

RESPONDING TO STUDENT ISSUES, BEHAVIOR CONCERNS & STUDENTS IN CRISIS

Within this booklet are expectations for handling the following student issues:

- Students in crisis, who are experiencing mental health issues or extreme behavior issues
- Students who have experienced sexual assault, harassment or relationship violence
- Disruptive behavior that occurs within the classroom or a student's experiential learning activity
- Students who are pregnant or parenting
- Student behavior that has violated University policy

When to report a student issue?

1. A student is exhibiting a behavior that concerns you and you believe they might need intervention.
2. You feel like a student's safety is at risk, or your safety may be at risk.
3. You feel a student's behavior is threatening in nature.
4. A student discloses to you that they have been a victim of a crime.
5. A student is refusing a directive given by the member of the University staff, such as exiting a space on campus, leaving the premises or following a University policy.
6. Anytime you feel a student may have violated a University policy.

CONFIDENTIALITY

In an effort to maintain a safe and respectful environment, it is expected that you maintain confidentiality by not discussing the issue you reported with anyone that is not directly involved. However, you are not in a position to maintain the student's confidentiality, reporting is expected.

If you're not sure whether you should report, err on the side of reporting. Let responsible policy holders and student affairs staff determine if intervention is needed, you're relieved of the responsibility of making this decision.* When a report is submitted, it routes automatically to the appropriate party to ensure timely follow up.

As a member of our community, you are expected to be an engaged member, aware of the needs and challenges of the students you serve. As a member of the NLU community, it is expected that you help the University achieve its mission and in doing so, you are accountable to reporting incidents that take place on campus that could jeopardize the learning and safety of others.

LET US KNOW: ADVICE FOR REPORTING

Who should report:

Firsthand knowledge is best! If someone shares a concern with you, direct them to **Let Us Know**.

You can also complete a report documenting your conversation, but there is no substitute for an original account.

What to include in a report:

Time, place and facts or specific descriptions of observed behavior. Refrain from making assumptions about a person's motives or specific policy violations. Record exactly what you see and hear, especially direct quotes.

When to submit report:

As soon as possible, once your personal safety is secure. Waiting several hours or overnight can make it more difficult to recall important details that could aid in an investigation/resolution.

SUBMIT A REPORT AT nl.edu/letusknow

*applies to non-academic policies only

STUDENT BEHAVIOR CONCERNS

WHEN TO CALL 911

If you feel you or someone else is in immediate danger:

Stay calm and avoid aggravating the situation with arguments or confrontation.

Remain with the individual, do not leave them alone. If you feel unsafe when alone with the student, protect yourself or recruit others to support you by calling your campus facilities.

AFTER CALLING 911

Wait for emergency responders to arrive.

When the student has been removed or leaves campus, submit an incident report ASAP.

Recognizing Students of Concern

- Extreme rudeness or insubordination to University community members
- Drunkenness or being under the influence of illicit drugs in the classroom
- Threatening words or actions such as revenge language, expressed desire to “make people pay” or “you’ll regret this”
- Writings that convey clear intentions to harm self or others
- Observed self-injurious behavior, such as cutting, burning, eating disorders, etc.
- Online postings on social media, emails, discussion forums etc., which are threatening
- Emotional outbursts
- Acts motivated by hatred or discrimination
- Paranoia or delusion that a student groundlessly believes they are being targeted
- Harassment, stalking or obsessive behaviors
- Relationship/domestic/intimate partner violence
- Alarming references to bombs, ammunition, guns or fire

Note to Reporters: Use your judgment on what is reportable, erring on the side of over-reporting if in doubt.

Assisting Students in Distress

In recent years, there has been an increase in suicidal behaviors among certain age groups in our society. Young adults are one such identified group. For this reason, NLU is dedicated to providing an environment that provides for the physical, emotional, and psychological well-being of its constituents. If you see something that concerns you, say something.

CARE Team Purpose

The purpose of the CARE Team is to serve as the coordinating hub of a network of student focused professionals, dedicated to the prevention and early intervention in community situations involving students who are experiencing distress or engaging in harmful or disruptive behaviors. The Team will develop intervention and support strategies and offer case coordination.

CARE Team Mission

The mission of National Louis University CARE team is to promote: the health and safety of the campus community, and community member health, well-being, and successful experiences by coordinating information and developing support plans for people of concern.

Contact the CARE Team

You can report concerning behavior using the incident report at nl.edu/letusknow or contact the CARE Team Chair: **Danielle Laban, at dlaban@nl.edu or 312.261.3162**

CLASSROOM DISRUPTION AND PROFESSIONAL BEHAVIOR

Classroom disruption is any action that interferes with a harmonious and cooperative learning atmosphere in the classroom. Uncivil student behavior not only disrupts and negatively effects the overall learning environment for students but cause stress for the faculty member.

It is important that as the faculty member, and the authority figure in the learning space, disruptive behavior must be addressed to prevent impact on the experiences of ALL your students. While giving students feedback on their behavior can sometimes be uncomfortable, it is important to their growth and professional development. They need to learn how to receive feedback and also should learn what behaviors are appropriate in similar settings.

Types of disruptive classroom behavior

- Excessive noise, such as side conversations or cell phone notifications
- Consistently late students, where a student is habitually late without reason or without apology
- Domineering behavior that prevents others from contributing, such as overpowering the conversation or interrupting other students
- Students who are regularly off-topic or distract from the subject
- Students who make jokes or statements that cause the rest of the class to change their demeanor or tone
- Behavior that challenges instructor authority, such as disagreeing or interrupting the instructor excessively
- Posting inappropriate language in online class work, being overly aggressive in their responses to other students on the discussion board
- Inappropriate language or swearing
- Excessive use of technology when unnecessary for the class work, such as surfing the internet, sending text messages, etc.

Tips for managing Classroom Behavior — In the Classroom

1. Set expectations from the beginning, such as ground rules. Include the students in the conversation about ground rules and they will help you hold their peers accountable.
2. Walk the room and avoid standing only at the front of the room. Moving around will prevent students from misusing technology and distracting the class.
3. Approach student's individually following a disruption and give them feedback and set an expectation for the next class meeting.
4. Do not embarrass the student by calling them out in front of their peers, this will likely escalate the disruption and cause additional friction in the classroom.
5. Make direct eye contact with students who may be having a side conversation or are breaking a ground rule without calling them out. Sometimes them realizing you've noticed is feedback enough.
6. Respect the time of your students who have arrived on time, don't wait to start class for late-comers. If you have a habitually late student, approach them about your concerns.
7. For your domineering or long-winded students, after giving them feedback, ask if they would like you to give them a nonverbal queue when they've gotten on their soap box. A gesture or signal only you and the student know. Sometimes these students don't even realize that they are monopolizing the conversation and creating this secret notification will help them to recognize their own behavior.
8. Do not ignore the disruption.

Tips for Managing Classroom Behavior — Online

1. Set expectations for online communication. Guidelines for posting online are important to maintaining a professional learning environment.
2. Delete any inappropriate postings on the discussion board.
3. Phone or email the disruptive student and objectively inform the student of the problem and how they were disruptive, while also explaining to them what an appropriate behavior in that situation would look like.
4. Save any disruptive behavior posts or email as documentation in the event you need them.

DISRUPTIVE CLASSROOM BEHAVIOR POLICY

The full policy can be found in the University Catalog and Student Guidebook. The following excerpt outlines the formal procedure for managing the behavior:

Initial situations of mildly disruptive behavior shall be managed informally by a faculty member based upon that faculty member's personal judgment at the time. However, if disruptive behavior progresses or is of a serious nature in its initial form, the formal procedure shall be as follows:

1. An instance of disruptive behavior may result in an immediate oral and public warning by the faculty member.
2. A subsequent instance may result in the expulsion of the student for the remainder of the class period by the faculty member.
3. Continued disruptive behavior may result in the expulsion of the student from the course or field/cluster group by the faculty member. A statement of the reason for expulsion shall be given in writing by the faculty member to the student, the chairperson of his/her major department or program, the chairperson of the department or program in which the course is offered and the Registrar.
4. The disciplinary actions listed in Paragraph (3), above, may be appealed by the student in accordance with the provisions of the Academic Appeals policy.

When should you report the issue?

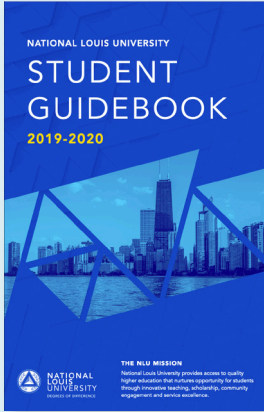
When your attempts to address the disruption have not resulted in modified behavior. Report disruptive classroom behavior through Education Advisor Board (EAB), which is accessible on your NLU portal.

Questions about a behavior and/or you are not sure if/how you should address it?

Contact Brisbane Rouzan at brouzan@nl.edu or at 312.261.3461

If a behavior is extreme, threatening or concerning for the classroom community, please report it to nl.edu/letusknow

STUDENT CONDUCT



Student Guidebook
available at
[nl.edu/studentservices/
studentguidebook](http://nl.edu/studentservices/studentguidebook)

*Not every report translates
into charges or sanctions.
You should report EVERY
issue and trust the process to
achieve the right outcome.*

We care about the kind of people our students become and the quality of the community we build at NLU.

The Purpose of NLU Standards of Student Conduct: Develop student's potential through self-discipline, foster respect for rights of others, and encourage cooperation with the University.

Our student conduct process provides opportunity for students to:

1. Reassess those aspects of their personal behavior that necessitated University intervention.
2. Increase their awareness of the expectations that the campus community holds.
3. Accept responsibility for modifying their behavior to better meet these responsibilities.
4. Continue their education and development through their student conduct experience.

Are you suspicious that you just had an interaction with a student that may have violated University policy?

Tips for filing an incident report:

- When in doubt, report.
- Stick to the facts, the behaviors and include any direct quotes. For example, if you feel threatened, what was said or done that made you feel that way?
- Avoid including assumptions, subjective information and statements about someone's character.

Steps in the conduct process

INITIAL INVESTIGATION

- Report of concerning behavior/alleged violation received
- AD Student Development meets with all involved, gathers information
- Information may result in formal charge or may be informally resolved

PRE-HEARING PROCESS

- Responding Student notified of charge
- Responding Student pleads Responsible: Administrative Action
- Responding Student pleads Not Responsible: Student Conduct Hearing

HEARING AND APPEAL

- Hearing held, decision made
- Responding Student and Complainant notified of outcome
- Either party may appeal to the Vice Provost and Registrar

STUDENT CONDUCT OFFICER

Jordan Colon • jcolon8@nl.edu • 312.261.3092

SEXUAL RESPECT AND TITLE IX

What is Title IX?

Title IX of the Education Amendments of 1972 ("Title IX") is a federal civil rights law that prohibits discrimination on the basis of sex in federally funded education programs and activities.

Sex discrimination includes all types of sexual misconduct, and Title IX also prohibits retaliation for asserting claims of sex discrimination.

The scope of this policy includes all members of the University community, guests and visitors.

Per Title IX, this policy applies to sexual misconduct that occurs on any NLU campus, sexual misconduct that occurs in the context of an education program or activity or sexual misconduct that has continuing effects on campus or in an off-campus education program or activity.

YOU are a Responsible Employee. What does that mean?

All University employees are considered "Responsible Employees" and are obligated to report ANY AND ALL information about an alleged incident to the Title IX coordinator. THIS MEANS YOU!

Access the Policy on Sexual Misconduct and Relationship Violence within the Student Guidebook at nl.edu/student-services/student-guidebook

What should you do when someone discloses an incident of sexual misconduct to you?

- If you sense that a disclosure of this nature may be coming, alert the student that you are not able to keep their claim confidential because you are required to report all details to the Title IX Coordinator.

Let the student know that if they desire to share information with someone who can keep partial or full confidentiality, you can assist them in locating these reporters at nl.edu/sexualrespectandTitleIX

- If the student wishes to report to NLU, assist them in accessing the incident report at nl.edu/letusknow and/or contacting the Title IX coordinator. We can also assist students in filing complaints with local law enforcement.
- Regardless of which reporting options the student wishes to pursue, let them know that support and resources are available through the Title IX coordinator, Office of Student Experience and local sexual assault/domestic violence response agencies. All agencies NLU has partnered with can be found at nl.edu/sexualrespectandTitleIX

POLICY APPLIES TO:

- Sexual Harassment
- Attempted or Completed Sexual Assault
- Sexual Exploitation
- Stalking
- Relationship Violence

For additional help and information, visit nl.edu/

[sexualrespectandTitleIX](http://nl.edu/sexualrespectandTitleIX)

for resources, local agencies, training and education, prevention tips, rights to complainants/respondents and reporting options.

NLU CONFIDENTIAL ADVISOR

Rolanda Brown
rolanda@skylightcounselingcenter.com
847.529.8300 x102

24/7 RAPE

CRISIS HOTLINE
888.293.2080

RIGHTS OF PREGNANT AND PARENTING STUDENTS

Students who are pregnant or recovering from a delivery are protected under Title IX to prevent gender based discrimination.

If a student discloses being pregnant or post partum need, encourage the student to seek the assistance of the Title IX Coordinator and/or ADA Coordinator who can provide the guidance on their rights and accommodations. Should you have any questions or concerns about the following guidelines, please contact the Title IX Coordinator.

Student's rights include

- Even though a student is pregnant, they must be allowed to continue participating their courses.
- We can provide the student the choice of whether they want delay a course, take an online course, take a break, etc. NLU cannot pressure a student to not enroll, register or participate. The suggested options must provide the same types of academic or enrichment opportunities as the student's original program/courses. Ultimately, it is the student's decision.
- We cannot require a student to submit a doctor's note as evidence of pregnancy or delivery.
- Reasonable adjustments must be provided to a pregnant student. Adjustments may include a larger desk, elevator access, or allowing frequent trips to the restroom, access to a lactation space, etc.

Advice for supporting a pregnant or parenting student

Going beyond their basic legal obligations under Title IX, administrators, teachers, and school counselors often seek ways to best help pregnant and parenting students to continue their education and maintain their academic progress.

- Be knowledgeable about the location of the campus lactation space and the process for accessing the space.
- Absences due to pregnancy, recovery, or related conditions must be excused if the student's doctor deems the absence medically necessary.
- Assist pregnant and parenting students who have missed class due to their pregnancy by providing them with make-up assignments or learning activities, excuse the absence.
- Work with pregnant and parenting students individually and come up with a tailored plan to meet the student's needs to set them up for success for the duration of the course.
- Encourage pregnant and parenting students to seek the assistance of the Title IX Coordinator and/or ADA Coordinator who can provide the support needed to help the students meet their academic requirements.

NLU TITLE IX COORDINATOR

Danielle Laban
dlaban@nl.edu
312.261.3162

ADA COORDINATOR

ada@nl.edu
312.261.3188

STUDENT REFERRAL OPTIONS

Mental Health Resources

24/7 National Suicide Prevention Lifeline

800.273.TALK (8255)

24-hour Crisis Text Line

Text "START" to 741741

Free Anonymous Mental Health Screening: ulifeline.org/nlu

Additional resources: nl.edu/wellness

Counseling Services

Students receive 6 free counseling sessions through Skylight Counseling Center. Drop in hours are also available on the Chicago and Wheeling campuses.

To schedule an appointment, students can email counseling@nl.edu

Food Insecurity

Students have access to food pantries on the Chicago and Wheeling campuses. Additionally, National Louis has partnered with mRelief to ease the application process for SNAP benefits. Students can visit nl.edu/mrelief to start the process. It takes less than 10 minutes.

IMPORTANT CONTACTS

Title IX, compliance, all behavior issues

Danielle Laban

312.261.3162

dlaban@nl.edu

Student conduct and mediation referrals

Jordan Colon

312.261.3092

jcolon8@nl.edu

Academic honesty and classroom disruptions

Brisbane Rouzan

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Self harm and suicidal student behavior

Hannah Wilson

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Facilities/Security issues

Dial 999 from any campus phone