

QUICK REFERENCE GUIDE FOR ADDRESSING CONCERNS ABOUT YOUR STUDENT

THE FOLLOWING INFORMATION IS INTENDED TO PROVIDE RESOURCES TO ASSIST FACULTY AND STAFF WHEN DEALING WITH A STUDENT OF CONCERN

THIS IS DIFFERENT FROM THE RESPONSE PROCEDURES FOR DISRUPTIVE STUDENT BEHAVIOR (shown in the second box on page 2)

A. IDENTIFYING AND ASSISTING "AT RISK STUDENTS" (PRACTICE)

- a. Click on this link <http://www.kognito.com/ccs>.
- b. Click on "Create an account."
- c. Choose your Password, then choose Next Step

- d. Pull down the menu and choose "San Jose City College."
- e. Follow the prompts
- f. The training takes about 20 - 30 minutes.

B. TOOLS TO DESCALATE THE SITUATION:

- A. Use positive and helpful statements such as:
 - "I want to help you!"
 - "Please tell me more so I better understand how to help you."
- B. Put yourself on his/her side of finding a solution to the problem.
 - Do NOT be judgmental.
 - Do NOT ignore the person or pretend to be paying attention.
 - Listen to what the person is really saying.
 - Re-state the message.
- C. Clarify the message.
 - Repeat the message.
 - Be empathetic!
 - Validate -- "I understand why..." (Not in agreement with...)
 - Try to establish rapport with the other person.
- D. Refer to De-Escalation Power Point on SJCC web page under the Faculty and Staff Resources link.
- E. If deescalating does not work follow instructions for reporting disruptive students and information regarding dismissal at <http://www.sjcc.edu/current-students/student-life/student-code-of-conduc>
Contact your Dean, complete Disruptive Student Behavior Report and forward to Blake Balajadia in SC 115i or call 1-408-288-3160.

C. FACULTY RESOURCES FOR REFERRAL

The Guide to Assisting the Emotionally Distress Student and community based resources may be found on this link: <http://www.sjcc.edu/faculty-staff/resources>.

D. STUDENT STUDY RESOURCES

On Line Study Resources may be found on this link: www.studygs.net.

E. PHONE CONTACTS

NIGHT SUPERVISOR	CALL	1-408-590-5050
CAMPUS POLICE	CALL	1-408-270-6468
SJ PD	CALL	1-408-277-8911
STUDENT HEALTH	CALL	1-408-288-3724

CALWORKS	RM. SC216C	1-408-298-2181 X3150
DISABILITY SUPPORT PGM	RM. SC106	1-408-298-2181 X3746
GENERAL COUNSELING	RM. SC200	1-408-298-2181 X3746
PERSONAL COUNSELING	RM. SC109	1-408-288-3724
READING/WRITING CENTER	RM. L103	1-408-298-2181 X3758
TUTORING CENTER	RM. L 1ST FLR	1-408-298-2181 X3559
VETERANS CENTER	RM. SC215	1-408-298-2181 X 3121

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IS THE STUDENT A THREAT TO SELF OR OTHERS? IF YES - Immediately call Campus Police 1-408-270-6468 or San Jose Police 1-408-277-8911

IS THE STUDENT DISRUPTING CLASS? Follow instructions for reporting disruptive students and information regarding dismissal found on the link <http://www.sjcc.edu/current-students/student-life/student-code-of-conduct>. Contact your Dean, complete Disruptive Student Behavior Report and forward to Blake Balajadia in SC 115i or call 1-408-288-3160.

Determine how to help the student (Meet, Ask and Refer)

If appropriate arrange to meet with the student to determine what assistance would be beneficial. The earlier the problem is addressed the more effective the intervention. The questions below are designed to help identify potential barriers to success.

Does the student need additional skills to succeed in class?

Determine if the student comprehends the material. Express your concern and ask the student to describe their difficulties. Depending on Response refer for Study Strategies, Organizational Skills, Time Management at www.studygs.net. Personal Counseling is provided by Health Services. Call 1-408-298-2181x2112.

Does the student's skill level meet the advisory levels for the class?

Could the problems be that English is not their primary language or the class placement is incorrect? If language appears to be the problem refer the student to Counseling to review the advisory levels for class placement. Call Counseling at 1-408-298-2181x3872.

Is the student highly motivated but not succeeding?

If the student is motivated and works hard but is still experiencing difficulties. Ask if the student has experienced difficulty in school before? Suggest Tutoring L-105 Call 1-408-298-2181 x3559. Reading/Writing Center LRC-103 Call 1-408-298-2181 x3758. DSPS SC-106 Call 1-408-298-2181 x3746. Many students don't know these programs exist. The student may qualify for accommodations and/or tutoring.

Is the student distracted or having trouble focusing?

Does the student appear to be distracted, have disorganized thoughts, trouble focusing, paying attention, completing their work, etc. The student may be experiencing emotional distress and needs to find a resource to help them refocus. A referral to **Personal Counseling RM. SC109** may be appropriate. Call 1-408-288-3724.