There are different types of concerning behaviors that can be represented through a continuum. Enclosed are descriptors of each behavior and suggested interventions to de-escalate and redirect concerning behavior. The interventions do not constitute fixed procedures that must be followed in each instance. Rather, these strategies may be pursued based on your assessment of their suitability to the presenting situation.

The CSUF Behavioral Intervention Team (BIT) responds to non-emergency, non-immediate concerns. The BIT team serves as the centralized body for discussion and coordinated action regarding students who experience distress or display concerning, problematic, or troubling behavior that could pose serious risks to themselves or others. Our goal is to intervene before a student reaches crisis level and ensure the safety of both the student and the CSUF community.

The Behavioral Intervention Team is comprised of staff from these departments:
- Dean of Students Office
- Counseling and Psychological Services (CAPS)
- Disability Support Services
- Housing and Residence Life
- Legal Counsel
- Student Conduct
- University Police

Members of the campus community who observe concerning behavior can contact staff in these departments based on the nature of their concerns.

DEAN OF STUDENTS OFFICE
Dean of Students staff offer care-related guidance and resources to students who experience academic, emotional/personal, and behavioral difficulties that hinder their success. If you observe concerning behavior and would like to refer a student or request consultation, please contact the Dean of Students Office at (657) 278-3211 or email deanoftudents@fullerton.edu. The Dean of Students Office is located in the Titan Student Union, second level, room 243. Website: http://www.fullerton.edu/deanoftudents/
### Distressing Behavior

#### Examples of behavior include but are not limited to:

<table>
<thead>
<tr>
<th>Distressing Behavior</th>
<th>Suggested Interventions include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Struggling academically or not attending classes regularly.</td>
<td>Initiate a discussion with the student in private about the concerning behavior—remember, you are the first point of contact.</td>
</tr>
<tr>
<td>Displays of intense emotion or inappropriate emotional outbursts.</td>
<td>Offer support: summarize the essence of what the student tells you as a way to clarify the situation. Encourage positive action by helping the student define the problem and generate coping strategies.</td>
</tr>
<tr>
<td>Disjointed writing or thinking; themes out of context with assignments.</td>
<td>Discuss options: refer the student to campus departments or offices that have the necessary expertise and personnel to help them.</td>
</tr>
<tr>
<td>Express sadness, fear, anxiety, or worthlessness.</td>
<td>If you’re uneasy about meeting with the student, consult with your department chair, supervisor, or appropriate staff in CAPS (657) 278-3040 or Dean of Students Office (657) 278-3211.</td>
</tr>
<tr>
<td>Always ask for help with personal problems beyond the scope of your role or abilities.</td>
<td>If you believe the situation deserves university attention or follow-up, submit a Report A Student Concern online referral form or call (657) 278-3211.</td>
</tr>
<tr>
<td>Experiencing family or relationship problems.</td>
<td></td>
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<tr>
<td>Experience feelings of isolation or loneliness; lack of a social support network.</td>
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</tbody>
</table>

Distressing behavior usually causes us to feel worried or uneasy.
Troubling behavior causes us to feel upset or frustrated.

**Examples of behavior include but not limited to:**

- Verbally disrespectful when disagreeing with peers and/or instructor.
- Verbally abuses, curses at or intimidates others.
- A student who appears to be under the influence of alcohol or drugs.
- A student whose behavior may be troubling as a result of possible mental health problems.
- Student who expresses current thoughts to harm self in paper, email, text, etc.
- A student whose writing contains themes and threats of violence.
- Behavior that interferes with the educational process by: making hostile remarks out of turn; aggressively taking over the lecture.
- Behavior that notably interferes with university operations or the environment outside the classroom.

**Suggested Interventions when responding to troubling behavior:**

- Speak with the student privately. Addressing the troubling behavior, when you first notice it, is critical.
- Inform the student of the problem behavior. Focus on the behaviors and avoid anything that might sound judgmental.
- Receive and consider the student’s response - they might share problems or issues that explain the behavior. Or they may simply not be aware of the impact the specific behavior has on the instructor or other students.
- Reiterate that the behavior described cannot continue. Redirect the student towards appropriate behavior. For example, “Going forward, it will be important for you to save some of your comments until we have an opportunity for group discussion.”
- Articulate the academic expectations of your class. Ask the student if they can abide by your expectations going forward.
- Inform the student if they are unable or unwilling to meet these expectations then they might lose the privilege of remaining in your class and continued displays of the described behavior could result in a referral to Student Conduct.
- Refer the student to campus departments that have the necessary expertise and resources to help them based on the issues or challenges they self-disclose during this conversation.
- Document the content of the meeting in writing and provide the student with written copy of the expectations, requirements, and the consequences discussed.
- Per your discretion, submit a Report A Student Concern online referral form or call (657) 278-3211 if you believe the situation deserves university attention or follow-up.
- If you’re uneasy about meeting with the student, consult first with your department chair, supervisor, or appropriate staff in CAPS (657) 278-3040 or Dean of Students Office (657) 278-3211.
The safety and well being of the campus community is the top priority.

If you believe the student poses an imminent threat to you or others, call 911. Please also refer to the RED Folder.

If the observed behavior does not pose an imminent threat, other interventions include:

### Examples of behavior include but not limited to:

<table>
<thead>
<tr>
<th>Behavior Description</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>A student who stalks or harasses another person.</td>
<td>Immediately notify your department chair/supervisor for advice and support.</td>
</tr>
<tr>
<td>A student who sends threatening correspondence to another person.</td>
<td>Consult with staff in University Police (657) 278-2515, Counseling and Psychological Services (657) 278-3040, or the Dean of Students Office (657) 278-3211.</td>
</tr>
<tr>
<td>A student who implies or makes a direct threat to harm self or others.</td>
<td>Submit a Report a Student Concern online referral form, via email, or call (657) 278-3211.</td>
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</tbody>
</table>