



Division of Student Services
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WORKING WITH “CHALLENGING” STUDENTS

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Associate Vice Chancellor for Student Life
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UAF POLICE
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911 (EMERGENCY)

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- **TYPICAL ISSUES TODAY**
 - Electronics in classroom
 - Distance delivery
 - Visitors in classroom
 - Freedom of speech / constructive dialogue (written or verbal)
 - Bullying (faculty or other students)
- General student conduct – BOR policies:
<http://www.alaska.edu/bor/policy/09-02.doc>,
- **ON YOUR SIDE**
 - Syllabus
 - You have responsibility and authority to control the classroom
 - Working with behaviors, not personalities or opinions
 - Providing options
 - Luxury of time
 - Variety of resources, particularly colleagues / supervisor
- Disruption vs. dialogue (freedom of speech, balance between rights of others versus individual rights)
- **APPROACH TO DISRUPTION**
 - C: calm, cool, collected approach, control situation
 - A: ascertain situation (“peel the onion”), assertive, not aggressive
 - L: look, limit, luxury of time
 - M: mediate, manage, minimize
- **CONFIDENTIALITY / LIABILITY**

DOCUMENT

DOCUMENT

DOCUMENT

- **DISCIPLINARY OPTIONS**
 - Restricted access (trespass) / denial of benefits (use of computer labs)
 - Summary suspension
- **Faculty initiated withdrawal,**
<http://www.uaf.edu/catalog/current/admissions/registration.html>

Class instructors have the right to drop students who do not meet course prerequisites, did not obtain a grade of "C" or better in all prerequisite courses or who have not participated substantially in a course. Faculty-initiated drops submitted through the third Friday after the first day of instruction will be treated as a dropped class and will not appear on any student transcript. The faculty-initiated withdrawal may occur after the third Friday but before the ninth Friday after the first day of instruction. A grade of W will appear on a student's academic record for faculty-initiated withdrawals.

SHOULD NOT BE USED AS A WAY TO DEAL WITH PLAGIARISM

- Administrative withdrawal (typically for behavior problems or health issues)
 Also have option of some type of behavioral contract through this office
 - Students have right to due process!
- **GRADE APPEAL PROCESS:**
http://www.uaf.edu/reg/forms/grade_appeal_policy.pdf
 - **SYLLABUS** – take the time now and save time later!
 (some have gone to signature page stating that student understands)
 - Talk with instructor
 - Talk with department head
 - Talk with dean
 - Bring before grade appeal committee (“*arbitrary and capricious*”)
 - Informal versus formal hearing (two part process)
- **PLAGIARISM** (old-fashioned and new technology)
 - Fail on assignment
 - Fail in course
 - Fail on assignment, course and additional judicial action
 - Student has right to a grade appeal for final grade, not individual assignment
- **AMERICANS WITH DISABILITIES ACT AS AMENDED (ADAAA)**
 - need to make “reasonable effort” to accommodate
 - RESOURCE: <http://www.hhrconsulting.com/resources/adaaa.htm>
- **INAPPROPRIATE CONDUCT**
 - Sexual misconduct (typically harassment) – WHERE TO REPORT
 - “Erratic” student behavior – Dean of Students office (x7317)
 - may not be able to respond back as to exactly what happened
 - students on (or off) medication
- **SAFETY ALWAYS THE PRIORITY (both you and others)**
- **QUESTIONS**