

Chapter 5: Student/Participant Issues

This chapter provides resources for many potential student issues that may come up while in the field. In many cases, appropriately dealing with these issues will require you to consult other resources on campus. For this reason, much of this chapter consists of descriptions or links to other resources at UCSC to help support students through the challenges of their academic and social lives. This chapter is divided into the following sections:

- Managing student behavior in the field - Student performance agreements
- UCSC Programs/Centers to help with various student issues
- Links to detailed resources for specific student issues
- Appendix of handouts

Managing Student Behavior in the Field- Student Performance Agreement

Often, one of the most difficult challenges of a field instructor/leader is to address group dynamics and individual behavior that can undermine a positive learning environment for everyone. These challenges may manifest as homesickness/disengagement, alcohol or drug use, poor performance, sexist or racist behavior, or various behaviors that prevent inclusion of everyone. Addressing these issues is a continual process and involves all of the following:

- Building a Solid Foundation of a Safe Positive Learning Environment: Establishing this safe, positive foundation is covered in detail in Chapter 4
- Using Inclusive Language (e.g., use “family” instead of “parents”, give students the opportunity to share their preferred gender pronouns when they first introduce themselves to the group)
- Building Rapport. The means developing positive professional relationships with all students/participants. Exhibit care for individuals and the group, give regular positive and constructive feedback, spend time (structured and unstructured) with them, play games, have conversations, ask them questions, set and reinforce boundaries, and learn from your students! Make the effort to individually check-in with each of your students/participants at some point during your course/project. Ask them how they're doing, ask them to give you feedback, and then listen.

Should challenges arise with a student, consider the following options:

- Examine the student's behavior and their individual experience while revisiting the structure and boundaries you set for a Safe Positive Learning Environment, your role as an instructor, and the culture created by your group
 - Are their social dynamics at play in your group that isolate, intimidate, or threaten this student?
 - What needs of this student are not being met? What could you do to meet them? Could you meet them?
 - What is this student getting from his/her disruptive behavior? Is there any other way this student could meet their needs in a more productive way?
 - Are the boundaries you have created thwarting this student's ability to feel capable, connected, and that their presence matters?

- Make structural changes (such as giving more time for lunch, or taking the afternoon off every once in awhile) that you think might alleviate some of the stress on this student.
- Give verbal feedback and coaching first before written documentation.
- Keep a written behavior log of observations about the student's behavior.
 - Be accurate - stick to observations and quotes; avoid speculation, interpretation, and evaluation
 - Be specific, clear, and organized. Use dates, times of day, names, etc.
 - Use direct quotes from the student and from their peers - "His peers observed him saying"
 - Be brief and avoid redundancy.

If a behavioral issue does not resolve itself after 1-2 days of trying all of the above, consider creating a Student Performance Agreement (SPA). An SPA is a structured way to:

- Document behaviors that need to change
- Clarify behavioral expectations
- Outline consequences if change doesn't occur

An effective SPA should target behavior that is specific, observable, and changeable. It needs to include a timeline for change and appropriate consequences. See Appendix for this chapter for an example of a SPA. Also, the [UCSC Dean of Student Conduct](#) can help with deciding if/when to use SPAs and how to write them.

UCSC Resources to Help with Student Issues

Campus Advocacy Resources and Education Program (CARE): The CARE program provides support, advocacy, resources and violence prevention education to the UC Santa Cruz community. They respond to the needs of students, staff, faculty and non-affiliates impacted by stalking, dating/domestic violence and sexual assault by providing free and confidential advocacy and support. Confidential advocacy meetings with CARE allow survivors to seek emotional, academic, housing, medical, reporting, and/or financial support and guidance. Advocates are available for appointments and walk-ins *Monday-Friday, 9am-5pm.*

Location: Kresge 714 across from the Owl's Nest.

Phone: (831) 502-2273

Counseling and Psychological Services (CAPS): CAPS can assist with any personal and mental health concerns that affect student well-being and education. CAPS provides a wide range of mental health services, including group counseling, workshops, crisis assessment and intervention, referral services, and brief individual and couples counseling. Counseling services are confidential and free of charge to all registered UCSC students.

Location: East Wing of the Cowell Student Health Center, 2nd floor

Phone: (831) 459-2628

Cowell Student Health Center: The Student Health Center offers routine medical appointments, same day care, counseling services, psychiatry services, nutritional counseling, health promotion programs, x-ray, and full laboratory and pharmacy services on site. Staffed by board certified physicians, nurse practitioners, physician assistants, and nurses. Students are seen by appointment and in Same Day Clinic. In case of emergencies, either during the day or after normal operating hours, please call 911.

Location: Across from College 9 & 10

Phone: (831) 459-2211

Dean of Students - Student Conduct: This office has resources to help faculty/staff confront student conduct issues.

Location: Hahn Student Service 245

Phone: (831) 459-1738

Disability Resource Center (DRC): The DRC provides a variety of accommodations and services to currently enrolled UCSC students to support them in making the most of their educational experience. Accommodations are typically used for in-class, coursework, and exam support.

Location: 125 Hahn Student Services

Phone: (831) 459-2089

Diversity, Equity, and Inclusion (DEI): DEI works collaboratively with others throughout UCSC to promote a campus climate that values diversity, equity and inclusion, and is free of bias and harassment. Office initiatives and activities are designed to cultivate a climate in which all students, staff and faculty are treated fairly and able to thrive and succeed; and everyone including current affiliates, alumni, supporters and community members is welcomed.

Location: Kerr Hall

Educational Opportunities Program (EOP): EOP offers academic and personal support to improve the retention and academic success for first-generation, low-income, or educationally disadvantaged college students. EOP helps students acquire the skills to prepare for graduate programs, professional school, and future leadership roles.

EOP students have access to three full-time EOP Academic Counselors who help facilitate the students' academic, social, and personal transitions/adjustments to the university.

Location: Academic Resource Center (ARCenter) near McHenry Library

Phone: (831) 459- 2296

Learning Support Services (LSS): LSS provides course-specific academic support services for all UCSC undergraduate students, including supplementary instruction, small group tutoring, and one-on-one writing and math tutoring. There is no additional cost for students to participate in this program.

Location: 221 ARCenter

Phone: (831) 459-4333

Student Health Outreach and Promotion (SHOP): SHOP is UCSC's destination for students to learn about health and wellness in a safe, non-judgmental environment. SHOP offers information, education, resources and support on issues related to Alcohol and other Drugs, Sexually Transmitted Infections and Sexual Health, Mental Health and other concerns relevant to college students. All UCSC students are welcome and encouraged to drop in and speak with SHOP's professional and student staff.

Location: Cowell Student Health Center

Phone: (831) 459-3772

Title IX Office: The Title IX Office provides assistance in resolving and investigating complaints of sexual harassment and sexual violence. They provide education and training to raise awareness and expand understanding of sexual harassment and sexual violence. The office serves the entire UC Santa Cruz community. To report a possible Title IX violation call (831) 459-2462.

Phone: (831) 459-2462

Other Student Resource Centers

African American Resource and Cultural Center (AARCC)

Location: Bay Tree Building, 3rd Floor

Phone: 459-3207

American Indian Resource Center (AIRC)

Location: Bay Tree Building, 3rd Floor

Phone: 459-2881

Asian American/ Pacific Islander Resource Center (AAPIRC)

Location: Bay Tree Building, 3rd Floor

Phone: (831) 459-3790

Chicano Latino Resource Center

Location: Bay Tree Building, 3rd Floor

Phone: (831) 459-5608

Lionel Cantú GLBTI Resource Center

Location: wood cabin in redwood grove between Crown/Merrill Colleges and the Crown-Merrill Apartments

Phone: (831) 459-2468

Services for Transfer and Re-entry Students (STARS)

Location: Kresge College Administrative Building

Phone: (831) 459-4968

Veteran's Resource Center

Location: Kresge College Administrative Building

Phone: (831) 459-1520

Women's Center

Location: Cardiff House, Lower Campus

Phone: (831) 459-2072

Links to Important Resources:

Addressing Abuse: <http://caps.ucsc.edu/resources/abuse.html>

Alcohol and Drug Policies and Laws: <http://caps.ucsc.edu/counseling/aod/policies-laws.html>

Assisting Students in Distress: See Something, Say Something, Do Something Campaign: <http://deanofstudents.ucsc.edu/slug-support/see-say-do/>

Crisis Assistance (for those that need immediate mental health attention): <http://caps.ucsc.edu/counseling/crisis-assistance.html>

Depression and Suicide: <http://caps.ucsc.edu/resources/depression.html>

Distressed students (guidelines for responding): <http://caps.ucsc.edu/responding-to-distressed-students.html>

Eating Disorders: <http://caps.ucsc.edu/resources/eating-disorders.html#Chapter1>

Faculty Code of Conduct: <http://reporhate.ucsc.edu/policies/images/apm015.pdf>

Helping make academic courses more accessible to students with disabilities: <http://drc.ucsc.edu/faculty-and-staff/fac-staff-overview/index.html>

Psychosis (schizophrenia and more): <http://caps.ucsc.edu/resources/psychosis.html>

Sexual Violence Prevention and Response: <http://safe.ucsc.edu/>

Smoke and Tobacco Free Campus: <http://tobaccofree.ucsc.edu/index.html>

Student Handbook and University Policies: <http://deanofstudents.ucsc.edu/student-conduct/student-handbook/index.html>

Student Conduct Policies and Laws (UCSC, state, federal): <http://safe.ucsc.edu/policies/>

UC-wide Promoting Student Mental Health guide (184 pages): <http://caps.ucsc.edu/pdf/psmh-guide-compressed.pdf>

Appendix: Printable Resources:

- Anorexia Nervosa
- Binge-eating Disorder
- Bulimia nervosa
- Distressed Students: See Something, Say Something, Do Something
- Eating Disorders: How to help friends
- Sexual Harassment Reporting
- Student Performance Agreement Form