



FAQs - Faculty

Dealing with Difficult Behavior

I observed toxic behaviors by a fellow faculty member. What should I do?

Options include the following:

- Speak to the graduate studies coordinator or program director. *Do not jump to conclusions; state that you have concerns because of what you observed.*
- Speak to the faculty member who is the director of the academic program and/or the department head.
- Speak to staff at the Student Conflict Resolution Center (SCRC) or the Office for Conflict Resolution (OCR) for guidance as to how to proceed if you are confused or think you cannot speak to colleagues at the local level.
- Do not ignore the problem.

What do I do about a student who complains excessively and exhibits behavior that suggests they may have some mental health issues?

- *Express concern* in specific, nonjudgmental, behavioral terms: “I noticed you haven’t been to class in three weeks” not “Where have you been lately?”
- If possible, *gather information* before you intervene. Knowing where to refer a student ahead of time might save time and increase the student’s confidence in you. Find resources on the [Student Mental Health](#) website.
- *Listen* to the student in a sensitive, non-threatening way.
- *Recommend resources* to the student appropriate to the problem. Included to the left is a listing of University offices that may be of help. Remind the student that using resources is a sign of strength and courage, not weakness or failure.
- *Consult* with other professionals about your concerns by contacting any of the offices on the left.

My student has stopped showing up to class and to the lab, hasn’t been seen in the department or by other students, and doesn’t respond to attempts to contact them. What should I do?

- Email and call the student. If no reply, leave a message letting the student know your concern and that you may have to contact the police to do a welfare check if there is no response.
- Ask the graduate studies coordinators or other student services staff if they know what is going on with the student. Ask the student’s instructors if they are aware of any reason the student has not been in class, e.g., health issue or personal crisis.
- For an international student, contact the International Student and Scholar Services (ISSS) office. Sometimes the student is more likely to respond when ISSS contacts them because of their concerns about their visa status.

Where can I get advice about how to talk to a student who is not making good progress?

- The Student Conflict Resolution Center provides free and confidential consultation regarding a number of different issues related to student progress. Staff at SCRC also provide recommendations for resources on and off campus to enhance student performance.
- Student Counseling Services offers both individual and group counseling for a range of concerns including academic difficulties, career exploration, and personal concerns. Walk-in hours for urgent student needs: Monday-Friday (8:00-4:30). Consultation about student situations is available by phone.
- International Student and Scholar Services assists international students and scholars with many concerns, including stress and mental health issues. Confidential consultation is available for faculty and staff concerned about international students and scholars.

Is your or someone else’s personal safety at risk?

- Call 911 if there is an immediate threat. For non-emergencies consider calling the [University of Minnesota Police Department](#). 612.624.2677
- Talk to your department or center safety office immediately. To find out who that is, contact the [Department of Environmental Health and Safety](#). 612.626.6002
- Call the [Security Monitor Program](#) to be accompanied to a destination on or near campus. 612.624.9255
- Call or email [Ethicspoint](#) to anonymously report violations of policies, regulations, or laws. 1.866.294.8680

Resources

Office for Conflict Resolution

www.ocr.umn.edu
612.624.1030, 662 Heller Hall
Contact: Julie Showers

Student Conflict Resolution Center

www.sos.umn.edu
612.626.0689, 254 Appleby Hall
Contact: Jan Morse

International Student and Scholar Services (ISSS)

www.iss.umn.edu
612.626.7100,
190 Hubert H. Humphrey School

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