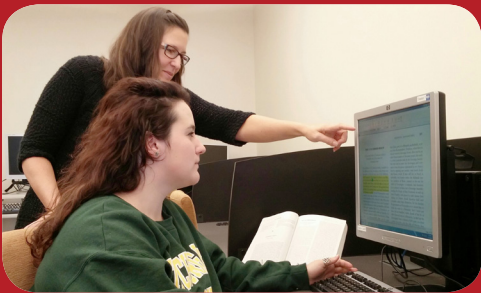


Recognizing and Responding to Student Concerns

	RECOGNITION	SUGGESTED RESPONSES
Disruptive Student	<ul style="list-style-type: none"> • Refusal to leave, preventing others from leaving • Showing or stating the presence of a weapon • Inappropriate outbursts • Classroom interruptions/disruptions • Argumentativeness (<i>beyond what is typical for healthy academic debate</i>) 	<ul style="list-style-type: none"> • Attempt to de-escalate immediate situation (<i>avoid argumentation, calm tone of voice</i>) • Express concerns about student's well-being • Outline conduct expectations • Provide resources (<i>e.g., Counseling Services, Disability Services</i>) as appropriate • Contact Campus Police (978-665-3111) if immediate threat or danger is perceived.
Distressed Student <i>(Mental Health Concern, Grief)</i>	<ul style="list-style-type: none"> • Statements of hopelessness (<i>e.g., "I just want out"</i>) • Verbal or written statements with theme of death or suicide • Irrational or bizarre behavior (Moderate) • Significant changes in appearance, hygiene, or behavior • Decline in academic performance • Disturbing content in papers, e-mails, etc. 	<ul style="list-style-type: none"> • Privately express concern and caring regarding student's well-being • Provide resources (<i>e.g., Counseling Services, Disability Services</i>) as appropriate • Avoid criticism, judgment, blaming, or minimization of student's concerns or situation • Take any statements of suicidality or harm to self or others seriously and seek immediate consultation with Department Chair, Dean, or Counseling Services staff • Contact Campus Police (978-665-3111) if immediate threat or danger is perceived.
Alcohol and Other Drug Concerns	<ul style="list-style-type: none"> • Obvious signs of intoxication in class or at public event • Excessive lethargy or hyperactivity • Decline in academic performance • Deterioration in physical appearance • References to legal or student conduct issues 	<ul style="list-style-type: none"> • Privately express concern and caring regarding student's well-being • Be able to provide specific example(s) about time(s) when student's behavior has concerned you • Be supportive and encouraging with any student statement regarding seeking help • Provide resources (<i>e.g., Counseling Services, Health Services, BASICS</i>) as appropriate
Harassment, stalking, hazing, bullying	<ul style="list-style-type: none"> • Complaints, verbal or written remarks about an incident, or about another person that makes one feel uncomfortable • Work performance changes • Changes in attitude (<i>becomes less friendly and open when communicating</i>) • Changes in attendance • Appearance of, or a sense of, increased tension in the environment 	<ul style="list-style-type: none"> • Privately express concern and caring regarding student's well-being • Be supportive and encouraging with any student statement regarding seeking help • If student discloses information, remain calm, listen patiently, believe the student, and avoid criticism, judgment, blame, or anger • Provide resources (<i>e.g., Campus Police, Counseling Services, Health Services</i>) as appropriate
Physical or Sexual Assault	<ul style="list-style-type: none"> • Visible injuries • Reference(s) to a partner's jealousy, possessiveness, etc. • Appears fearful, unusually anxious, or angry • Emotional/behavioral reactions during class topics involving abuse, interpersonal violence, etc. 	<ul style="list-style-type: none"> • Privately express concern and caring regarding student's well-being • Be supportive and encouraging with any student statement regarding seeking help • If student discloses information, remain calm, listen patiently, believe the student, and avoid criticism, judgment, blame, or anger • Provide resources (<i>e.g., Campus Police, Counseling Services, Health Services</i>) as appropriate • Responsible employees are required to report certain incidents to the Title IX Coordinator or Deputy Coordinator
Medical Problem	<ul style="list-style-type: none"> • Frequent or extended absences • Noticeable fatigue, dizziness, lethargy • Significant changes in weight 	<ul style="list-style-type: none"> • Privately express concern and caring regarding student's well-being • Avoid criticism, judgment, blaming, or minimization of student's concerns or situation • Provide resources (<i>e.g., Counseling Services, Disability Services</i>) as appropriate

FITCHBURG STATE CARES



Selected Guidelines and Resources at the University

Student Handbook

The Student Handbook is a source of useful information, resources, and a presentation of select University policies. Included are the academic integrity policy and a statement on classroom decorum. Fitchburg State expects students to act in a mature and responsible manner.

fitchburgstate.edu/studenthandbook

Code of Conduct

The Code of Conduct applies to all students and establishes a list of prohibited behavior and describes the student conduct process. Individuals wishing to refer a student for violation of the code of conduct may do so by contacting the Office of Student Affairs.

fitchburgstate.edu/conductcode

Equal Opportunity / Affirmative Action Plan

The EO/AA Plan addresses the complaint investigation and resolution procedures for incidents of discrimination, discriminatory harassment, sexual violence, sexual harassment, gender based harassment, domestic and dating violence, stalking, and retaliation. Questions regarding the EO/AA Plan may be addressed to the Title IX Coordinator or Deputy Coordinator.

fitchburgstate.edu/eoaaplan

Title IX

Fitchburg State University is committed to a policy of non-discrimination, equal opportunity, diversity, affirmative action and a campus free from all forms of sexually harassing and violent behavior. All claims of discrimination, discriminatory harassment, and retaliation complaints from and about students, applicants, employees, faculty, staff and visitors, may be addressed to Ms. Jessica Murdoch in the Office of Human Resources, or Dr. William Cummings in the Office of Student Affairs.

Certain designated staff (responsible employees) are required to report incidents to the Title IX Coordinator or Deputy Coordinator.

fitchburgstate.edu/titleix

Resources and Student Services

Office of Student Affairs
Sanders Administration Building..... 978-665-3130
Campus Police
32 Clinton Street 978-665-3111
Office of Counseling Services
Hammond Building Room 317..... 978-665-3152
Office of Health Services
Russell Towers 978-665-3643
Office of Human Resources / Title IX Coordinator
Sanders Administration Building..... 978-665-3172

FERPA (and its exceptions)

The Family Educational Rights and Privacy Act (FERPA) provides for privacy protections of certain student information (e.g., course grades, financial aid status), however, FERPA does permit communication about a student of concern in connection with a suspected health or safety emergency. Observations of a student's conduct, or statements made by a student are not protected under FERPA; such information can and should be shared, while maintaining appropriate consideration for student privacy.