College of The Albemarle Procedure

Procedure Number: 2.1.1.1

Pages: 1 of 2

Title: Contacting Students During Class

Related Policy: 2.1.1 Visitors

Division of Responsibility: Operations; Learning; Student Success and Enrollment Management

When it becomes necessary to notify a student during a class that is in session that the student needs to address an immediate issue (i.e., family emergency, legal issue, safety issue, etc.), the following procedure should be used by any party, including security and law enforcement agencies, who need to address the student.

During normal hours of operation, the party seeking the student should report to the front desk located at the main entrance of each campus. The front desk staff should notify the academic dean, campus administrator or campus security of the issue based upon availability of staff. If the aforementioned College employees are not available, a vice president should be notified. If none of those individuals are available and the issue does not pose a security or safety concern, the front desk staff may assume responsibility for the process. If it is a security or safety concern, security must be involved and accompany the responsible person.

The responsible party should go to the classroom, politely knock on the door, call the instructor into the hall, and tell the instructor that the student needs to be excused from the class to deal with a critical issue. The instructor should call the student out of class and tell him/her that s/he needs to address the issue. If there is a safety, legal or sensitive issue, security may accompany the responsible party to the classroom but should maintain an inconspicuous presence away from the classroom unless needed.

Every effort should be made to not embarrass or cause undue attention to the student and maintain privacy/confidentiality. Also, any interruption or disruption of the class should be kept to a minimum. Once the student is out of class, all parties should return to the campus security office, an administrative office area; or, the nearest vacant classroom to address any issues pertaining to the student in a private setting.

Any party needing to address a student after normal administrative hours should contact campus security who will follow the procedure as outlined above.

COA - Currituck: 252-435-7804
COA - Dare: 252-216-6354
COA - Edenton-Chowan: 252-722-2429
COA - Elizabeth City: 252-312-3905

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