URGE Complaints and Reporting Policy for SUNY Geneseo

This is what was found by the Geological Sciences at SUNY Geneseo 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.

- **The link(s) to the reporting policy at our organization are here:**
  - SUNY system wide discrimination complaint policy;
    - Posted on Geneseo’s Office of Diversity and Equity page
  - SUNY Geneseo specific page on reporting bias related incidents
    - This is the place that students should go to report an incident.
    - It explains how to report and what will happen afterwards.
  - Are reporting policies regularly reviewed? What is the process for changing policy?
    - We believe that this power resides with the President’s Cabinet on our campus.
    - The College faculty recently passed a Constitutional amendment to add a Diversity, Equity and Inclusion Advisor officer to the College Senate. Beginning Fall 2021, this officer will serve as an advisor to the Presiding Officer, the Executive Committee and the Chairs of the College’s Standing Committees to increase the equity and inclusiveness of Senate policies and practices.
    - Enacting changes for some policies is in the hands of the College Senate, but in other areas the College Senate’s role is only advisory.
  - Are the rates of reporting made publicly available (e.g. # of reports each year)?
    - I had to contact our Chief Diversity Officer (robbie routenberg) to get these numbers.
    - We have had 16 bias related incidents on campus in the last year.
    - The reporting tool linked above went live about a year ago.
    - Prior to that there were many routes to reporting bias related incidents on campus, which made it difficult to know how many reports were made and if they were all handled in the same manner.
    - I have asked if these numbers will be reported publicly on a regular basis and am waiting to hear back.

- **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
  - All of the information below comes from the “Procedures for Reporting Bias Related Incidents” section on the Diversity at Geneseo page. Much of this is cut-and-paste from this web page.
    - [https://www.geneseo.edu/diversity/procedures](https://www.geneseo.edu/diversity/procedures)
  - Who are the designated individuals/positions for reporting incidents?
    - robbie routenberg: routenberg@geneseo.edu
      - Chief Diversity Officer
    - Sasha Eloi-Evans; seloievans@geneseo.edu
- Director of Multicultural Programs and Services
  - Sarah Frank; frank@geneseo.edu
- Director of Residence Life
  - Marcus Foster; mfoster@geneseo.edu
- Title IX Coordinator
  - College is moving towards adding Deputy Title IX Officers

○ Can reports be made online? Where?
  - Reports can be made online here.
  - The tool defaults to anonymous reporting, but there is an option to share contact information for follow up.
  - All reports are reviewed promptly by the co-chairs of the Bias Prevention and Response Team (BPRT; Sasha Eloi-Evans and Sarah Frank) in order to determine the level of urgency and identify appropriate plans for follow-up.
  - Follow up with the reporting individual (if identified and willing to be contacted) will occur within two business days.
  - Reports are simultaneously received by the Dean of Students and Assistant Dean of Students for Student Conduct & Community Standards, who will determine if there is a potential violation of the Student Code of Conduct.
  - If the reporting individual has identified themself in the report and has indicated that they are willing to be contacted, a member of the BPRT will reach out to them directly to offer support and to learn more about what occurred. If other individuals are listed in the report (i.e., witnessed, accused, etc.), they may also be contacted as part of the information-gathering process.

○ Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization?
  - Yes, police are involved but it is unclear to me exactly when they are engaged in reviewing the reports.
  - The webpage states that “Some bias-related incidents and non-inclusive climate behaviors are criminal and will be investigated by the University Police Department.”
    - At what stage in the response does this occur? Does every complain get review by the Police?

- What are the outcomes or consequences for reported individuals?
  ○ Who decides the outcomes/consequences? What is the process?
    - If all parties are willing, members of the Bias Prevention and Response Team will facilitate a Restorative Justice dialogue with the goal of developing a mutual understanding and repairing any harm that has occurred. Restorative Justice emphasizes repairing the harm caused by negative, inequitable, hurtful behavior. It is best accomplished through cooperative processes that allow all willing involved or impacted individuals to meet, have a dialogue about the harm, and discover a resolution together. The restorative justice process can lead to the transformation of people, relationships, and communities.
  ○ Are reports tracked? How are they tracked? By who?
    - Yes. By the Geneseo Office of Diversity and Equity. I was specifically able
to get the number of reports by contacting the Chief Diversity Officer (robbie routenberg) directly. All reports of bias related incidents are filed through the same reporting tool linked above. That allows this one office to track all incidents on campus.

- Are repeated complaints escalated to a disciplinary board? What is the process?
  - Unknown. Individuals dissatisfied with the outcome of the process may file a complaint with one or more state and federal agencies. Our Chief Diversity Officer, robbie routenberg, can provide information about these agencies.

**What resources are available for individuals reporting?**
- Counselors or advocates, especially those of the same race, ethnicity, and gender.
- Automatic or requested investigation of potential impact on grades or evaluations.
- Protection against retaliation or repercussions, accommodations for continuing work/courses, option for pass/fail or outside assessment.

**What resources are available to groups raising issues or proposing changes?**
- Petitions of # signatures trigger a town hall, meeting with organizational leadership, or policy change.
  - We do not know.
- What is the follow-up process for town halls and meetings?
  - We do not know
- Working groups or committees with power to change or propose changes to policy.
  - Anti-Racism & DEI Education Committee
  - Diversity Plan Committee
- Cultural surveys, regular or only after wide-spread reports or high-profile incidents.
  - We could not find the results of any cultural surveys posted on the Office of Institutional Research page or wiki.
- Leadership proactively asks students and/or staff for input on how to improve.
  - Students are included on committees, but we do not know how actively their opinions are sought or acted upon.