



Presented by:

Dr. Dawn Danz, Counseling and Psychological Services

Derek Levy, Dean of Student Success

Sadika Sulaiman Hara, Director of Student Activities & Advocacy

What is COM CARE?

- Early intervention & support for students experiencing issues at College of Marin

Approach Summary

- Student
- Case Manager
- CARE Team
- Intervening Staff
- Reporting Faculty/Staff

Where is the Portal?

The screenshot shows a web browser window displaying the MyCOM Portal for the College of Marin. The browser's address bar shows the URL: http://mycom.marin.edu/tag.718dd2a04f10f602.render.userLayoutRootNode.uP?uP_root=root&uP_sparam=activeTab&activeTab=s17. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar shows various icons for suggested sites, music, reiki, school, accuplacer, argos, ellucian support, and banner. The browser's status bar shows the page title "Page", safety, tools, and navigation icons.

The website header features the College of Marin logo on the left and the MyCOM Portal logo on the right, with the tagline "Dream · Learn · Achieve". Below the header, a navigation menu includes links for Home, Student, Employee, Distance Education/Moodle, Library/Learning Resources, Tutorials, and Test. The date "February 6, 2014" is displayed in the top right corner.

The main content area is divided into several sections:

- Student Petitions:** A section with a sub-header "Petition Requests" and a paragraph explaining that users may file a petition as a formal request for an exception to college regulations. It mentions that users will be required to state extenuating circumstances such as illness or accident and attach verifiable documentation. It also refers to FAQs and guidelines.
- Assessment and Testing:** A section with a sub-header "Hours and Contact Information" and a paragraph stating that online scheduling is only available using Internet Explorer. It provides links to "Schedule an Appointment at KTD" and "Schedule an Appointment at IVC", with brief instructions for each.
- Eureka Career Information:** A section with a sub-header "Eureka Career Information" and a paragraph explaining that it explores more than 3,000 career references, including descriptions, related careers, and specialty occupations. It mentions that Eureka databases cover careers from the certificate level through those requiring a postgraduate degree. It also includes a small image of a globe and a link to "learn more about Eureka".
- Care Report:** A section with a sub-header "Care Report" and a large circular logo that says "COM CARE".

The footer of the website includes the copyright notice "Copyright © SunGard Higher Education 1998 - 2009." and a "Top" link.

What constitutes a “concern?”

- Example:
 - Poor attendance
 - Poor performance
 - Possible substance abuse
 - Concerning/threatening words or actions
 - Observed emotional distress
 - Academic Dishonesty
 - Student seeking assistance faculty cannot provide
 - Myriad other issues

Behavior Observed

Attempt to
Address/Ref
er

Submit COM
CARE Report
on-line*

*Faculty may choose to contact the Office of Student Activities & Advocacy directly with extreme, sensitive, or complex issues. The Case Manager or other staff will work directly with the faculty member to determine initial steps/referral.



Timeline

- This model reduces the typical time that lapses from initial concern to resolution to a maximum of 10 working days:

Student Success

This CARE Report will help College of Marin counselors and other appropriate staff intervene with the student you are concerned about in an effort to get them 'back on track' and successful at the College.



Behavioral Intervention Team (BIT)

Mission and Purpose

To prevent any particular instance of disturbed or disturbing behavior from falling through the organizational cracks.

To connect disparate (and therefore seemingly innocuous or less troubling) pieces of information that may indicate a more serious or acute problem, in the hope of preventing a dangerous or critical outcome or event.

Academic Care Team (ACT)

Mission and Purpose

To assist instructors as they identify negative behavior related to academic performance, i.e., absences, failing academic performance, failure to turn in assignments, etc.

To provide assistance and referral for these students to turn negative academic performance into positive academic behavior.

Student Conduct Team (SCT)

Mission and Purpose

To assess and evaluate the disturbing behavior of referred students,

To determine the necessary discipline to comply with the Student Code of Conduct.

5 Keys to Effective Classroom Management

We have all experienced classroom disruptions—cell phones, texting, talking, loud shuffling of papers, inappropriate language, disregard for others' opinions—the list is lengthy (and just when you think you have seen it all, something new crops up). As the faculty member, you are in charge of classroom management. You determine what makes an effective learning environment and you communicate that to your students, both initially and throughout the term. Most students don't engage in behavior that disrupts the learning environment. For those who do, here are five tools to employ to minimize their impact:

Put it in the syllabus

Some things may seem too obvious to need to include in your syllabus, but clearly outlining your expectations for classroom behavior in writing—and discussing on the first day of class—will both keep issues to a minimum and make it easier to address them when they do arise. If issues arise during the term, you can refer back to the syllabus at any point.

Nip it in the bud

It's tempting to think that signs of trouble won't materialize or that behavioral issues will resolve themselves over time. Unfortunately, this is rarely the case. If you address concerns when they are small, this often prevents them from getting bigger. If you wait, it reinforces that the behavior is acceptable—which makes it harder to correct later on.

Praise publicly, criticize privately

No one likes to be called out on behavior in public. So, unless it's something that needs immediate attention, ask the student to stay after class or come to your office during office hours to discuss the concern.

It didn't happen if you don't write it down

When you address a student behavioral issue, however minor, make a note of it, including the date, time, and what was discussed (and agreed to by the student). If the problem persists, you then have a record of your efforts to resolve it, which is necessary to take more formal action. The best approach is to send a brief email to the student: "Thank you for talking with me earlier. We discussed...."

Two (or three) heads are better than one

Consult with your chair and/or dean if you aren't sure how to approach a classroom management issue. They can offer advice, support, and "take it to the next level" if necessary."

COM CARES

If you have concerns about a student's behavior, performance, or ability to be successful at the College after taking the steps outlined above, submit a **COM CARES** report via the MyCOM portal. You may submit a report requesting for consultation, to provide a record of documentation for issues you're managing with a student, or to ask for additional assistance/intervention. The reports are reviewed within 2 business days by the Dean of Student Success, Director of Student Conduct, or designee.



Questions?

Dr. Dawn Danz

Ddanz@marin.edu

Derek Levy

dlevy@marin.edu

Sadika Sulaiman Hara

ssulaimanhara@marin.edu

Thank you!