MONTCLAIR STATE UNIVERSITY

Responding to Concerning Student Behavior

One-page guide for faculty and staff · Montclair State University

IMMEDIATE DANGER?

973-655-5222

University Police · dial 5222 from a campus phone

1 Recognize

Notice changes in engagement, behavior, mood, appearance, or circumstances. Focus on what you observe, not assumptions.

2 Respond with care

When safe, speak privately. Describe what you saw, express concern, listen, and set clear boundaries.

3 Refer or act

CARE for support needs. **Student Conduct** for possible violations. **Police** for immediate danger.

If the student…	Then…
Appears distressed but is not disrupting others	Check in privately, offer resources, and submit a CARE referral if more support may help.
Needs redirection	Stay calm, describe the specific behavior, restate the expectation, and redirect. Staff: set a clear boundary and continue service if appropriate.
Continues after redirection	**Faculty:** warn that continued behavior will lead to removal, then follow the Removal from Class procedure. **Staff:** end the interaction, ask the student to leave the area if needed, and notify your supervisor.
Repeats, escalates, or targets someone	Document it. Notify your department chair or supervisor and the Dean of Students Office. Submit a CARE and/or Student Conduct referral.
May have violated University policy	Submit an incident report to the Office of Student Conduct.

Language that helps

"I've noticed you seem to have a lot going on. How are you doing?"

"I'm asking that we communicate respectfully so we can work through this together."

"I'm going to end this conversation for now. We can continue when we can do so respectfully."

Document facts, not conclusions

Record the date, time, and location; what you saw and heard, using exact words when relevant; who was present; and what you did.

Avoid opinions, speculation, or diagnoses.

Report every classroom removal to your chair and the Dean of Students Office.

Dean of Students Office
(973) 655-4118 or 655-7548

Office of Student Conduct
(973) 655-4118 or 655-6981

CAPS
(973) 655-5211

Disability Resource Center
(973) 655-5431

When in doubt, submit a CARE referral through the Montclair CARES reporting system or call the Dean of Students Office. A CARE referral is support, not discipline.

Scan to submit a CARE referral

Point your phone camera at the code to open the Montclair CARES referral form. Use it for any non-emergency concern.

https://montclair-advocate.symplicity.com/care_report/index.php/pid990429

Full guidance: Responding to Concerning Student Behavior protocol.

Developed with AI assistance and reviewed by University staff.