

You notice **behavior that causes you concern**, such as lack of concentration in class, drop in academic performance, unexcused absences, change in demeanor or disturbing communication.

Appropriate actions: 

- Reach out to the student and indicate that additional support, including advisement, and/or personal counseling, is available.
- Inform department chair or program head.
- Contact the student ombudsman if student needs additional support: 718.951.5352. BEST will be informed as appropriate.

You notice a **disruptive, but non-threatening student** who refuses to desist and continues to interrupt and/or make inappropriate demands.

Appropriate actions: 

- Ask the student to leave the classroom for the duration of the session. Report incident to Public Safety as soon as possible.
- Call Public Safety at 718.951.5444 if the student refuses to leave. Public Safety will inform BEST as appropriate.

You or anyone in your vicinity feels **threatened** by a student's hostile behavior, lack of control or direct threats in the classroom, elsewhere on campus, or online.

Appropriate actions: 

- Call Public Safety at 718.951.5444 as soon as possible to report the incident.
- Ask the student to leave. If the student refuses, call Public Safety at 718.951.5444 and ask that the student be removed.
- Dismiss class for the day.

At some point while teaching at Brooklyn College, you may need to address situations resulting from adverse student behavior. This guide outlines some scenarios you might face and provides tools and resources you can utilize to resolve them.

For further information, contact
BEST/Student Affairs at 718.951.5352

BEST/Student Affairs:

718.951.5352, 2113 Boylan Hall
discipline@brooklyn.cuny.edu
studentaffairs.brooklyn.cuny.edu

Ombudsman:

718.951.5352, 2113 Boylan Hall

Personal Counseling Office:

718.951.5363, 0203 James Hall, pc.brooklyn.cuny.edu

Disabilities Services:

718.951.5538, 138 Roosevelt Hall

NOTE: Dialing 911 from a campus phone directly connects you to the Office of Campus and Community Safety Services.

Addressing Challenging Student Behavior

at Brooklyn College

A Guide for Faculty from the
Behavioral Education and
Support Team (BEST)