

## POLICY AND PROCEDURE INFORMATION

### Students' Rights and Responsibilities

The Students' Rights and Responsibilities (Student Code of Conduct) outlines the standards and expectations for students' conduct and behavior as a Marshall University student. The Rights and Responsibilities can be found at [http://www.marshall.edu/student-conduct/files/2300\\_Student\\_Conduct.pdf](http://www.marshall.edu/student-conduct/files/2300_Student_Conduct.pdf).

### Excused Absence Policy

- Attendance: the university recognizes the right of the individual professor to make attendance mandatory. Clearly communicate your attendance policy in your course syllabus.
- Any student who seeks an excused absence must provide documentation immediately following the event/activity/incident by submitting this request form and appropriate supporting materials to the Division of Student Affairs. Instructors are required to honor valid University Excused Absences and to provide reasonable and equitable means for students to make up work missed as a result of those absences.
- Academic obligations that cannot be made up should be addressed by the course instructor in consultation with the student to ensure that continued enrollment is feasible while there is still an opportunity to drop the course within the established withdrawal period. Visit the Undergraduate Catalog for the full policy. <http://www.marshall.edu/academic-affairs/policies/#ExcusedAbsences>

### Absences

In general, acceptable reasons for absence from class include illness, death of an immediate family member, military obligation, jury duty and participation in official university activities. Students are required to provide appropriate documentation to support their absences. However, an excused absence from class does not excuse a student from fulfilling class requirements.

Students can fill out an excused absence request through the Office of Student Affairs at <http://www.marshall.edu/student-affairs/excused-absence-form/>. An official excused absence will not be issued due to illness if a student does not miss more than three hours in one class. The absence policy can be found at <http://www.marshall.edu/academic-affairs/policies/#ExcusedAbsences>.

### Sexual Misconduct

Marshall is committed to maintaining an environment free from sexual harassment. Sexual assault is a criminal form of sexual harassment. The sexual assault of a student and or sexual harassment should be reported directly to MUPD and the Title IX Coordinator, Debra Hart - 304-696-2597. <http://www.marshall.edu/eeoaa/title-ix/>

### Behavioral Intervention Team (BIT)

BIT takes a coordinated and educational approach to assessment and intervention with students who are in significant distress, especially those who may be of harm to self or others or whose behavior is significantly impacting the community in a detrimental way. To refer a student to the Behavioral Intervention Team, contact Lisa Martin at 304-696-2495 or [martil@marshall.edu](mailto:martil@marshall.edu). Mistie Bibbee at 304-696-3152 or [bibbeem@marshall.edu](mailto:bibbeem@marshall.edu)

### Student Death Notification

In the event of the death of a currently enrolled student, an official notification will be issued by the Office of University Communications. Records pertaining to this student will be restricted by the Registrar's Office. Faculty or staff members receiving information that a currently enrolled student has died are to contact the Division of Student Affairs.

**Be Proactive:** Engage students early on, pay attention to signs of distress, and set limits on disruptive behavior.

**Be Direct:** Don't be afraid to ask students directly if they are feeling confused, or having thoughts of harming themselves or others.

**Safety First:** The welfare of the student and campus community is the top priority when a student displays threatening or potentially violent behavior. Do not hesitate to call for help.

**Follow Through:** Direct the student to the physical location of the identified resource and follow-through with the department/resource.

**Consultation and Documentation:** Always document your interactions with distressed, disturbing, and troubled students. Consult with your department chair/supervisor for needed guidance and protocols.

### The Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) permits communication about a student of concern with a health and safety emergency. Observations of a student's conduct or statements made by a student are not FERPA protected. Such information should be shared with appropriate consideration for student privacy.



Division of Student Affairs  
[www.marshall.edu/studentaffairs](http://www.marshall.edu/studentaffairs)

- The student in class who persistently arrives late or leaves early
  - The student who talk incessantly while you are delivering a lecture
  - The student who loudly and frequently interrupts the flow of class with questions or interjections
  - The student demonstrates rude, but not threatening behavior.
- Interventions:** When less formal interventions prove inadequate (such as a private conversation, verbal warning, or written warning) we recommend consulting with the department chair, Associate Dean, or Dean.

### DISRUPTIVE STUDENT

**Q. What is a disruptive student?** An action or combination of actions by an individual that unreasonably interferes with, hinders, obstructs, or prevents the rights of others to freely participate in an activity, program, or service, including the prevention of faculty and staff members from carrying out their professional responsibilities.

### DANGEROUS STUDENT

Safety of the student and/or other members of the Marshall community is an immediate concern; verbal or physical threats to harm others; Active threats of suicide and resists help.

- If student is on campus and Dangerous or threatening harm to self or Others Call MUPD at 304-696-HELP. Also notify the Vice President for Student Affairs at 304-696-6422 or [studentaffairs@marshall.edu](mailto:studentaffairs@marshall.edu).

### DISTURBING STUDENT

**Q. What are warning signs of disturbing student behavior?** Disturbing students exhibit behaviors that signify an obvious crisis and necessitate more immediate intervention.

- Highly disturbing behavior (e.g. verbal hostility, aggression, disregard for classroom decorum and expected conduct, etc.);
- failure to comply with corrective feedback
- inability to communicate clearly (garbled, pressured speech; disorganized, confused, or rambling thoughts)

### TROUBLED STUDENT

Safety is not an immediate concern; Threatening harm to self or others, but follow through does not seem imminent; Demonstrates bizarre behavior or communication; Disruptive to the living/learning environment. Contact the Division of Student Affairs at 304-696-6422 or [studentaffairs@marshall.edu](mailto:studentaffairs@marshall.edu) and the Student Counseling Center 304-696-3111

## HELPING STUDENTS IN DISTRESS

Faculty and Staff Resource Guide

## Division of Student Affairs Marshall University | 2018-19

In an on campus emergency, call MUPD at 304-696-HELP and notify the Vice President for Student Affairs at 304-696-6422 or [studentaffairs@marshall.edu](mailto:studentaffairs@marshall.edu)

For non-emergency safety concerns call Marshall University Police Department (MUPD) at (304) 696-HELP

Please refer all situations involving dangerous, disruptive/disturbing, or troubled students to MUPD (304) 696-HELP and the Vice President for Student Affairs by calling 304-696-6422 or [studentaffairs@marshall.edu](mailto:studentaffairs@marshall.edu). The Vice President for Student Affairs will work with staff and others to determine a necessary course of action.

If in doubt, contact the MUPD

Important Emergency Contact Numbers:

### Emergency 911

- MU Police Department.....(304) 696-HELP
- Division of Student Affairs.....(304) 696-6422
- Office of Student Conduct.....(304) 696-2495
- \*Student Counseling Center.....(304) 696-3111
- MU Student Health Center.....(304) 691-1100
- Office of Student Advocacy and Success.....(304) 696-2284
- MU Wellness Center.....(304) 696-4800
- Title IX Coordinator.....(304) 696-2597
- Housing and Residence Life.....(304) 696-6765
- The Women's Center.....(304) 696-3112
- First Year Residence Halls.....(304) 696-3362

\*After office hours, call and request the on-call staff person in the Student Counseling Center by contacting the MU Police Department at 304-696-HELP

## DISRUPTIVE OR DISTURBING STUDENT FAQ

**Q. What are warning signs of disruptive student behavior?**

*Disruptive or disturbing students exhibit behaviors that signify an obvious crisis and necessitate more immediate intervention. Examples include:*

- Highly disruptive behavior (e.g. verbal hostility, aggression, disregard for classroom decorum and expected conduct, etc.); failure to comply with corrective feedback
- Inability to communicate clearly (garbled, pressured speech; disorganized, confused, or rambling thoughts)
- Loss of contact with reality (seeing or hearing things which others cannot see or hear; irrational beliefs or fears that others may be conspiring against them)
- Suicidal thoughts and/or threats to harm others (may be communicated orally or in written formats through email, assignments, or on social network or academic sites)

**Q. How should I respond to a disruptive or disturbing student?**

- If immediate safety is a concern or the person acts in a highly irrational or disruptive way, call MUPD 304-696-4357 (HELP) and also notify the Vice President for Student Affairs
- If safety is not a concern, attempt to de-escalate the situation; offer to find someone to assist in problem-solving; meet and discuss solutions
- Talk with your supervisor for additional assistance
- Consult with the Student Counseling Center, Division of Student Affairs, and MUPD

**Q. How can I recognize and help the person who has thoughts about not wanting to live?**

*Faculty and staff sometimes find themselves talking to someone who appears to be very sad, hopeless, and in despair. If the person's conversation of behaviors suggest suicide may be a concern, here are some suggestions for how to help:*

- Listen and allow time to understand the scope of his or her concerns
- Ask the question – Based on what you are saying about how things are for you, I am wondering... Are you thinking about not wanting to live? Are you thinking about killing yourself?
- Be persistent; if after further conversation you are still concerned, ask again
- Offer hope and promote the idea of getting help
- Refer to campus and community mental health resources: Counseling Center and Division of Student Affairs
- For emergency appointments during Student Counseling Center office hours, offer to walk the student to Prichard Hall.
- Notify the Vice President for Student Affairs
- Consult with your supervisor



## HELPFUL RESOURCES

- **Student Counseling Center:** Offers students counseling with any concern. They have open office hours and an emergency counselor on call 24/7. 304-696-3111. For after hours contact the MUPD at 304-696-4357(HELP)
- **The Women's Center:** The center provides information, educational programming, training, referrals, victim advocacy, and services to facilitate education on issues related to feminism, women, men, and gender. 304-696-3112
- **Office of Disability Services:** Provides the educational and physical accessibility support necessary for students to achieve their academic goals and professional goals. 304-696-2467
- **The Office of Student Conduct:** Upholds and enforces the Students' Rights and Responsibilities (Student Code of Conduct). 304-696-2495
- **Student Advocate and Success Specialist:** Assists students with academic needs and other student retention and success initiatives(e.g. appeals, class problems, connection to campus and community resources) 304-696-2284
- **MU Wellness Center:** Offers free resources, opportunities, substance abuse prevention, and health education to Marshall University students. Our goal is to help you achieve wellness through the promotion of healthy lifestyle habits and choices. 304-696-4800.
- **The College Program for Students with Autism Spectrum Disorder:** Students participating in the program have met acceptance criteria for Marshall University and have been admitted to The College Program through a separate application process. The program provides individualized skill building and therapeutic supports to program participants through a mentored environment. College Program staff are also available to provide free training for Marshall University faculty and staff, call 304-696-2332 to learn more.

## TROUBLED STUDENT FAQ

**Q. What are some signs a student may be troubled?**

*Students in distress may not be disruptive to others, but may exhibit behaviors which indicate something is problematic. They may also be reluctant or unable to acknowledge a need for personal help. Behaviors may include:*

- Marked changes in academic performance
- Tardiness and excessive absences inconsistent with prior history
- Withdrawal from and/or avoidance of participation, increased anxiety around exams or deadlines, difficulty working in teams
- Changes in emotional states, e.g. sadness, crying, lethargy, irritability, rapid speech, preoccupied, increased and more intense disagreement with peers and instructor, sense of confusion
- Changes in physical well-being, e.g. swollen eyes from crying, increased illnesses, poor self-hygiene, rapid weight loss/gain, sleeping in class
- Repeated requests for special consideration, e.g., dealing extensions, changes in requirements, grade changes, anger, domination of discussion, derailing the focus of discourse
- Communication in either oral, written, or electronic formats that may suggest a threat to one's self or others

**Q. How should I respond to a student that is troubled?**

*For students who are mildly or moderately troubled:*

- Address the situation on an individual level; consider having someone meet with you and student
- Avoid offering confidentiality to the student should they wish to talk
- Deal directly with the behavior according to classroom protocol; provide corrective feedback and offer to help
- Encourage the student to use campus and community helping resources; offer to walk the student to assistance or call and make an appointment
- Inform and consult with your supervisor and the Division of Student Affairs

**Q. How do I make a referral?**

*Your exposure to students increases the likelihood you will identify signs of distress in a student. What can you do?*

- Recommend campus services to the student
- Reassure the student it is an act of strength to seek help
- Offer to help make the initial contact with the helping resource
- If the student rejects referral, notify the Division of Student Affairs of your concern

**Academic Indicators**

- Sudden decline in quality of work and grades
- Repeated absences
- Disturbing content in writing or presentation (e.g., violence, death)
- You find yourself doing more personal rather than academic counseling during office hours
- Continuous classroom disruptions

**Safety Risk Indicator**

- Unprovoked anger or hostility
- Making implied or direct threats to harm self or others
- Academic assignments dominated by themes of hopelessness, rage, isolation, despair, suicidal ideations

**Psychological Indicators**

- Self-disclosure of personal distress that could include family problems, financial difficulties, depression, grief, or thoughts of suicide
- Excessive tearfulness, panic reactions, irritability, or unusual apathy
- Concern about student by their peers

**Physical Indicators**

- Marked changes in physical appearance including deterioration in grooming, hygiene, or weight loss/gain
- Excessive fatigue/sleep disturbance
- Intoxication, hangovers, or smelling like alcohol
- Disoriented behavior

