URGE Complaints and Reporting Policy for Grand Valley State University, Grand Rapids Community College, and Muskegon Community College

This is what was found by the Grand Rapids GeoPod, a joint venture between geology department members from Grand Valley State University (GVSU), Grand Rapids Community College (GRCC), and Muskegon Community College (MCC), on policies for handling complaints, the reporting process, resources, and possible outcomes. Some information was public; answers that were only found through follow up with contacts are noted. Materials below are organized by institution followed by a discussion of classroom-level policies.

GVSU

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- The link(s) to the reporting policy at our organization are here:
  - GVSU university level reporting policy information can be found at https://www.gvsu.edu/ccc/ - GVSU Campus Climate Concerns (including an online reporting link and summary of what constitutes a climate incident). We receive reminders and updates about the process and reporting guidelines.
  - At the Geology Department level there are no posted policies, either on the website or in our department folder in Blackboard and there don’t appear to be any separate reporting procedures at the college level that are distinct from the university. We use the university reporting guidelines.
  - Rates of reporting are made publicly available here: https://www.gvsu.edu/ccc/campus-climate-incident-summaries-14.htm

- What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?
  - Reports can be made anonymously online at: https://www.gvsu.edu/ccc/
    The direction of the reports and if police are involved depends on the nature of the incident, which is detailed on the campus climate website.
  - Non-anonymous reports can also be made in person: Division of Inclusion & Equity, 4035 James H. Zumberge Hall (JHZ)

- What are the outcomes or consequences for reported individuals?
○ There are outcomes/consequences, but we need to better understand who decides. From experience it depends on the incident and might involve counselors, police, supervisors.

- **What resources are available for individuals reporting?**
  The GVSU counselling center has good resources for reporting a broad range of incidents: [https://www.gvsu.edu/counsel/for-faculty-and-staff-97.htm](https://www.gvsu.edu/counsel/for-faculty-and-staff-97.htm)

This University policy link defines different types of behaviors [https://www.gvsu.edu/policies/policy.htm?policyId=7E08654A-ACE7-9AC9-5B933125DDA72033&search=](https://www.gvsu.edu/policies/policy.htm?policyId=7E08654A-ACE7-9AC9-5B933125DDA72033&search=)

Some additional details on procedures, resources, policies for criminal acts can be found within this report, some resources (counseling, etc.) might be also applicable for racism/discrimination support, for example: [https://www.gvsu.edu/cms4/asset/2BD867CE-07AE-8DD2-1022D33D00143BB8/2020_asfsr_final.pdf](https://www.gvsu.edu/cms4/asset/2BD867CE-07AE-8DD2-1022D33D00143BB8/2020_asfsr_final.pdf)

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**GRCC**

T. Mattox

- **The link(s) to the reporting policy at our organization are here:**
  - [College wide-all](https://www.grcc.edu/about-grcc/grcc-police/annual-security-report)
    - **General Counsel-Discrimination and Ethics Complaint:** Contact the Assistant to the General Counsel, Title IX Coordinator and EEO Officer, (616) 234-4176.
    - **Ethics Monitoring System:** This system has been designed to provide students, staff and members of the community with multiple means of reporting concerns regarding possible ethics violations. (616) 234-3169
  - Department, Lab, Division, Advisor or Supervisor Policies
    - Nothing on a department level
  - Are reporting policies regularly reviewed? What is the process for changing policy?
    - General Counsel's Office seems to hold annual policy meetings and updates policies [here](https://www.grcc.edu/about-grcc/grcc-police/annual-security-report)
  - Are the rates of reporting made publicly available (e.g. # of reports each year)?
    - [https://www.grcc.edu/about-grcc/grcc-police/annual-security-report](https://www.grcc.edu/about-grcc/grcc-police/annual-security-report) (this links only to a daily report on criminal acts)

- **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
  - Reporting is via phone ([Reporting using the Ethics Monitoring System](https://www.grcc.edu/about-grcc/grcc-police/annual-security-report)). Caller ID would not allow for anonymous reporting. If it is a faculty member reporting on the institution, they would likely approach the department union rep who would help them
file a grievance with the Faculty Council (GRCC faculty union rep). It is not anonymous.
 ○ Who do in-person and online reports go to? Who has access to see reports?
   Employees in the office of General Counsel (specifically: Kimberly DeVries, Director of Equal Opportunity Compliance at (616) 234-2120 or kimberlydevries1@grcc.edu), if it is against a faculty member then the associate deans in the schools and department heads get involved and possibly the Director of Student Life and Conduct (Lina Blair (616) 234-3924, linablair@grcc.edu)/It is not clear who else would see the report
 ○ Are police included in the process? When and how?
   The Police get involved if an incident crosses into the area covered by the Behavioral Intervention Team (BIT) where there is intent or threat to harm. Person reporting would file a Public Care Report.

● What resources are available for individuals reporting?
   ○ Student Academic Grievance Procedure
   ○ https://www.grcc.edu/about-grcc/campus-safety-information-resources

● What resources are available to groups raising issues or proposing changes?
   ○ Working groups or committees with power to change or propose changes to policy:
     ● AGC, Faculty Council when negotiating contract, BOT, CAP committees created to make recommendations regarding implementation of the Strategic Plan, specifically CAP 3.1 (Equity-Build an Inclusive Campus for All) in the 2018-2021 Strategic Plan, followed monitoring report for the Board of Trustees as prepared by GRCC's Strategic Leadership Team
     ○ Cultural surveys, regular or only after wide-spread reports or high-profile incidents: Yes, we recently had a “Campus Climate” survey
     ○ Leadership proactively asks students and/or staff for input on how to improve: Office of Diversity Equity and Inclusion (ODEI) tries to facilitate this.

MCC
Kumpf

● The links to the policy, procedure, reporting, and investigation details at our organization are here:

College wide:
 ○ Campus safety landing page (provides public safety and title IX contact information):
   https://www.muskegoncc.edu/compliance/campus-safety-information-and-resources/
 ○ From the page above, listed under “other resources” and titled: “anonymous tip line” is this page (that gives policy, procedure, reporting, and investigation details and contact information for anonymous reporting):
   https://www.muskegoncc.edu/human-resources/home/whistleblower-policy/
Department:
○ Any complaints within the department would likely be referred to the college wide reporting tools or would be reported up the chain of command - to department chair, VPAA/HR admin personnel.

○ I am not personally aware of how frequently policies are reviewed or what the process is for changing policies. If I wanted to change a policy, I would reach out to the HR department, our VPAA, our union leadership, and/or one of the college leaders on our academic councils.

Report:
○ An annual campus safety and security report is shared publicly here: http://www.muskegoncc.edu/compliance/wp-content/uploads/sites/148/2020/10/Muskegon-CC-2019-Safety-Book-v3.pdf This document also defines terminology and provides information on reporting, etc. in addition to resources for support and assistance.

● What resources are available for individuals reporting?
  ○ Counselors: https://www.muskegoncc.edu/counseling-and-advising-center/ or advocates, especially those of the same race, ethnicity, and gender.
  ○ Protection against retaliation: https://www.muskegoncc.edu/human-resources/home/whistleblower-policy/

URGE Session 2 Discussion

During our Session 2 discussion, we talked about the idea of a “Complaints and Reporting Policy” not just at the institutional level, but also at the classroom level (as we are at different institutions, this setting is our lowest common denominator and one place we felt we had the most influence). Of course, making institutional changes can have a broader impact, but if institutions were to provide examples of classroom-level reporting policies to all of their instructors, this might also have a broad impact.

In regard to classroom-level policies, we discussed ideas like:
● Sharing, not only in the syllabus, but also explicitly in class: where to find University/College level procedures for reporting
● Describing ourselves as an ally and resource for information
  ○ “Even if I don’t know the answer, I will help you find who does.”
  ○ “You can come to me with a complaint, but also here’s how to report if that complaint is about me.”
● Having a common language to open conversations between peers and between teacher-students for sensitive subjects
For example, introducing Oops/Ouch language:
- “Oops, what I said didn’t feel right”
- “Ouch, what you said didn’t feel right”

Additional resources for classroom-level policies:

GVSU Division of Inclusion and Equity has Suggested Syllabus Language for Inclusion and Equity, which includes reporting links: