ALAMO COLLEGES

Strategies of Behavioral Intervention (SOBI)

Quick Guide

The Alamo Colleges' SOBI Team coordinated and developed the SOBI Employee and Student Guide as an institutional response to promote student well-being, a thriving campus environment, and successful academic experiences through an active process of assessment and intervention.

This tool kit summarizes key processes and resources to assist with identifying and reporting students in distress at the Alamo Colleges.

2010-2011
alamo.edu
07/28/2010

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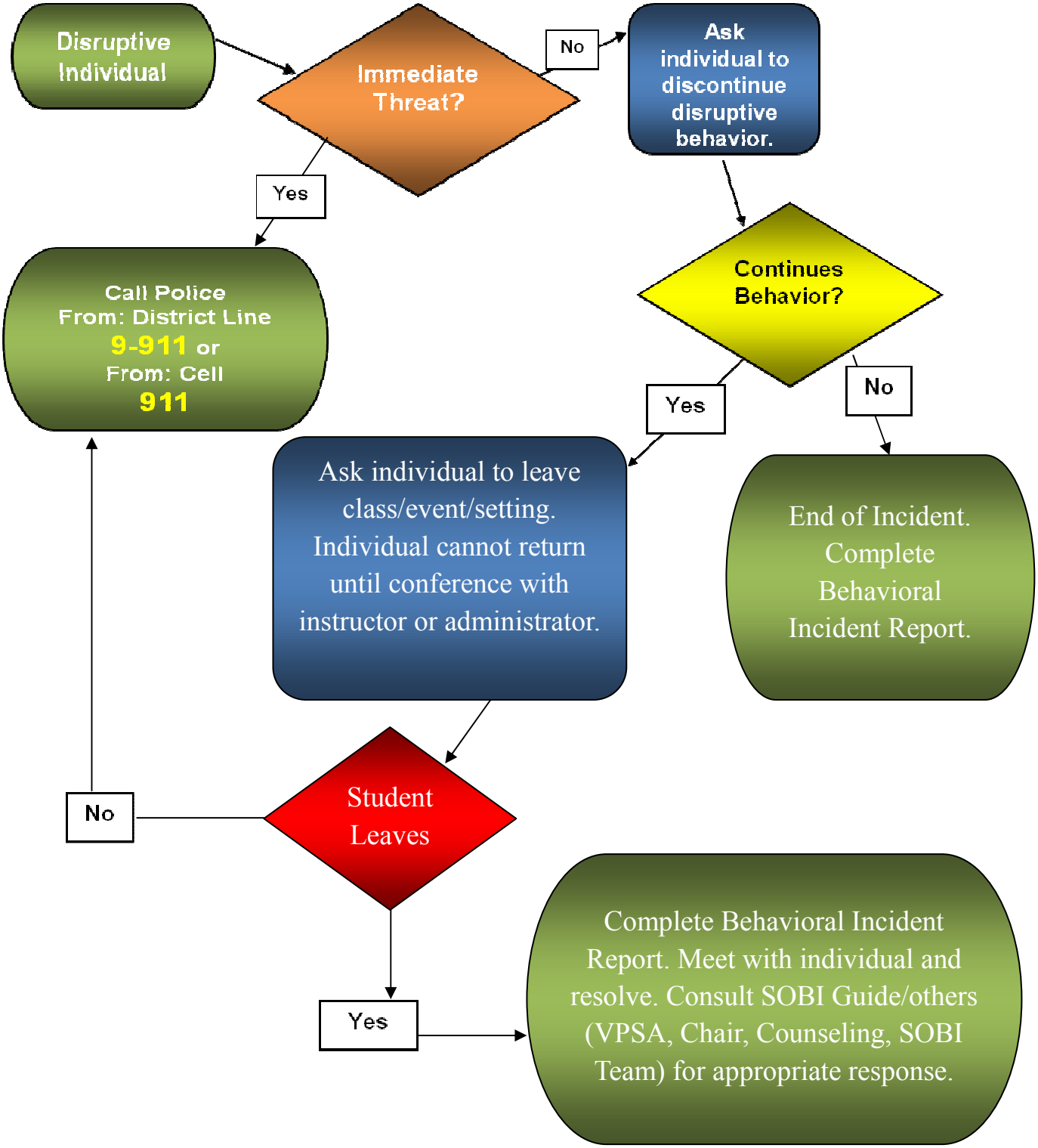
SOBI Process for Handling Disruptive Individual(s):



"If you see something...tell someone."

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PREVENTING DISRUPTIVE AND VIOLENT BEHAVIOR BEGINS WITH NOTICING STUDENT BEHAVIOR

Hostility, verbal aggression, depression, isolation, and withdrawal are key signals that should not be ignored. Disregarding early warning signs facilitates escalation. It is better to offend a student by "over-reacting" and apologize, than to fail to act in the interest of everyone's safety.

Below is a behavioral alert chart developed by the Student Health and Psychological Services at Ventura College, Ventura, California, that includes three categories of behavior and actions that require attention and a response. Each level designates increasing severity of risk. Research suggests that inappropriate, disruptive or violent behavior may be diffused if these issues are addressed early.

LEVELS	LEVEL I: LOW RISK	LEVEL II: MODERATE RISK	LEVEL III: HIGH RISK
WARNING SIGNS	PRONOUNCED AND SUDDEN CHANGE IN ATTENDANCE PATTERNS: • Tardiness • Increased absences CHANGE IN BEHAVIOR: • Withdrawn • Irritable • Confrontational • Depressed • Angry NEGATIVE CHANGE IN ATTITUDE: Significant change in the way the student interacts with staff and/or students	NEGATIVE/HOSTILE ATTENTION SEEKING BEHAVIOR IN CLASSROOM THREATS TO DO HARM TO SELF OR OTHERS DISCLOSED EITHER IN A DIRECT OR DISGUISED MANNER (**Depending on Severity may be High Risk**): • Jokes • Sarcasm • Hints • Symbolic gestures • Drawings • Writing assignments WITHDRAWN BEHAVIOR OF INCREASING CONCERN/ VACANT STARE OPENLY CONFRONTATIONAL WITH FACULTY, STAFF AND/OR STUDENTS NO PARTICIPATION IN CLASS DISCUSSIONS AND ACTIVITIES WITH PASSIVE/AGGRESSIVE BEHAVIORS AND ACTING OUT	CONTINUED DEMONSTRATIONS OF ODD OR PECULIAR BEHAVIOR AGGRESSIVE AND THREATENING BEHAVIOR OR GESTURES ESCALATING THREATS, RAISED VOICES VISIBLE AGITATION, PHYSICAL TENSION, TREMBLING
WHAT TO DO	1. Make time to meet with the student one on-one 2. In a non-threatening and non-punitive fashion, comment on your observations of specific behaviors and express your concern 3. Inquire as to what circumstances may be causing the changes in behavior 4. Develop an action plan to address issues 5. Make a referral to Counseling Services 6. Invite the student during office hours to discuss problems that may be interfering with his/her academic goals	1. Meet with the student one-on-one if you feel safe 2. Express your interest in the student's well being 3. In a firm and non-punitive fashion describe the problem behavior 4. Set clear guidelines regarding appropriate behavior 5. Address your concerns with your Chair, Dean or supervisor 6. Notify the Vice President of Student Success/Affairs	1. Remain calm; don't engage in an argument 2. Keep distance between you and the student 3. Allow the student a way to exit 4. Don't allow yourself to be trapped 5. Reduce noise, talking, questions and stimulation 6. Campus police will respond and make appropriate referral **Call Alamo Colleges Police Department (9-911) IMMEDIATELY!**

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Resources for Consultation and Referral

	Dept Chair/ Supv/ VP	ACPD	Counseling	VPSS/ VPSA	DSS/ Access	Health Center/ Nurse
WORKING WITH AN INDIVIDUAL WHO EXHIBITS ANY OF THE FOLLOWING BEHAVIORS:	Alamo Colleges Police Department (ACPD) is available 24 hrs/everyday. For non-emergencies: dial 485-0099.					
Possesses an immediate threat to self or others.		X				
Writes or verbalizes a direct threat to another person.	X	X	X	X		X
Displays anger or hostility inappropriately.	X		X			X
Sleeps in class.	X		X		X	X
Causes disruptions using cell phone and pager.	X					
Exhibits behavior that seems bizarre or out of touch with reality.		X	X	X	X	X
Shows signs of alcohol or drug abuse.	X		X	X	X	X
Seems overly emotional, e.g. aggressive, depressed, demanding, or suspicious.	X		X		X	X
Disrupts class and refuses to stop.	X	X		X		X
Is the subject of complaints by other students regarding behaviors.	X		X	X		X
Comes to campus under the influence of drugs or alcohol.	X	X	X		X	X
OTHER CONCERNS:						
Is a victim of sexual assault.		X	X	X	X	X
Talks about homicide or suicide.		X	X	X		X
Is a victim of violence, stalking, intimidation, or domestic abuse.		X	X		X	X
Is having difficulty due to illness or death of a friend or family member.			X			X
May have a disability.					X	
Reports sexual harassment or civil rights discrimination.				X		
Violates principles of community or commits a biased-based behavior (any type of harassment or bullying).				X		
Is a victim of biased-based behavior (any type of harassment or bullying).		X	X	X		X

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Behavioral Incident Report
Instructions for Completion and Submission

The Behavioral Incident Report is designed to enable faculty, staff and students to voluntarily report "red flag behaviors" that may raise concerns about a student's and/or community member's behaviors as well as incidents of misconduct at the Alamo Colleges. An incident, in this context, is an event that does not warrant immediate intervention. **In the event of an emergency that requires immediate intervention, call Alamo Colleges Police Department at 9-911 from a campus phone or 911 from other phones.**

Information obtained through the Behavioral Incident Report will be utilized in support of the functions directly related to the Strategies of Behavioral Intervention program:

1. Provide consultation, education, and support to faculty, staff, and administration in assisting individuals who display concerning or disruptive behaviors;
2. Gather information to assess situations involving individuals who display concerning or disruptive behaviors;
3. Recommend appropriate intervention strategies or disciplinary sanctions;
4. Connect individuals with needed campus and community resources; and
5. Monitor ongoing behavior of individuals who have displayed disruptive or concerning behavior.

The reports provide a standardized mechanism for recording observations of troublesome behaviors, for alerting staff of potential concerns, for responding to individual incidents and for offering appropriate and timely interventions to resolve and/or prevent escalation of issues and behaviors. Reports also assist the Alamo Colleges in revealing patterns of disruptive behavior of specific individuals and provide aggregate data on the nature and frequency of disruptions at Alamo Colleges. In accordance with the Alamo Colleges Student Code of Conduct, information provided in the Behavioral Incident Report may also be considered in determining appropriate disciplinary action with students.

Please complete the report to provide a detailed description of the incident. Use an additional piece of paper, if necessary. Pay particular attention to the behaviors of the individual and the effect of the individual's behavior on others. Concrete, specific observations are most useful. Be honest, respectful, and avoid providing judgments, assessments and opinions. Please describe conversations you have had with the individual and any action you have taken regarding this incident.

Please email or submit the completed form to the Office of the Vice President for Student Success/Affairs associated with your college. This report is available online at:
http://www.alamo.edu/district/admin/vcss/pdf/Behavioral-Incident-Report.pdf

College	Vice President of Student Success/ Affairs	Phone Number	Email	Office
Northeast Lakeview College	Dr. Debbie Hamilton	486-5421	dhamilton@alamo.edu	NLIB 316D
Northwest Vista College	Dr. Diana Muniz	486-4909	dmuniz18@alamo.edu	CCC-208
Palo Alto College	Dr. Michael R. Flores	486-3930	rflores@alamo.edu	PC 119
San Antonio College	Dr. Robert H. Vela Jr.	486-0930	rvela63@alamo.edu	FAC 309
St. Philip's College	Dr. Sherrie Lang	486-2252	slang14@alamo.edu	SLC 106
Off-Campus Site	Contact associated college above			

* Individuals are allowed to make anonymous reports, however if a name is not provided it may hamper the SOBI team's ability to seek follow up information that may be critical in determining an appropriate course of action. If a name is provided the team will provide feedback regarding actions taken.

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Behavioral Incident Report

Please complete the report to provide a detailed description of the incident. Use an additional piece of paper, if necessary. Pay particular attention to the behaviors of the individual and the effect of the individual's behavior on others. Concrete, specific observations are most useful. Be honest, respectful, and avoid providing judgments, assessments and opinions. Please describe conversations you have had with the individual and any action you have taken regarding this incident.

Student/Community Member Information: (Please enter as much information as possible.)

Name: _____ Student ID Number: _____

Address: _____ Telephone Number: _____

Incident Information:

Date of Incident: _____ Date Form Completed: _____

Campus/Class/Location of Incident: _____

Time of Incident (approximate), please indicate a.m. or p.m.: _____

*Name of Person Reporting Incident: _____ Telephone Number: _____

Email Address: _____

Are you a ☐ Student ☐ Employee ☐ Other (please explain): _____

Name(s) of Others Involved: _____

Please provide a detailed description of the incident, with particular attention to the behaviors of the individual and the effect of the individual's behavior on others. Concrete, specific observations are most useful. Be honest, respectful, and avoid providing judgments, assessments, and opinions:

_____

_____

_____

Please describe conversations you have had with the individual and any action you have taken regarding this incident:

_____

_____

Please submit completed form to the Office of the Vice President for Student Success/Affairs associated with your college. This report is available online at:
http://www.alamo.edu/district/admin/vcss/pdf/Behavioral-Incident-Report.pdf

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SOBI Contacts

ALAMO COLLEGES
NORTHEAST LAKEVIEW COLLEGE

Vice President of Student Services:	(210) 486-5421
Alamo Colleges Police Department:	(210) 485-0099
Counselor:	(210) 486-5496
Disability Support Services:	(210) 486-5487

ALAMO COLLEGES
NORTHWEST VISTA COLLEGE

Vice President of Student Success:	(210) 486-4909
Alamo Colleges Police Department:	(210) 485-0099
Counselor:	(210) 486-4834
Disability Support Services:	(210) 486-4466

ALAMO COLLEGES
PALO ALTO COLLEGE

Vice President of Student Affairs :	(210) 486-3930
Alamo Colleges Police Department:	(210) 485-0099
Counselor:	(210) 486-3333
Disability Support Services:	(210) 486-3020

ALAMO COLLEGES
SAN ANTONIO COLLEGE

Vice President of Student Affairs:	(210) 486-0930
Alamo Colleges Police Department:	(210) 485-0099
Counselor:	(210) 486-0333
Disability Support Services:	(210) 486-0020

ALAMO COLLEGES
ST. PHILIP'S COLLEGE

Vice President of Student Success:	(210) 486-2252
Alamo Colleges Police Department:	(210) 485-0099
Counselor:	(210) 486-2333
Disability Support Services:	(210) 486-2020

ALAMO COLLEGES

Vice Chancellor for Student Success:	(210) 485-0150
Alamo Colleges Police Department:	(210) 485-0099

The Alamo Colleges do not discriminate on the basis of race, religion, gender, national origin, age, disability, veteran status, genetic information or sexual orientation with respect to access, employment programs, or services. Inquiries or complaints concerning these matters should be brought to the attention of: Director of Human Resources, Title IX Coordinator, 210/485-0200. Address: Human Resources Department, 201 W. Sheridan, Bldg. A, San Antonio, Texas 78204.