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.
SOBI Process for Handling Disruptive Individual(s):

1. **Disruptive Individual**
2. **Immediate Threat?**
   - **Yes**: Call Police From: District Line 9-911 or From: Cell 911
   - **No**: Ask individual to leave class/event/setting. Individual cannot return until conference with instructor or administrator.
3. **Ask individual to discontinue disruptive behavior.**
   - **No**: Continue Behavior?
5. **Student Leaves**
   - **No**: Complete Behavioral Incident Report. Meet with individual and resolve. Consult SOBI Guide/others (VPSA, Chair, Counseling, SOBI Team) for appropriate response.
   - **Yes**: "If you see something...tell someone."
preventive 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.

<table>
<thead>
<tr>
<th>LEVELS</th>
<th>LEVEL I: LOW RISK</th>
<th>LEVEL II: MODERATE RISK</th>
<th>LEVEL III: HIGH RISK</th>
</tr>
</thead>
<tbody>
<tr>
<td>WARNING SIGNS</td>
<td>PRONOUNCED AND SUDDEN CHANGE IN ATTENDANCE PATTERNS:</td>
<td>NEGATIVE/HOSTILE ATTENTION SEEKING BEHAVIOR IN CLASS-ROOM</td>
<td>CONTINUED DEMONSTRATIONS OF ODD OR PECULIAR BEHAVIOR</td>
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<tr>
<td></td>
<td>• Tardiness</td>
<td>THREATS TO DO HARM TO SELF OR OTHERS DISCLOSED EITHER IN A DIRECT OR DISGUISED MANNER (Depending on Severity may be High Risk):</td>
<td>AGGRESSIVE AND THREATENING BEHAVIOR OR GESTURES</td>
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<tr>
<td></td>
<td>• Increased absences</td>
<td>• Jokes</td>
<td>ESCALATING THREATS, RAISED VOICES</td>
</tr>
<tr>
<td></td>
<td>CHANGE IN BEHAVIOR:</td>
<td>• Sarcasm</td>
<td>VISIBLE AGITATION, PHYSICAL TENSION, TREMBLING</td>
</tr>
<tr>
<td></td>
<td>• Withdrawn</td>
<td>• Hints</td>
<td></td>
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<tr>
<td></td>
<td>• Irritable</td>
<td>• Symbolic gestures</td>
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<td></td>
<td>• Confrontational</td>
<td>• Drawings</td>
<td></td>
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<tr>
<td></td>
<td>• Depressed</td>
<td>• Writing assignments</td>
<td></td>
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<tr>
<td></td>
<td>• Angry</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>NEGATIVE CHANGE IN ATTITUDE:</td>
<td>WITHDRAWN BEHAVIOR OF INCREASING CONCERN/ VACANT STARE</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Significant change in the way the student interacts with staff and/or students</td>
<td>OPENLY CONFRONTATIONAL WITH FACULTY, STAFF AND/OR STUDENTS</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>NO PARTICIPATION IN CLASS DISCUSSIONS AND ACTIVITIES WITH PASSIVE/AGGRESSIVE BEHAVIORS AND ACTING OUT</td>
<td></td>
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</tbody>
</table>

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!

“If you see something...tell someone.”
# Resources for Consultation and Referral

<table>
<thead>
<tr>
<th>Working with an Individual Who Exhibits Any of the Following Behaviors:</th>
<th>Dept Chair/Supv/VP</th>
<th>ACPD</th>
<th>Counseling</th>
<th>VPSS/VPSA</th>
<th>DSS/Access</th>
<th>Health Center/Nurse</th>
</tr>
</thead>
<tbody>
<tr>
<td>Possesses an immediate threat to self or others.</td>
<td>X</td>
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<tr>
<td>Writes or verbalizes a direct threat to another person.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Displays anger or hostility inappropriately.</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Sleeps in class.</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<td>Causes disruptions using cell phone and pager.</td>
<td>X</td>
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<tr>
<td>Exhibits behavior that seems bizarre or out of touch with reality.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Shows signs of alcohol or drug abuse.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Seems overly emotional, e.g. aggressive, depressed, demanding, or suspicious.</td>
<td>X</td>
<td>X</td>
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<td>Disrupts class and refuses to stop.</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<td>X</td>
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<tr>
<td>Is the subject of complaints by other students regarding behaviors.</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
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<td>X</td>
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<tr>
<td>Comes to campus under the influence of drugs or alcohol.</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<td>X</td>
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<tr>
<td>Other Concerns:</td>
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<tr>
<td>Is a victim of sexual assault.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Talks about homicide or suicide.</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Is a victim of violence, stalking, intimidation, or domestic abuse.</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
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<tr>
<td>Is having difficulty due to illness or death of a friend or family member.</td>
<td>X</td>
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<td>May have a disability.</td>
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<tr>
<td>Reports sexual harassment or civil rights discrimination.</td>
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<td>X</td>
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<tr>
<td>Violates principles of community or commits a biased-based behavior (any type of harassment or bullying).</td>
<td>X</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Is a victim of biased-based behavior (any type of harassment or bullying).</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

“If you see something...tell someone.”
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://alamo.edu/main.aspx?id=8445

<table>
<thead>
<tr>
<th>College</th>
<th>Vice President of Student Success/Affairs</th>
<th>Phone Number</th>
<th>Email</th>
<th>Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northeast Lakeview College</td>
<td>Dr. Debbie Hamilton</td>
<td>486-5421</td>
<td><a href="mailto:dhamilton@alamo.edu">dhamilton@alamo.edu</a></td>
<td>NLIB 316D</td>
</tr>
<tr>
<td>Northwest Vista College</td>
<td>Debi Gaitan</td>
<td>486-4454</td>
<td><a href="mailto:dgaitan@alamo.edu">dgaitan@alamo.edu</a></td>
<td>CCC-208</td>
</tr>
<tr>
<td>Palo Alto College</td>
<td>Dr. Robert L. Garza</td>
<td>486-3930</td>
<td><a href="mailto:rgarza@alamo.edu">rgarza@alamo.edu</a></td>
<td>PC 119</td>
</tr>
<tr>
<td>San Antonio College</td>
<td>Dr. Robert H. Vela</td>
<td>486-0930</td>
<td><a href="mailto:rvela63@alamo.edu">rvela63@alamo.edu</a></td>
<td>FAC 309</td>
</tr>
<tr>
<td>St. Philip’s College</td>
<td>Dr. Sherrie Lang</td>
<td>486-2252</td>
<td><a href="mailto:slang14@alamo.edu">slang14@alamo.edu</a></td>
<td>SLC 106</td>
</tr>
<tr>
<td>Off-Campus Site</td>
<td>Contact associated college above</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* 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.

“If you see something...tell someone.”
Behavioral Incident Report

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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(s) of Others Involved: ______________________________________________________________

*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:

_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________

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SOBI Contacts

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

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

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

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

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

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.