

## Handling Difficult Classroom Situations Resource List

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1. To find out who the counselors are and their location: At Central, see the Counseling Services brochure or page 21 of the quarterly schedule. At South and North, counselors are centralized in a Counseling Center, located in the Student Services area of those campuses.
2. Three website articles:
  - Tough Problems: Difficult Students  
<http://www.utexas.edu/courses/svinicki/398/Difficult%students.htm>  
This is a research paper by that discusses four archetypal cases identified by the authors along with solutions. The cases are: The Hostile Student; The Excuse-making Student; The Silent Student; The Dualist Student.
  - Dealing With Difficult Students  
<http://www.wmich.edu/grad/gatraining/TAd dealing.htm>  
This article is a reprint with permission from Teaching at Stanford: An Introductory Handbook. It identifies four “types” of students along with advice on ways to work with them. They are: The Arguer, The Over-Talkative Student, The Silent Student, and the “Grade Grubber”.
  - Dealing With Difficult Students (see handout)  
<http://tep.uoregon.edu/resources/faqs/veteranadvice/difficultstudents.html>  
This is a short article of commentaries made by graduate teaching faculty from University of Oregon’s Teaching Effectiveness Program.
3. Student Conduct Incident Report form and brochure online: [Public Folders](#) → [All Public Folders](#) → [Central Campus](#) → [Student Services](#) → [Student Development Services](#) → [Student Conduct Incident Report](#).
4. SCCC Counseling Website: <http://seattlecentral.edu/learn/counseling/>
5. SCCC Disability Support Services website:  
<http://www.seattlecentral.edu/dept/accommodate.php#deaf>
6. SCCC Security website: <http://seattlecentral.edu/security/>

**SVI DEALING WITH DIFFICULT STUDENT WORKSHOP**  
**Monday, APRIL 18<sup>TH</sup> 2005**

**Definition:** Disruptive behavior is any behavior that interferes with the instructor's ability to conduct the class or the ability of other students to profit from instruction.

Student Development Office, Kalamazoo College

**Disruptive student behavior continuum**

**Low  
level  
disruption**

**medium  
level  
disruption**

**high  
level  
disruption**

**Examples of disruptive student behavior**

- Making distracting noises
- Persistent talking/speaking without being recognized
- Repeated interruption
- Resorting to physical and/or verbal threats (bullying)
- Resorting to personal insults
- Forms of harassment: sexual, homophobic, racial
- Poor personal hygiene
- Inappropriate use of electronic devices, cell phones or pagers
- Checking emails in class on laptops
- Sleeping in class
- Entering class late or leaving early
- Eating and drinking in class without permission
- Disputing authority and arguing with faculty and other students
- Grandstanding
- Repeated refusals to comply with reasonable requests or deadlines
- Unreasonable/untrue or exaggerated complaints to other parties
- Slamming doors
- Non-verbal signals of disrespect (i.e., intimidating posture)
- Persistent and unreasonable demands for time and attention
- Organized groups of disruptive students/targeting/group intimidation