



## INFORMATION RESOURCE

### Using Aides and Volunteers in Targeted Ways

(<http://smhp.psych.ucla.edu/pdfdocs/usingaides.pdf>)

Every teacher has had the experience of planning a wonderful lesson and having the class disrupted by one or two unengaged students (who often are more interested in interacting with a classmate than pursuing the lesson). The first tendency usually is to use some simple form of social control to stop the disruptive behavior (e.g., using proximity and/or a mild verbal intervention). Because so many students today are not easily intimidated, teachers often find such strategies don't work. So, the control efforts are escalated. The teacher reprimands, warns, and finally sends the student to "time-out" or to the front office for discipline. In the process, the other students start to titter about what is happening and learning is disrupted.

In contrast to this scenario, teachers can train qualified volunteers to work in ways that help all concerned by minimizing disruptions and re-engaging an errant student. The objective is to train volunteers to watch for and move quickly at the first indication that a student needs special guidance and support. For instance, a volunteer is taught to go and sit next to the student and quietly try to re-engage the youngster in the lesson. If this proves undoable, the volunteer takes the student to a quiet area in the classroom and initiates another type of activity. If necessary and feasible, they may go out for a brief walk. While this means the student won't get the benefit of instruction during that period, but that wouldn't have happened anyway.

None of this is a matter of rewarding student bad behavior. Rather, the strategy avoids the tragedy of disrupting the whole class while the teacher reprimands the culprit and in the process increases that student's negative attitudes toward teaching and school. This use of a volunteer allows teaching to continue, and as soon as time permits, it makes it possible for staff to explore with the student ways to make the classroom a mutually satisfying place to be. Moreover, by handling the matter in this way, the teacher is likely to find the student more receptive to discussing things than if the usual "logical consequences" have been administered (e.g., loss of privileges, sending the student to time-out or to the assistant principal).

Using this approach and not having to shift into a discipline mode has multiple benefits. For one, the teacher is able to carry out the day's lesson plan. For another, the other students do not have the experience of seeing the teacher having a control contest with a student. (Even if the teacher wins such contests, it may have a negative effect on how students perceive them; and if the teacher somehow "loses it," that definitely conveys a wrong message. Either outcome can be counterproductive with respect to a caring climate and a sense of community.) Finally, the teacher has not had a negative encounter with the targeted student. Such encounters build up negative attitudes on both sides which can be counterproductive with respect to future teaching, learning, and behavior. Because no negative encounter has taken place, the teacher can reach out to the student after the lesson is over and start to think about how to use an aide or volunteers to work with the student to prevent future problems.

#### ABOUT THE CENTER FOR MENTAL HEALTH IN SCHOOLS at UCLA

The center at UCLA is co-directed by Howard Adelman and Linda Taylor and operates under the auspices of the School Mental Health Project, Dept. of Psychology, UCLA.

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