

# QUICK REFERENCE GUIDE FOR HELPING STUDENTS

IF A STUDENT . . .	TAKE IMMEDIATE ACTION		
<ul style="list-style-type: none"> <li>Threatens to injure, harm, kill, or risk the safety of self or others</li> <li>Reports or initiates a campus threat</li> <li>Refuses to leave classroom/office/building after being asked to leave</li> </ul>	Office of Public Safety (OPS) (309) 298-1949		
IF A STUDENT . . .	REPORT BEHAVIOR OF CONCERN		
<ul style="list-style-type: none"> <li>Behaves significantly out of character</li> <li>Behaves in a way that causes alarm</li> <li>Displays unhealthy or dangerous patterns of behavior</li> </ul>	Student Development Office (SDO) (309) 298-1884	Office of Public Safety (OPS) (309) 298-1949	
IF A STUDENT . . .	CONSULT FOR GUIDANCE OR ADVICE		
<ul style="list-style-type: none"> <li>Appears to be out of touch with reality</li> <li>Reports depression, anxiety, or other mental health concerns</li> </ul>	Beu Health Center (309) 298-1888	University Counseling Center (UCC) (309) 298-2453	Student Development Office (SDO) (309) 298-1884
<ul style="list-style-type: none"> <li>Reports having been a victim of stalking, dating/domestic violence, or sexual assault</li> <li>Exhibits inappropriate behavior</li> <li>Reports feeling overwhelmed by family or personal emergency</li> <li>Seems overwhelmed by a problem that could affect University attendance</li> <li>Is not attending class for an extended period of time</li> </ul>	Student Development Office (SDO) (309) 298-1884		
<ul style="list-style-type: none"> <li>Having academic difficulty due to physical, physiological, or learning disability</li> <li>Indicates a need for disability accommodations</li> </ul>	Disability Resource Center (DRC) (309) 298-2512		
<ul style="list-style-type: none"> <li>Reports having been a victim of a crime</li> <li>Reports having been subjected to hazing</li> <li>Exhibits behavior that deliberately interferes with instruction or office procedures</li> </ul>	Office of Public Safety (OPS) (309) 298-1949		
<ul style="list-style-type: none"> <li>Indicates experiencing hate crimes, bias, or discrimination</li> </ul>	Office of Equal Opportunity & Access (EOA) (309) 298-1977	Office of Public Safety (OPS) (309) 298-1949	

## ASSISTING STUDENTS OF CONCERN

### IDENTIFYING BEHAVIORS OF CONCERN

#### **Distressed Students**

- Could be irritable; sad; overanxious; withdrawn; confused; lacking motivation or concentration; seeking constant attention; or demonstrating bizarre, erratic, or concerning behaviors, including references to self-harm.

#### **Disruptive Students**

- Interfere in the University's learning environment with behavior that is reckless, disorderly, aggressive, defiant, destructive, threatening, and dangerous to self or others.

### RESPONDING TO STUDENTS

#### **Response**

- Safety first. The welfare of the student and the campus community is always our top priority when a student displays threatening or potentially violent behavior.
- Trust your instincts. Make appropriate referrals.
- Don't be afraid to ask students if they feel their functioning is impaired or if they have thoughts of harming themselves or others.
- Avoid threatening, humiliating, or intimidating statements.

## DISRUPTIVE STUDENT IN CLASS PROCEDURE

In the situation where one or more individuals who are registered for a course act, in the judgment of the instructor, in such a manner as to disrupt the normal academic functions in a class, the following actions may be taken:

1. The instructor should ask the student to cease the disruption.
2. If the disruption does not cease, the instructor may ask the student to leave the class for that day. If the student refuses to leave, the instructor may call the Office of Public Safety (OPS) for assistance.
3. If the disruption is extreme or continuous, the instructor may inform that student that he or she may no longer remain in the course and that the student may appeal this decision to the Council on Admission, Graduation, and Academic Standards (CAGAS).
4. If a student becomes abusive or threatening in any way, the instructor may also refer the student for further action to the University Judicial Board by contacting the Director of Student Judicial Programs in the Office of the Vice President for Student Services.
5. The instructor shall inform the department chairperson of any action taken in Steps 1 through 4.
6. Notification of a student's removal from class shall also be sent to CAGAS.
7. When a student has been removed from a class, the instructor shall assign the letter grade that is judged appropriate.

It is understood that the normal academic functions in a class may be disrupted or impaired by the actions of a student in or out of the classroom.

## CODE OF STUDENT CONDUCT

The *Code of Student Conduct* outlines the standards of behavior expected of every student at the University. Every WIU student has an obligation to know and adhere to these standards. Complete details of the Code can be found at [wiu.edu/sjp](http://wiu.edu/sjp).

## FAMILY EDUCATIONAL RIGHTS & PRIVACY ACT

The Family Educational Rights and Privacy Act of 1974, commonly known as FERPA, is a federal law governing the privacy of educational records. If you have questions regarding FERPA or the release of information, please go to [wiu.edu/registrar/ferpa](http://wiu.edu/registrar/ferpa).

## DOCUMENTING & REPORTING INCIDENTS OF CONCERN

### **Documentation**

- Maintain a record of all incidents/events.
- Keep all correspondence (notes, letters, e-mails, voicemails, Facebook messages, text messages, etc.).

### **Making Reports**

- Immediately report incidents to appropriate offices in order to coordinate care for the student.
- Report any new events or occurrences.
- Safeguard the student's privacy rights.

## ASSISTING VICTIMS OF STALKING, DATING/DOMESTIC VIOLENCE, OR SEXUAL ASSAULT

### RESPOND & REFER

- LISTEN ACTIVELY. Don't interrupt or inject your feelings. Your caring but silent attention will be invaluable.
- ASK before you touch. Don't assume that physical contact, even a gentle touch or hug, will be comforting to a survivor. Be patient; give them the space they need.
- NEVER BLAME them for being assaulted. Even if the student reports feeling responsible, say clearly and caringly that it wasn't their fault.
- INFORM the student that services are available. See "Resource List" on back of folder for more information.

### REPORT

Let the student know that you are glad that they chose to tell you and that you now need to inform certain individuals within the University, including those who can offer them the best support and resources, such as the Student Development Office (309) 298-1884, which houses the Interpersonal Violence Prevention Initiative (IVPI).

### **Title IX**

The Office of Equal Opportunity & Access enforces Title IX of the Education Amendments of 1972. This law and its implemented regulations prohibit discrimination on the basis of sex. Title IX covers sexual violence, which may include rape, sexual assault, sexual battery, sexual coercion, unwanted touching, dating violence, or sexually motivated stalking. If you or someone you know has experienced sexual violence, please contact the Title IX Coordinator, at (309) 298-1977.

## STUDENTS WITH DISABILITIES

Most students with disabilities will not be students of concern. However, they may experience difficulties in this environment because, historically, the educational system was not designed to welcome a diverse student population. While some things have changed, education remains largely inaccessible to students with disabilities. In order to reduce the barriers inherent in the education environment, the Disability Resource Center (DRC) works with faculty and students with disabilities to determine modifications that allow access.

### RESPONDING TO DISABILITY

Teaching students with disabilities does not require medical knowledge of the particular condition. It is really a matter of understanding how to design for diversity and to make modifications when the design fails to anticipate a particular human variation. The role of the DRC is to assist faculty and students with course design and accommodations.

### ACCOMODATIONS

While attempting to reduce barriers in the design phase is important, it is impossible to anticipate every human variation. Therefore, it is necessary to have a process by which students can request accommodations or modifications. Students experiencing barriers may request accommodations through the DRC. At times, consultation with faculty is necessary for the DRC professional to understand the unique characteristics of the environment.

### COURSE DESIGN

Planning for accessibility and inclusion in the design phase is a proactive and sustainable approach to disability. To support faculty in designing for diversity, the DRC offers training through Faculty and Staff Partnerships for Accessible Solutions (FASPAS), individual consultation, and tips in the faculty section of the DRC website: [wiu.edu/drc](http://wiu.edu/drc).

### ACCOMODATION PROCESS

Once appropriate accommodations have been determined, faculty will receive an e-mail or the student will deliver a letter listing accommodations that will provide access. Once the faculty have been notified, the student and faculty should discuss arrangements for accommodations. The DRC website lists ideas and resources to assist faculty in providing accommodations. For example, faculty can choose to provide testing accommodations to students with resources from within their department or they can use the DRC Exam Services Center to accommodate the student.

# RESOURCE LIST

**EMERGENCY SITUATION,  
CALL  
OFFICE OF PUBLIC SAFETY:  
(309) 298-1949  
OR  
DIAL 911**

**IF YOU'RE NOT SURE  
WHERE TO START,  
CONTACT  
STUDENT DEVELOPMENT OFFICE  
(309) 298-1884**

## SAFETY CONCERNS

### **On-Campus**

**Office of Public Safety**  
(309) 298-1949  
wiu.edu/ops

### **Off-Campus**

**Macomb Police Department**  
(309) 833-4505  
macombpolice.com

## ILLNESS/INJURY

**Beu Health Center**  
(309) 298-1888  
wiu.edu/beu

**McDonough District Hospital**  
(309) 833-4101  
mdh.org

**MDH Convenient Care Clinic**  
(309) 836-1700  
mdh.org/convenient\_care.aspx

## STALKING/DATING/ DOMESTIC VIOLENCE/ SEXUAL ASSAULT

**Student Development Office**  
(309) 298-1884  
wiu.edu/sdo

**Women's Center**  
(309) 298-2242  
wiu.edu/womens\_center

**WIRC-CAA Victim Services  
24-Hour Crisis Line**  
(309) 837-5555  
wirpc.org/victimservices

## LEGAL ASSISTANCE

**Student Legal Services**  
(309) 298-1003  
wiu.edu/sls

## MENTAL HEALTH RESOURCES

**University Counseling Center**  
(309) 298-2453  
wiu.edu/ucc

**WIU Psychology Clinic**  
(309) 298-1919  
wiu.edu/cas/psychology/clinic

**Beu Health Center**  
(309) 298-1888  
wiu.edu/beu

**Behavioral Health/MDH**  
(309) 836-1582  
mdh.org

## OTHER RESOURCES AND SERVICES

**Center for International Studies**  
(309) 298-2501  
wiu.edu/international

**Disability Resource Center**  
(309) 298-2512  
wiu.edu/drc

**Office of Equal Opportunity  
& Access**  
(309) 298-1977  
wiu.edu/eoa

**Student Judicial Programs**  
(309) 298-2436  
wiu.edu/sjp

**Student Success and Retention**  
(309) 298-1814  
wiu.edu/buildingconnections

**University Housing  
& Dining Services**  
(309) 298-2461  
wiu.edu/housing

**Veterans Resource Center**  
(309) 298-3505  
wiu.edu/veterans