disability Support Services (DSS)

Wenatchee Valley College and the Disability Support Services (DSS) staff assist those with disabilities in pursuing their educational goals.

The DSS staff is committed to assuring WVC, its services, programs and activities are accessible to individuals with disabilities. The institution takes seriously its responsibility to follow both the spirit and letter of all pertinent federal and state mandates.

Wenatchee Valley College recognizes that traditional methods, programs, and services may need to be altered to assure full accessibility to qualified persons with disabilities. The DSS Office is the primary focus of efforts by Wenatchee Valley College to assure nondiscrimination on the basis of disability. Through the DSS Office, qualified persons with disabilities can address their concerns regarding attitudinal or procedural barriers encountered, as well as any need for accommodation to assure equal access. The DSS Office will provide information and auxiliary aids or services, as well as serving as a resource to the college community in striving to make WVC both an accessible and hospitable place for persons with disabilities to enjoy full and equal participation.

If you suspect a student has a disability, contact DSS for support and advice. Do not ask the student to disclose a disability.

### Contact Information:

Wenatchee campus: Carla Boyd  
509.682.6854. 509.682.6853 TTY  
e-mail: [cboyd@wvc.edu](mailto:cboyd@wvc.edu)  
Fax 509.682.6841

Omak campus: Vicki Turner  
509.422.7812  
e-mail: [vturner@wvc.edu](mailto:vturner@wvc.edu)  
Fax: 509.422.7801

[www.wvc.edu/directory/departments/disability/default.asp](http://www.wvc.edu/directory/departments/disability/default.asp)



## **Discrimination and Harassment Grievances**

Wenatchee Valley College affirms a commitment to freedom from discrimination for all members of the college community. The college expressly prohibits discrimination and harassment against any person on the basis of: race, national origin, sex, age, creed, presence of physical, sensory or mental disability, religion, color, disabled veteran status, sexual orientation, gender identity, gender expression, political affiliation, honorably discharged veteran, Vietnam-era veteran status, and/or marital status.

The responsibility for, and the protection of, this commitment extends to students, faculty, administration, staff, contractors, and those who develop or participate in college programs. It encompasses every aspect of employment, and every student and community activity.

Any person who believes she or he has been discriminated against or harassed by Wenatchee Valley College or its employee(s) or agent(s) on the basis of any status listed above, should report it, as appropriate, to a WVC counselor, administrator, supervisor, coworker or the executive director of human resources and may request informal assistance and/or lodge a formal grievance.

The college President delegates investigation of grievances on the basis of race, sex, creed, religion, color, national origin, age, sexual orientation, gender identity, gender-expression, political affiliation, and/or marital status to:

Executive Director of Human Resources  
3<sup>rd</sup> Floor Wenatchi Hall  
509.682.6440

The college President delegates investigation of grievances on the basis of any physical, sensory or mental disability, or status as a disabled, honorably discharged, or Vietnam-era veteran to:

Executive Director of Human Resources  
3<sup>rd</sup> Floor Wenatchi Hall  
509.682.6440

## Security & Safety

Wenatchee Valley College Safety and Security staff work to provide a safe and orderly environment for members of the college community. The WVC Facilities and Operations Manager and the district Safety Officer are responsible for college compliance with applicable rules and laws, and for maintaining safe working and learning conditions. The WVC Facilities and Operations office can be reached at ext. 6450.

A contracted security service patrols the Wenatchee campus 24 hours a day, 7 days a week. Employees or students who feel unsafe walking from place to place on campus may request an escort by calling the Security officer on duty at 509.423.3705. We cannot schedule escort appointments in advance.

The WVC Safety Officer is responsible for creating college safety plans and procedures as well as conducting emergency exercises and drills. He ensures that exits are safe, fire extinguishers and other emergency equipment is available and in working condition. He conducts regular safety training for college employees. Questions about safety can be directed to the WVC Safety Officer, Paul Harrison, at ext. 6659 or 509 682 6450.

In emergencies, call **911** from any college phone.

For other security issues or for more information, call WVC Security service at 6911 from on-campus phones or 509.423.3705 from non-campus phones, or go to <https://www.wvc.edu/about/safety/safety-security.html>

## Student Conduct

### Wenatchee Valley College Code of Student Conduct

Wenatchee Valley College expects all students to conduct themselves in a manner consistent with its high standards of honor and good citizenship at all times. Students will always conduct themselves in a responsible manner that reflects credit on themselves and the college. Student conduct which distracts from or interferes with classroom instruction or with college staff from performing their duties is not acceptable. Students are expected to comply with these standards of conduct both on and off campus and acknowledge the college's authority to take disciplinary action. The WVC Code of Student Conduct can be found in the student handbook at: [www.wvc.edu](http://www.wvc.edu) under the quick link menu.

### Initial Disciplinary Proceedings

Allegations of misconduct that violate the Wenatchee Valley College Code of Student Conduct should be filed in writing with the office of the WVC Vice President of Student Services. The Student Code of Conduct is found in the WVC Student Handbook available at the WVC website under Student Handbook [https://www.wvc.edu/admissions/current-students/media/documents/WVC\\_Student\\_Handbook\\_2016\\_2017.pdf](https://www.wvc.edu/admissions/current-students/media/documents/WVC_Student_Handbook_2016_2017.pdf)  
Also, an [Incident Report Form](#) may be filed.

The WVC Vice President of Student Services is responsible for gathering information and documentation while investigating the allegations. Disciplinary proceedings are initiated by the WVC Vice President of Student Services or designee if warranted.

# Students in Distress/Mental Health Issues

## The Violent or Physically Destructive Student

Violence typically occurs when the student is totally frustrated and feels unable to do anything about it, or when sustained frustration erodes the person's behavioral control.

### DO:

- Remain calm.
- Listen to the student; let the student tell you why he or she is frustrated.
- Speak quietly and calmly.
- Explain clearly that the behavior is not acceptable and why.
- Ask the student to leave the room and tell the student you are going to call Security.
  1. Call Security at 6911 or 509.423.3705.
  2. Describe the nature of the emergency and give an accurate location, including building name and room number.
  3. Keep yourself in a safe environment.

### DON'T:

- Encourage the student's behavior.
- Get into an argument or engage in name calling.
- Press for an explanation or reasons for the student's behavior.
- Confront or use threats.
- Allow yourself to get physically cornered.

**NOTE:** Be alert to other staff members who might be having an altercation with a violent student. If violent, call **911** immediately; otherwise contact Security at 6911 or 509.423.3705 for assistance.

## The Possibly Suicidal Student

Students often display suicidal tendencies through written assignments or in verbal conversation. These expressions should be taken seriously, no matter what the tone of the communication may be. If a student mentions having a plan to kill him or herself, having the available means to do so or states that he or she has made a previous attempt, consider these as red flags that the student is at risk of suicide.

### DO:

- Express your concern for the student and strongly encourage the student to meet with a counselor immediately.
- Offer to escort the student to the WVC Counseling Office in Wenatchi Hall, room 2131 or room 2132.
- Contact the WVC Counseling Office at 509.682.6850.
- If the student has a plan and definite way to carry it out, call **911**.
- Contact the Chelan County Crisis Line at 509.662.7105, Omak at the Okanogan County Crisis Line 509.826.6191 or the National Suicide Prevention Hotline at 800.273.8255.

### DON'T:

- Ignore or make light of suicide threats.
- Discount the significance of the student's feeling of depression and hopelessness.

# Students in Distress/Mental Health Issues

## The Verbally Aggressive Student

Verbally aggressive students usually become verbally abusive in situations which they perceive as being beyond their control. Anger and frustration are displaced onto others. Fear of rejection and expressions of righteous indignation are frequently associated with this pattern.

### **DO:**

- Allow the student to vent and tell you what is upsetting him or her.
- Talk to the student in a calm voice and indicate to the student you are not willing to accept verbally abusive behavior, i.e., “The way you are talking to me is not acceptable; I cannot understand you when you are speaking to me that way.”
- Tell the student that your personal space is being violated and ask the student to please move back if physically close to you.
- Tell the student that there are resources available to help resolve the issue, and make arrangements to refer the student to the appropriate person outside of the class session.

### **DON'T:**

- Get into an argument or engage in name calling.
- Press for an explanation or reasons for the student’s behavior.
- Enlist the aid of others to “quiet the student down,” (i.e., other students, faculty).
- Confront or use threats.
- Allow yourself to get physically cornered.

## The Demanding, Passive or Dependent Student

Typically, this student requires large amounts of your time and tends to take over control of a classroom situation. The student may feel that you give other students a disproportionate amount of time.

### **DO:**

- Set limits on time and subject matter (what you will and will not talk about with the student).
- Let the student make his or her own decisions.
- Offer the college counseling resources at the WVC Counseling Office at 509.682.6850.

### **DON'T:**

- Let the student use you as the only source of support.
- Get trapped into giving advice; this just tends to reinforce dependency.
- Give more time and attention than you can realistically afford or feel is appropriate.

# Students in Distress/Mental Health Issues

## The Depressed Student/ Experiencing Grief or Loss

The depressed student frequently goes unnoticed. The student often shows a multitude of symptoms, e.g., low self-esteem, feelings of worthlessness and inadequacy. Physical symptoms are common such as decreased or increased appetite, difficulty sleeping, low interest in daily activities and/or low activity level because everything seems to require an extreme effort.

Feelings will sometimes be manifested in written material turned in as a class assignment.

### **DO:**

- Communicate your concern about what you observe.
- Recommend that the student seek counseling assistance in the WVC Counseling Office at 509.682.6850.
- If the student agrees, help the student call the WVC Counseling Office or escort the student to the WVC Counseling Office in Wenatchi Hall, room 2131 or room 2132.
- If there is immediate concern, contact the Chelan County Crisis Line at 509.662.7105 or in Omak the Okanogan County Crisis Line at 509.826.6191.

### **DON'T:**

- Require the student to seek professional assistance.
- Discount the personal significance or intensity of the student's feelings.

## The Anxious Student

Unknown and unfamiliar situations can raise a student's anxiety. Perceived high and/or unreasonable expectations also increase anxiety.

### **DO:**

- Be clear and concise about assignments and expectations.
- Listen to the student's thoughts and clarify true expectations from unreal perceptions.
- Remind the student that resources are available at the WVC Counseling Office at 509.682.6850.

### **DON'T:**

- Take responsibility for the student's emotional state.
- Discount the student's anxiety.
- Change assignment requirements.

# Students in Distress/Mental Health Issues

## The Student in Poor Contact with Reality

The student in poor contact with reality has difficulty distinguishing fantasy from reality. Thinking is often illogical. The person appears confused or disturbed and will often coin new words, have hallucinations, delusions and exhibit bizarre behavior. The person is generally not dangerous and typically seems scared, frightened and/or overwhelmed.

### DO:

- Respond to the student with concern and kindness, yet with firm reasoning.
- Maintain eye contact, even if the student does not.
- Focus on the student's behavior and calmly tell them it is not acceptable. (e.g., If delusional, may say "I understand you believe that *or see that*, but I don't see those things.")
- Use short sentences; no more than three sentences at a time.
- Try to get the student outside of the classroom and tell the student you will get help.
- Call Security at 6911 or 509.423.3705, or WVC Counseling at 509.682.6850.
- If the student is in severe distress, call **911** or contact the Chelan County Crisis Line at 509.662.7105 or Omak Okanogan County Crisis Line at 509.826.6191.

### DON'T:

- Argue or try to convince the student of the irrationality of his or her thinking.
- Play along.
- Demand, command or order.
- Expect customary emotional responses.
- Panic.

## The Suspicious Student

The suspicious student typically complains about something other than psychological difficulties; is tense, anxious, distrustful, a loner, has few friends and tends to interpret a minor oversight as a personal rejection. The student feels as if he or she is the focus of everyone else's behavior, and everything that happens has a special meaning.

### DO:

- Express understanding without overstating your friendship.
- Be firm, steady, and consistent.
- Be specific and clear regarding the standards of behavior you expect.
- Offer other college resources available for assistance.

### DON'T:

- Challenge or agree with any misconception.
- Assure the student you are a friend.
- Be cute or humorous.
- Flatter the student to gain trust.

# Red Flag Behaviors for Potentially Disruptive and/or Dangerous Students

## Personality Characteristics:

- *Rudeness* – To faculty/staff or other students.
- *Loner/Paranoid* – Doesn't participate in group activities.
- *Substance abuse* – Difficult to tell (might smell like alcohol, have glazed eyes, disengaged affect, redness around eyes, and/or be combative).
- *Fascination with weapons* – Either in written assignments or discussions.
- *History of violence* – Instructor/staff will not likely know unless the student discloses.
- *Romantic obsession* – Toward instructor/staff or classmates.
- *Recent Change in behavior* – Sullen, withdrawn, difficult to engage.

## Individual Behaviors:

- Personal attacks or statements, unrelated to role/relationship.
- Demeaning statements, as opposed to merely critical or challenging statements.
- Threatening statements, of a physical nature or personal nature, rather than professional.
- Reference to redress or satisfaction outside the system, (e.g., threatening lawsuits).
- Disengagement from the process.

## Situational:

- Triggering event – Unhappy about a grade; upset about a decision that was made.
- Escalation – Raises voice and may physically move toward staff member.

## Strategies to be used in dealing with disruptive students:

- Stay calm
- Be willing to listen
- Show understanding
- Demonstrate that you are worthy of respect
- Present yourself as non-threatening
- Speak slowly and softly
- Pay attention to physical placement
- Move away from objects
- Move to exit
- Keep barrier between yourself and the student
- Avoid challenging body language
- Send someone for help
- Ask them to leave and come back at a specific time
- Ask questions to regain control
- Do not get physical
- Describe consequences of violence

## The role of the faculty counselors:

- Provide support and advice to faculty/staff.
- Offer suggestions for resolution of conflict.

## Call for assistance:

Counseling: 509.682.6850

Security: 6911 or 509.423.3705

[Incident Report Form](#)

Risk Advisory webpage: [www.wvc.edu/behavioralintervention](http://www.wvc.edu/behavioralintervention)

# Tips for Classroom Management

## Introduction

If you have ever experienced a challenging disciplinary situation in your classroom, you are not alone. The majority of students act in an appropriate and respectful manner; however, there are occasions when students will test the limits of acceptable classroom behavior.

Student conduct that substantially or repeatedly interferes with the ability of an instructor to teach or the ability of other students to learn is a violation of the Wenatchee Valley College Code of Student Conduct. These expectations extend beyond the classroom to field trips, internship placement and other off-campus college activities.

## Practical Suggestions

Model professional behavior. Respond to inappropriate remarks in a professional, mature manner. Put-downs or witty comebacks tend to escalate the situation.

Confronting a disruptive student can be an uncomfortable experience. If a student's behavior obstructs or disrupts your ability to teach or the ability of others to learn, you may find the following suggestions helpful.

1. On the course syllabus, clearly articulate rules regarding attendance, tardiness, active class participation, cheating, use of electronic devices and appropriate conduct. Specify consequences and follow through in a fair and consistent manner.
2. If possible, move closer to the disruptive students, make direct eye contact and pause until everyone quiets down. Disruptive students are not always aware that they are bothering others.
3. When the problem is isolated to one student, speak privately with the student. Use "I" messages such as, "When I see you \_\_\_\_; I feel \_\_\_\_; and I need the activity to stop."
4. Seek consultation from experienced colleagues, Counseling at 509.682.6850 and/or your department chair.
5. If the problem continues, issue a written warning to the student addressing concerns and consequences for non-compliance (e.g., risk of a lower grade if classroom participation is a percentage of the course grade and/or referral to the student WVC Vice President of Student Services).
6. If a student prevents you from moving on to another topic, take control of the discussion, express the need to cover all of the material, and invite the student to continue the conversation during your office hours.
7. If verbal admonishment is not effective, give the student the option of modifying the undesirable behavior or leaving the class for the remainder of the class period. Instructors may tell a student to leave class temporarily, but adjudication through the student conduct process is necessary for permanent removal.



8. If you are seeing a pattern of disruptive behavior, consult with a faculty counselor, your department chair, or WVC Vice President of Instruction. All students are required to comply with regulations set forth in the Wenatchee Valley College Code of Student Conduct.
9. Document all incidents and your attempts to resolve the situation. Be factual and objective. Use quotations whenever possible. Contact the WVC Vice President of Instruction or Vice President of Student Services Office if you want to consult about possibly referring incidents for disciplinary action.
10. If a student is making threats of violence to him/herself and/or to others, immediately contact Security at 6911 or 509.423.3705. Document the incident(s) with the [Incident Report Form](#) and forward the information to Shelia Dresker ([sdresker@wvc.edu](mailto:sdresker@wvc.edu)) or Dr. Chio Flores ([cflores@wvc.edu](mailto:cflores@wvc.edu)) the Vice President of Student Services.

### **Sample classroom behavior statements for your syllabus**

- Classroom participation is a part of your grade in this course. To participate, you must attend class having prepared the materials for the day. Questions and comments must be relevant to the topic at hand.
- You are expected to be on time. Class starts promptly at x. You should be in your seat and ready to begin class at this time. Class ends at x. Packing up your things early is disruptive to others around you and to myself.
- Raise your hand to be recognized.
- Classroom discussion should be civilized and respectful to everyone and relevant to the topic we are discussing. Everyone is entitled to their opinion. Classroom discussion is meant to allow us to hear a variety of viewpoints. This can only happen if we respect each other and our differences.
- Any discussion from class that continues on any listserv or class discussion list should adhere to these same rules and expectations.
- Any continued disruption of class will result in a report to the Vice President of Student Services for a conduct code infraction. After one warning, if the disruption continues, you will be asked to leave the classroom for the remainder of class.
- You are expected to do your own work. Cheating, plagiarism and any other form of academic dishonesty will not be tolerated.
- Identify on your syllabus what your students can expect from you. Being prepared for class, being on time, not leaving early, being respectful toward your students and their opinions, are all examples.

Adapted/reproduced with permission from “Why Can’t I Bring My Iguana to Class?” Distributed by Minnesota State University, Mankato.

## Emergencies

### 1. Inclement Weather or Emergency Information:

Go to [www.wvc.edu](http://www.wvc.edu) or check with the local radio station. The college encourages all faculty and students to sign up for emergency alerts through the RAVE system.

<https://www.wvc.edu/about/safety/emergency-alerts.html>

Remind students:

- a. "Emergency" includes many scenarios such as inclement weather, crisis or power outage.
  - b. Check the WVC web page first. The phone system can become saturated. Outside media sources are not always reliable.
  - c. Inform loved ones (parents/family) how to access information. **Do not** just drive to the college.
2. **Fire Alarm:** Evacuate the building. Remind students the fire alarm means immediate evacuation.
3. **Assist Emergency Responders:** Know all parking lot locations. Know where you are and how to direct others.
4. **Immediate Emergency Communication: Text Alert System.** Mass communication will be sent to all employees and students. All students and staff are automatically enrolled for email alerts. However to receive text alert messages, faculty and students must enroll in the service. For more information check the [WVC webpage](#).
5. **Lockdown Procedures:** In the event you receive information that Wenatchee Valley College is implementing a lockdown:
- a. An alert will be announced through your phone intercom.
  - b. Exposed work station employees shall move to their predetermined safe room.
  - c. Employees occupying an office, classroom or storage area should secure their location.
  - d. Anyone in transit between rooms shall immediately seek shelter in the closest room.
  - e. Anyone in transit between buildings shall immediately leave campus.
  - f. Secure your location
    1. Lock yourself in or barricade the door(s).
    2. Lock and cover all interior windows and glass panels.
    3. Leave curtains or blinds open on exterior windows.
    4. Stay away from interior doors and windows.
    5. Turn off room lights and keep quiet.
    6. Set your cell phone to vibrate only.
  - g. Don't open the door, for any reason, for anyone.
  - h. Lockdown is concluded when police enter your location; follow their instructions.

## **Instructions to Sign Up for Text Alert Notices**

**Text Alert** allows students, faculty, and staff to receive important information via cell phone as a text page. (\*\*Your cell phone must have text messaging capability and you must have this service activated by your service provider to receive text messages.\*\*)

All students and staff are automatically enrolled for the emergency email alert service, however you must register with RAVE to receive text alert messages.

(<https://www.wvc.edu/about/safety/emergency-alerts.html>) Check your email for any messages from RAVE alert systems or contact the IT department.

**In emergency situations, the college will designate a spokesperson to respond to media inquiries.**

### **Purpose of the Risk Advisory Team**

The Wenatchee Valley College Risk Advisory Team under the authority of the Wenatchee Valley College President exists to provide a proactive prevention approach to distressed student behavior that balances the individual needs of the student, faculty or staff and those of the greater college community. By formalizing an information sharing system, conducting threat assessments, and intervening with students at risk, the RAT meets regularly to maximize early detection and engagement opportunities. The RAT seeks to identify patterns of behavior that indicate possible risk or threat. Through training and education about effective referrals, the RAT ensures that services, support, and resources are deployed effectively.

The RAT consists of representatives from the following areas: Student Services, Administration, Human Resources, Security, Disability Support Services, Counseling, and Instruction. The team will review all incident reports, consult with others, and take action or make referrals as appropriate.

### **Training for Staff and Faculty**

The RAT will work with Instruction and Human Resources to continue to provide training opportunities for faculty and staff focusing on classroom management techniques and how to respond to distressed and distressing students. We encourage you to review this booklet and contact any of the resources listed for more information.



Wenatchee Valley College does not discriminate on the basis of race, color, national origin, sex, disability, age, religion, sexual orientation, gender identity, gender expression, political affiliation, creed, disabled veteran status, marital status, honorably discharged veteran or Vietnam-era veteran status in its programs and activities. Please contact WVC Human Resources Office at 509.682.6440.