



HOW TO DEAL WITH DIFFICULT OR DISRUPTIVE STUDENTS IN YOUR CLASSROOM/OFFICE

At Napa Valley College, we have established procedures that outline students' responsibilities and rights in an effort to create and ensure an atmosphere that is conducive to learning and teaching. The information below will assist faculty and staff in becoming knowledgeable of District rules and procedures related to student conduct. On the reverse side, we have listed some available resources for students that you can use as reference for referrals. Instructors have the prerogative to interpret this based on their own experience. You always have the right to contact campus police (707) 256-7777 or city police at 911.

Dealing with:	Established Procedure:
A student's misconduct or disruption in your classroom:	<p>Minor Incident/Disruption:</p> <ul style="list-style-type: none"> • Talk to the student individually before or after class to discuss behavior and your expectations for appropriate classroom conduct. Share a copy of the Student Code of Conduct with him/her and inform the student of the sanctions/consequences for repeated misconduct. • Document the occurrence in writing. (This is very important especially if the situation continues or escalates. The VP of Student Affairs cannot reprimand the student or institute any disciplinary actions without sufficient information.) <p>Escalated or continued disruption:</p> <ul style="list-style-type: none"> • If disruptive behavior is impacting your teaching or continuance of the class, ask the student to leave the class for that class meeting and make an appointment with the Vice President of Student Affairs to obtain approval to return to the next class meeting. For more details on this process, please refer to section IV regarding Procedures in the Standards of Student Conduct. • After initial disruption has passed, contact the Vice President of Student Affairs, (707) 256-7365 or 256-7363, or the College Police, (707) 256-7770, to report the incident and determine the next appropriate step.
A student who is aggressive or threatening:	<ul style="list-style-type: none"> • Contact the College Police immediately, (707) 256-7777. • Do not leave the class unattended. Instead ask a student to make the call from a nearby office or use the NVC Safe App on their phone to call College Police.
A crime on campus or questions about your personal safety:	<p>NVC Police will take reports of crimes and can advise you if you have concerns about your safety. Their office is located in building 2250, (707) 256-7777.</p>
A student who is struggling academically in your classroom:	<p>Talk to the student in private and recommend that they make an appointment to see a counselor in the Counseling Department, (707) 256-7220, Rm 1339A. Counselors can help students deal with workload dilemmas, personal difficulties, and other issues that are interfering with their academic success at NVC.</p>

Dealing with:	Established Procedure:
A student who wants to file a complaint or grievance:	<ul style="list-style-type: none"> • While it is our hope that concerns, complaints and problems can be minimized through direct communication between those involved (informal processes), in some cases formal action is required. All students have the right to utilize the Student Complaint and Grievance Procedures set up to resolve problems. • Refer student to the Student Complaint and Grievance Policy and Procedures Booklet available online under the Student Services website (select the Student Rights and Responsibilities section) or direct student to the Office of the Vice President of Student Affairs, Room 1330, to obtain a hardcopy. • Make student aware of the college's ombudsperson (student advocate) that can help explain district processes and refer them to appropriate parties to resolve their student concern. Refer them to the handout titled "Getting Help with Difficulties You Encounter at NVC" also found under the Student Services website under the Student Rights and Responsibilities section.
A student who was caught cheating or you suspect is cheating:	<ul style="list-style-type: none"> • Talk to the student individually before or after class to discuss incident and your expectations for academic standards of honesty. • As the instructor of the class, you have the right to enforce one or more of the disciplinary actions or consequences of academic dishonesty listed in the Academic Honesty Policy. • Share a copy of this policy with the student (found on the Student Services website under Student Rights and Responsibilities). If necessary and/or second infraction, refer student to the Vice President of Student Services for disciplinary action.
If you are unsure how to deal with an issue or student:	Always seek assistance from your division chairperson first. But if still unsure on how to deal with a student situation, you may contact the CARE Team (707) 256-7776 or call the Vice President of Student Affairs, (707) 256-7363.

ON CAMPUS RESOURCES AVAILABLE

DEPARTMENT/OFFICE	CONTACT	PHONE (707)	AVAILABLE SERVICES
Office of Student Affairs	Oscar De Haro, Asst. Superintendent/VPSA	256-7365	Administers the student code of conduct and deals with dangerous student behavior; provides guidance to faculty, staff, and students in disciplinary issues, complaints and grievances.
College Police	Amber Wade, Chief	256-7770 256-7777	Crime prevention and crime reporting including assistance for victims of crime or violence; immediate response and/or help with disruptive students.
Counseling Department	Howard Willis, Dean	256-7355	Academic and career counseling including developing realistic academic workloads; personal counseling/crisis intervention including help with personal, family and other issues that may affect students' educational progress; referrals to appropriate community resources; college success strategies.
CARE Team	Amber Wade, Chief	256-7776	Collaborative team that identifies, assesses, intervenes, and manages cases where people may be exhibiting concerning or unusual behavior.
DSP&S ADA Accommodations	Sheryl Fernandez Assoc. Dean	256-7234	Assessment of learning or psychological disabilities; referrals to Dept. of Rehabilitation, County Health and Human Services, or other agencies; accommodations might include enlarged book print, note-taking, readers, sign language interpreters, and modified test taking.
Ombudsperson	Howard Willis, Dean	256-7355	Investigates complaints, provides information, and resolves problems.
Student Health Center Psychological Services	Nancy Tamarisk, Director, NP	256-7780 256-7782	Personal and private counseling appointments with a licensed therapist in dealing with finances, job, school, marriage or relationships, or life in general.