

## BEHAVIORAL CONCERNS IN THE CLASSROOM

### Common Behavioral Issues

Most of these problems can be handled with traditional classroom management techniques. The bulleted items are suggestions for dealing with each type of issue; please consider these options and any other good practices you know of.

#### **Cell Phones (Ringing, Talking, Texting)**

- Make clear your policy from the beginning
- Ask the student to stay after class to discuss the problem
- Use humor

#### **Tardiness, Leaving Early, Leaving Class Frequently**

- Make clear your policy from the beginning
- Ask the student to stay after class to discuss the problem
- Focus on distraction to others and content missed
- Ask student if there's a reason (transportation, childcare, etc.)

#### **Inappropriate Chatter**

- Casually move toward the talkers
- Ask (without sarcasm) for their input
- Call on others near them
- Make a general statement that you need everyone's attention
- Ask the student(s) to stay after class to discuss problems

#### **Domination of Discussions**

- Ask others to "add to Bill's response"
- Call on individual students
- Ask for an answer from another section of the room
- Talk with the student outside of class, pointing out the importance of letting quieter students answer

#### **Shyness/Nonparticipation**

- Ask a variety of questions (factual, open-ended, exploratory, etc.)
- Create small groups
- Draw on students' individual experiences
- Provide a writing prompt first, and then ask people to share ideas

#### **Sleeping**

- Stand near the student
- Talk with the student outside of class to determine what's causing the problem

#### **Arguing/Whining/Being Negative**

- Remain calm and professional
- Acknowledge the student's feelings
- Ask the student to explain, support his/her argument
- Point out that the work is required
- Mention that you'll think about, look into complaints
- Speak to the student outside of class

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## COMMUNITY COLLEGE

### **Disrespect**

- Stay calm; keep in mind that the student may have other issues
- Talk very quietly to the student
- Tell the student you will be happy to talk after class
- Give the student a way to back down without losing face

### **Flirting with Instructor/Students**

- Talk to the student outside of class about appropriate behavior
- Warn the student that his/her actions could be taken as harassment

### **Alcohol/Marijuana Smell (no clear impairment)**

- Take note of the situation and see if it happens again
- Talk to the student outside of class, delicately, and give information about the College's resources

### **Excessive Absences**

- Make sure you have a clear make-up policy in the syllabus
- Email/call to find out the problem and explain consequences of absence
- Speak with the student outside of class about the problem and effects
- Tell the student you will be happy to allow make-up work if he/she can provide documentation of a serious situation.

ANY OF THE ABOVE PROBLEMS COULD ESCALATE INTO A SERIOUS BEHAVIORAL ISSUE. IF YOU FEEL THAT STANDARD CLASSROOM MANAGEMENT TECHNIQUES ARE NOT WORKING AND THE SITUATION IS WORSENING, PLEASE FOLLOW THE PLAN OUTLINED BELOW.

### **Serious Behavioral Issues**

These types of problems require prompt action on the part of the instructor:

**Threats/physical violence**

**Obvious intoxication/impairment**

**Cursing directed at instructor/students**

**Behaviors presenting as psychological issues**

**Suicidal/homicidal behavior/threats**

**Sexual harassment**

CSCC has a Behavioral Intervention Team (BIT) to deal with serious issues. For immediate help, call the Police Department at 614-287-2525 or 9-1-1 at any off-campus location. In non-emergency situations, call or email a member of the BIT:

- Terrence Brooks, Director of Student Conduct, [tbrooks10@csc.edu](mailto:tbrooks10@csc.edu), WD 1099, 614-287-2104
- Kristen Treadway, Director of Employment Services, [ktreadway1@csc.edu](mailto:ktreadway1@csc.edu), RH 123, 614-287-2647
- Tiffany McClain, Director of Disability Services, [tmcclain@csc.edu](mailto:tmcclain@csc.edu), EB 101, 614-287-2571
- Dr. Ameena Kemavor, Director of Counseling Services, [akemavor@csc.edu](mailto:akemavor@csc.edu), NH 010, 614-287-5416
- Joan Cook, Program Coordinator for Equity and Compliance, [jcook60@csc.edu](mailto:jcook60@csc.edu), SX 135, 614-287-6283
- Lyen Djakov, Victim Advocacy, [ldjakov@csc.edu](mailto:ldjakov@csc.edu), WD 331, 614-287-2115
- Curt Damron, Officer with CSCC Police Department, [wdamron@csc.edu](mailto:wdamron@csc.edu), DE 047, 614-287-2525

They will coordinate a team response to the issue and keep you informed. Please also inform your supervisor or chairperson about the ongoing issue. If you feel threatened, trust your instincts and call Public Safety—better safe than sorry.

For a link to the Behavior Intervention Brochure with additional resources, please view <http://www.csc.edu/campus-life/student-conduct/behavioral-intervention.shtml>

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