



# Managing Disruptive Behavior and Distressed Students in the Classroom

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Dean of Students Office

<https://www.uh.edu/dos/> 

 Room 256 Student Center South

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# Disruptive Behavior Exhibited by Non-Students



**TikTok  
Challenges**



**TikTok  
Recordings**



**Deliveries to  
the Classroom**



**Deliberate  
Disruption**

# Ways in Which to Prepare

- Familiarize yourself with the classroom prior to the beginning of classes
- Determine if a panic button is readily available—located in 9 large auditorium classrooms
- Communicate with the class that a disruption could occur and share how you plan to respond.
- Save UHPD in your phone contacts as a favorite and encourage students to do the same – 713.743.3333



# Preparation Continued

- Tell your class that student incidents will be referred for disciplinary action, and for non-students, UHPD will actively pursue criminal charges
- Share what you plan to do—remain calm, ask the individual to stop the disruptive behavior, ask them to leave if they do not stop the behavior, tell them the police will be called if they don't leave and then call the police
- Ask the class to remain calm and not to engage with the individuals, if possible
- Ask if there are volunteers to call UHPD and give the room number and tell them that a disruption incident is happening
- Let the class know that if an incident happens, you may need to talk with police officers after the individuals leave and that you will make up any missed instruction

# If an Incident Occurs...

- Press the panic button when it reasonably appears that a disruptive event is starting
- If you are concerned for your safety or that of others, call 911 immediately
- Remember that this is not about you. Don't take it personally and over-react
- Address the individual who is engaging in the disruptive behavior and ask them to stop what they are doing immediately.
  - Use a firm, calm tone. Don't get into an argument or a shouting match. Don't touch the person.

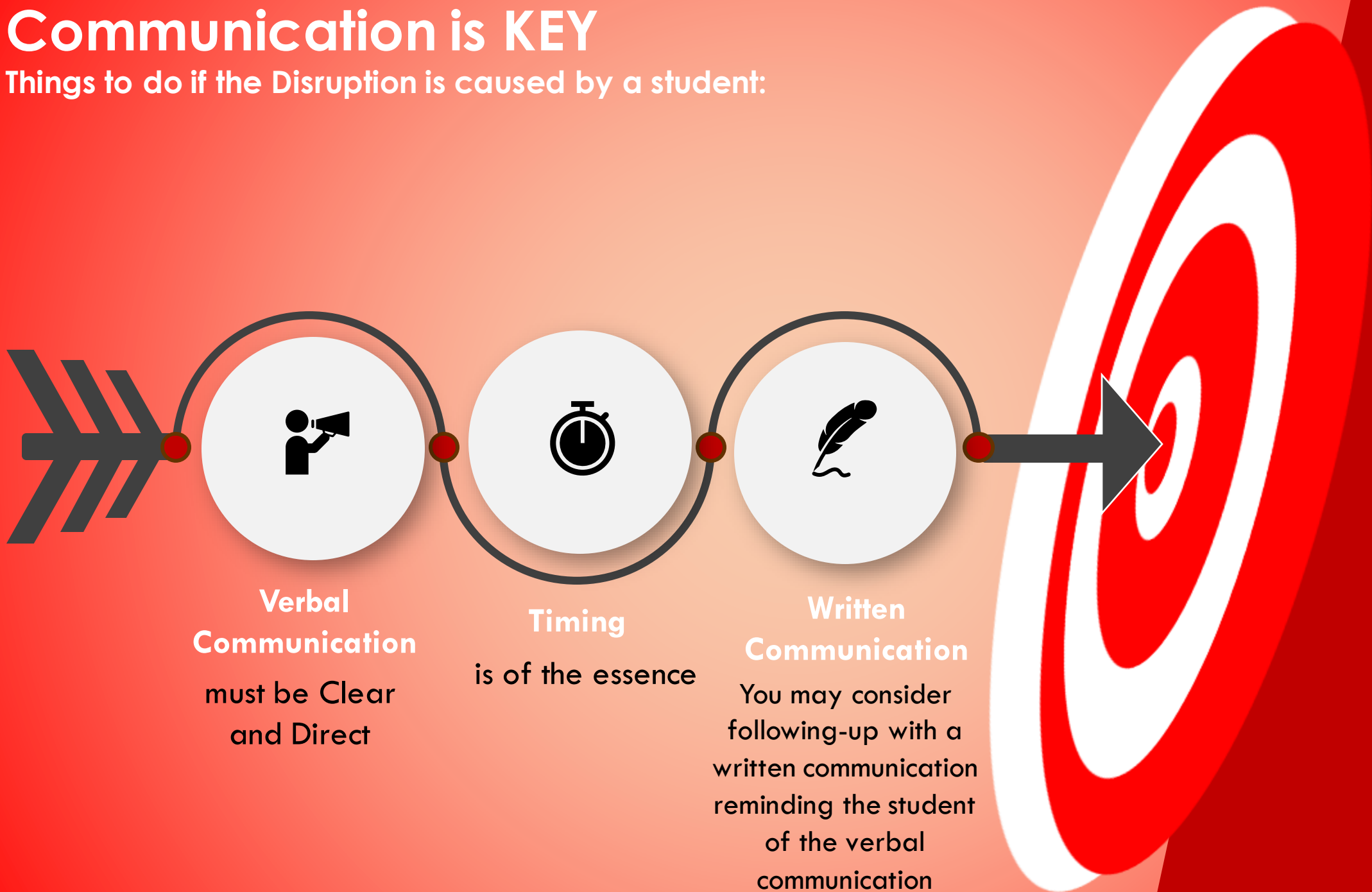


# If an Incident Occurs...

- Tell them that if they don't stop and leave right now, they will be subject to disciplinary action and/or criminal charges
- Ask them to leave immediately
- Call the police if you can, even if you already pushed the panic button
- After they have left (or been taken away by PD), ask any students who filmed the incident to send the videos to PD and DOS
- Provide UHPD officers information about the incident
- Let students know that if anyone is upset by what happened, CAPS is a great resource
- Notify your Chair

# Communication is KEY

Things to do if the Disruption is caused by a student:



**Verbal  
Communication**  
must be Clear  
and Direct

**Timing**  
is of the essence

**Written  
Communication**  
You may consider  
following-up with a  
written communication  
reminding the student  
of the verbal  
communication

Set and enforce expectations

01



Verbal directives should be immediate, especially if a consequence is involved

02



If a student refuses to comply with directives, consider allowing the class to take a break, while speaking with the problematic student one-on-one. Asking the student not to return to class until a private meeting has occurred to discuss classroom expectations is a strategy to use when a student is refusing to comply with appropriate behavior

03



Document in writing with Chair and Department

04





# Threatening/Intimidating Behavior



## Step 04

File a report with the Dean of Students Office:

[Incident Reporting Form \(maxient.com\)](http://maxient.com)

## Step 03

Document in writing with Chair and Department

## Step 02

Notify UHPD 713.743.3333 or 911

## Step 01

Get away from the student and get help immediately



# Disruption

The **UH Student Code of Conduct** defines disruption as obstructing or interfering with university functions or any university activity. Moreover, disruption includes any behavior that interferes with students, faculty, or staff and their access to an appropriate educational or work environment.

# Consult for Advice if the Student:

## Counseling and Psychological Services (CAPS)

- Appears to be out of touch with reality
- Reports suicidal thoughts or actions, depression, hopelessness, anxiety, or difficulty dealing with grief
- Share resources with students via Coogs Care: <https://uh.edu/coogs-care/>

## Equal Opportunity Services (EOS)

- Reports having been a victim of a stalking
- Reports sexual assault or relationship violence
- Indicates experiencing hate crimes, bias, or discrimination
- Reports any Title IX concerns

## Justin Dart, Jr. Student Accessibility Center

- Is having academic difficulty due to physical, psychological, or learning disability
- Indicates a need for disability accommodations



# Consult for Advice if the Student:

## Dean of Students Office

- Acts significantly out of character
  - Acts in a way that causes alarm
  - Displays unhealthy or dangerous patterns of behavior
  - Reports having been a victim of hazing or other crime
  - Exhibits behavior that substantially impairs, interferes, or obstructs orderly processes and functions of the university
- Exhibits behavior that deliberately interferes with instruction or office procedures
  - Exhibits behavior that is lewd or offensive
  - Exhibits behavior that breaches the peace
  - Reports financial difficulty due to hardships
  - Reports difficulty due to a recent hospitalization
  - Needs assistance transitioning back to the university after an emergency



A decorative graphic featuring a central red banner with the text "Thank You" in white. The banner is surrounded by various red geometric shapes: a cube, a diamond, a triangle, a square, and a cylinder. There are also several red lines and a wavy line scattered around the banner. The banner itself is tilted and has a white outline with a small circle at the top right corner.

Thank You

**Questions/Comments/Feedback?**

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