

## RECOGNIZING AND RESPONDING TO STUDENT CONCERNS

	RECOGNITION	SUGGESTED RESPONSES
<b>Disruptive Student</b>	<ul style="list-style-type: none"> <li>• Refusal to leave, preventing others from leaving</li> <li>• Showing or stating the presence of a weapon</li> <li>• Inappropriate outbursts</li> <li>• Classroom interruptions/disruptions</li> <li>• Argumentativeness (<i>beyond what is typical for healthy academic debate</i>)</li> </ul>	<ul style="list-style-type: none"> <li>• Attempt to de-escalate immediate situation (<i>avoid argumentation, calm tone of voice</i>)</li> <li>• Express concerns about student's well-being</li> <li>• Outline conduct expectations</li> <li>• Provide resources (<i>e.g., Counseling Services, Disability Services</i>) as appropriate</li> <li>• Contact University Police (978-665-3111) if immediate threat or danger is perceived.</li> </ul>
<b>Distressed Student</b> <i>(Mental Health Concern, Grief)</i>	<ul style="list-style-type: none"> <li>• Statements of hopelessness (<i>e.g., "I just want out"</i>)</li> <li>• Verbal or written statements with theme of death or suicide</li> <li>• Irrational or bizarre behavior (Moderate)</li> <li>• Significant changes in appearance, hygiene, or behavior</li> <li>• Decline in academic performance</li> <li>• Disturbing content in papers, e-mails, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Privately express concern and caring regarding student's well-being</li> <li>• Provide resources (<i>e.g., Counseling Services, Disability Services</i>) as appropriate</li> <li>• Avoid criticism, judgment, blaming, or minimization of student's concerns or situation</li> <li>• Take any statements of suicidality or harm to self or others seriously and seek immediate consultation with Department Chair, Dean, or Counseling Services staff</li> <li>• Contact University Police (978-665-3111) if immediate threat or danger is perceived.</li> </ul>
<b>Alcohol and Other Drug Concerns</b>	<ul style="list-style-type: none"> <li>• Obvious signs of intoxication in class or at public event</li> <li>• Excessive lethargy or hyperactivity</li> <li>• Decline in academic performance</li> <li>• Deterioration in physical appearance</li> <li>• References to legal or student conduct issues</li> </ul>	<ul style="list-style-type: none"> <li>• Privately express concern and caring regarding student's well-being</li> <li>• Be able to provide specific example(s) about time(s) when student's behavior has concerned you</li> <li>• Be supportive and encouraging with any student statement regarding seeking help</li> <li>• Provide resources (<i>e.g., Counseling Services</i>) as appropriate</li> </ul>
<b>Harassment, stalking, hazing, bullying</b>	<ul style="list-style-type: none"> <li>• Complaints, verbal or written remarks about an incident, or about another person that makes one feel uncomfortable</li> <li>• Work performance changes</li> <li>• Changes in attitude (<i>becomes less friendly and open when communicating</i>)</li> <li>• Changes in attendance</li> <li>• Appearance of, or a sense of, increased tension in the environment</li> </ul>	<ul style="list-style-type: none"> <li>• Privately express concern and caring regarding student's well-being</li> <li>• Be supportive and encouraging with any student statement regarding seeking help</li> <li>• If student discloses information, remain calm, listen patiently, believe the student, and avoid criticism, judgment, blame, or anger</li> <li>• Provide resources (<i>e.g., University Police, Counseling Services, Compliance &amp; Title IX Office, Community Standards Office</i>) as appropriate</li> </ul>
<b>Physical or Sexual Assault</b>	<ul style="list-style-type: none"> <li>• Visible injuries</li> <li>• Reference(s) to a partner's jealousy, possessiveness, etc.</li> <li>• Appears fearful, unusually anxious, or angry</li> <li>• Emotional/behavioral reactions during class topics involving abuse, interpersonal violence, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Privately express concern and caring regarding student's well-being</li> <li>• Be supportive and encouraging with any student statement regarding seeking help</li> <li>• If student discloses information, remain calm, listen patiently, believe the student, and avoid criticism, judgment, blame, or anger</li> <li>• Provide resources (<i>e.g., University Police, Counseling Services, Human Resources, Student Affairs</i>) as appropriate</li> <li>• Responsible employees are required to report certain incidents to the Title IX Coordinator or Deputy Coordinator</li> </ul>
<b>Medical Problem</b>	<ul style="list-style-type: none"> <li>• Frequent or extended absences</li> <li>• Noticeable fatigue, dizziness, lethargy</li> <li>• Significant changes in weight</li> </ul>	<ul style="list-style-type: none"> <li>• Privately express concern and caring regarding student's well-being</li> <li>• Avoid criticism, judgment, blaming, or minimization of student's concerns or situation</li> <li>• Provide resources (<i>e.g., Counseling Services, Disability Services</i>) as appropriate</li> </ul>



## SELECTED GUIDELINES & RESOURCES

### Student Handbook

The Student Handbook is a source of useful information, resources, and a presentation of select University policies. Included are the academic integrity policy and a statement on classroom decorum. Fitchburg State expects students to act in a mature and responsible manner.

[fitchburgstate.edu/studenthandbook](https://fitchburgstate.edu/studenthandbook)

### Code of Conduct

The Code of Conduct applies to all students and establishes a list of prohibited behavior and describes the student conduct process. Individuals wishing to refer a student for violation of the code of conduct may do so by contacting the Office of Student and Academic Life.

[fitchburgstate.edu/conductcode](https://fitchburgstate.edu/conductcode)

### Equal Opportunity / Affirmative Action Plan

The EO/AA Plan addresses the complaint investigation and resolution procedures for incidents of discrimination, discriminatory harassment, sexual violence, sexual harassment, gender based harassment, domestic and dating violence, stalking, and retaliation. Questions regarding the EO/AA Plan may be addressed to the Title IX Coordinator or Deputy Coordinator.

[fitchburgstate.edu/eoaaplan](https://fitchburgstate.edu/eoaaplan)

### Title IX

Fitchburg State University is committed to a policy of non-discrimination, equal opportunity, diversity, affirmative action and a campus free from all forms of sexually harassing and violent behavior. All claims of discrimination, discriminatory harassment, and retaliation complaints from and about students, applicants, employees, faculty, staff and visitors, may be addressed to Dr. William Cummings in the Office of Human Resources. Certain designated staff (responsible employees) are required to report incidents to the Title IX Coordinator or Deputy Coordinator.

[fitchburgstate.edu/titleix](https://fitchburgstate.edu/titleix)

### Resources and Student Services

Office of the Vice President for Student Affairs  
and Office of Community Standards  
Sanders Administration Building ..... 978-665-3130  
University Police  
32 Clinton Street ..... 978-665-3111  
Counseling Services  
Hammond Building Room 317 ..... 978-665-3152  
Human Resources / Title IX Coordinator  
Sanders Administration Building ..... 978-665-3172  
Students access to Healthcare  
Community Health Connections ..... 978-410-6146

### FERPA (and its exceptions)

The Family Educational Rights and Privacy Act (FERPA) provides for privacy protections of certain student information (e.g., course grades, financial aid status), however, FERPA does permit communication about a student of concern in connection with a suspected health or safety emergency. Observations of a student's conduct, or statements made by a student are not protected under FERPA; such information can and should be shared, while maintaining appropriate consideration for student privacy.

## ADULT CPR AED



American Heart Association.

### Be the Beat®

## HANDS-ONLY CPR

CPR can double or even triple a person's chance of survival.



**3.** Continue CPR until professional help arrives

**4.** ...or until an AED is available to use

## ACTIVE SHOOTER

When an active shooter is in your vicinity, you must be prepared both mentally and physically to deal with the situation.

You have three options:

### 1. RUN

- Have an escape route and plan in mind
- Leave your belongings behind
- Evacuate regardless of whether others agree to follow.
- Help others escape, if possible.
- Do not attempt to move the wounded.
- Prevent others from entering an area where the active shooter may be.
- Keep your hands visible.
- Call 911 when you are safe.

### 2. HIDE

- Hide in an area out of shooter's view
- Lock door or block entry to your hiding place.
- Silence your cell phone (including vibrate mode) and remain quiet.

### 3. FIGHT

- Fight as a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the shooter.
- Act with as much physical aggression as possible.
- Improvise weapons or throw items at the active shooter.
- Commit to your actions... your life depends on it.

### Information for 911

Share with law enforcement or 911 operator

- Location of the active shooter
- Number of shooters
- Physical description of shooters
- Number and type of weapons held by shooters
- Number of potential victims at the location

The first officers to arrive on scene will not stop to help the injured. Expect rescue teams to follow initial officers. These rescue teams will treat and remove the injured.

Once you have reached a safe location, you likely will be held in that area by law enforcement until the situation is under control and all witnesses have been identified and questioned. Do not leave the area until law enforcement authorities have instructed you to do so.

For more information and training on active shooter response in your department, contact:

**MICHAEL CLOUTIER / 978-665-3590**  
Chief of University Police







## FALCON 360

Falcon 360 provides a centralized way for Fitchburg State community members to report concerns and incidents or address observed difficulties that may impede a person's success at Fitchburg State.

### IS THIS AN EMERGENCY?

**If this is an EMERGENCY situation, please call 911 or University Police at 978-665-3111.**

Do not use the reporting methods below to report events that are an immediate threat to health and safety.

Form	QR Code Report	Description	Used By
Academic Success Referral (Individual Student)*		Faculty who observe patterns of academic behavior in an individual student that may endanger their academic success are encouraged to complete this form. This includes concerns on attendance, academic performance/preparation, etc. *Submit via SSC Academic Coach Referral	Faculty
Attendance Referral*		Refer students for attendance concerns. This process serves as a means to connect with students that have two (2) consecutive absences or display a pattern of inconsistent attendance. Faculty can also report students who have never attended by completing this form. *Submit via SSC Attendance Alert	Faculty
<a href="#">Student of Concern Referral (CARE Team)</a>		Faculty, staff, students and others may voluntarily report Fitchburg State students who are experiencing crisis, displaying odd or unusual behaviors, or engaging in other behaviors that may be perceived as being harmful to themselves and/or others. This information is shared with the CARE Team, and other offices as appropriate.	Faculty, Staff, Students, Others
<a href="#">BIAS Incident Report</a>		Members of the Fitchburg State Community and Others may submit incidents and/or concerns of Bias to the Bias Incident Response Team	Faculty, Staff, Students, Others
<a href="#">Equal Opportunity / Title IX Complaint Form</a>		Report information necessary to initiate a complaint of alleged discrimination, harassment, sexual or gender harassment, sexual assault or other sexual violence, stalking, or retaliation pursuant to the Equal Opportunity Plan and Sexual Violence Policy. Also used to submit a Responsible Employee report.	Faculty, Staff, Students, Others
<a href="#">General Complaint (Conduct) and Clery Reporting Form</a>		Used to file a general complaint with the Office of Student Affairs / Community Standards. Also used to file a Campus Security Authority (CSA) report for CLERY purposes.	Faculty, Staff, Students, Others
<a href="#">Anonymous HR Complaint Form</a>		Used to file anonymous and complaint regarding alleged violation of Title IX, Equal Opportunity, Sexual Violence or Affirmative Action Policies with Human Resources.	Faculty, Staff, Students, Others
<a href="#">Anonymous PD Reporting</a>		If you see or hear of something happening which you believe should be brought to the attention of the police, you can report it here by filling out the anonymous report form; although not checked daily, we routinely check for anonymous witness form submissions.	Faculty, Staff, Students, Others