URGE Complaints and Reporting Policy for UC Santa Barbara

The following information about reporting processes, resources, and possible outcomes for complaints and reports of intolerance and/or bias, was compiled by the Dept. of Earth Science from UCSB’s policies. Most of this information is publicly available, but some was obtained through various contacts, as noted.

- **The link(s) to the reporting policy at UCSB are here:**
  - University Policies for reporting incidents of intolerance or bias:
    - Reporting for undergraduate and graduate students:
      - UCSB Bias Incident Response
      - The above link provides additional resources, e.g., Title IX, RCSGD, CARE, and CAPS.
    - Reporting for non-students
      - University of California's systemwide intolerance report form
  - UCSB Earth Science policies for reporting incidents of intolerance or bias
    - The department currently has a faculty Grievance Committee, two Diversity Officers (Robin Matoza and Matt Rioux), department chair (Andy Wyss), and vice-chair and graduate adviser (Susannah Porter) who may be approached with incidents of intolerance or bias. Students, staff, and faculty should also feel comfortable to approach any member of the faculty they are comfortable speaking with in order to discuss incidents of intolerance and bias and how to handle them.
  - Are reporting policies regularly reviewed? What is the process for changing policy?
    - The reporting policies in the UCSB Earth Science department are currently being reviewed by the faculty, who are working on establishing a more formal reporting protocol in the department.
  - Are the rates of reporting made publicly available (e.g. # of reports each year)?
    - No.

- **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
Can reports be made online? Where? Yes, Anonymously?

- Reports can be made online at the institutional level at:
  - UCSB Bias Incident Response (Assistant Vice Chancellor/Dean of Student Life)
  - UC Systemwide Intolerance Report Form
- The best reporting system for students is the Bias Incident Response through the Assistant Vice Chancellor for Student Affairs/Dean of Student Life office.
  - This goes to the campus Bias Incident Response Team (names not publicly listed) who then forward to the necessary party.
  - If a student is involved, this might be the Office of Student Conduct, if a staff member, the Office of Equal Opportunity, and if a faculty member, the Academic Senate.
  - Additionally, reports may involve “the Office of Title IX, the Office of the Dean of Students, Graduate Division, Human Resources, or others.”
- Non-students file reports through the UC Systemwide Intolerance Report Form.
- The UCSB Bias Incident Response form can be completed anonymously but it notes that “Should you choose to report anonymously, please note that the university may not be able to take action. Should we not be able to take action, this does not mean that your report goes unnoticed, but rather is documented should any further reports come in regarding a similar incident. It is your right to remain anonymous and the university understands the need for anonymity.”

Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization?

- We are waiting for a response from the institution regarding this matter.

What are the outcomes or consequences for reported individuals?

- The party that determines outcomes depend on the position of the individual being reported.
  - Student outcomes likely are decided by Office of Student Conduct
  - Staff outcomes likely are decided by the Office of Equal Opportunity
  - Faculty outcomes are likely decided by the Academic Senate
- Are reports tracked? How are they tracked? By who?
  - Reports are reportedly tracked but it is unclear how or by whom.
  - “Decisions about the University’s response will be made by University administration and will try to honor the requests of the impacted parties as much as possible. However, there may be times when the University’s response is limited due to laws and policies surrounding freedom of expression or when a requested response is deemed not to be in the best interest of the student body.”

What resources are available for individuals reporting?
○ Counselors or advocates, especially those of the same race, ethnicity, and gender.
  ■ Campus Advocacy, Resources, and Education (CARE)
  ■ Office of the Ombuds
  ■ UCSB Women, Gender, & Sexual Equity (WGSE) department
  ■ Resource Center for Sexual & Gender Diversity
  ■ Queer & Trans Graduate Student Union @ UCSB
  ■ Office of Black Student Development

○ Graduate student ASEs have protection through Article 20 of the UAW-UC contract, which allows ASEs to file grievances about discrimination and harassment. Grievances, if they are not resolved after a couple passes, are mediated by a third party and also offer an alternative resolution process to Title IX (for cases that might otherwise fall under the "jurisdiction" of that office). The contract does not specify what might happen to the perpetrator, but remedies for the affected ASE are briefly discussed:
  ■ Remedies available to ASEs may include, but are not limited to: change to a different workstation, schedule, work location, unit, department, or position for which the ASE is qualified provided that, in the case of the Complainant/Grievant, the change is voluntary and equitable; training and education of the Respondent; no contact remedies. b. The University shall implement appropriate remedies if a complaint and/or grievance is sustained, or as an alternative measure. Such remedies, shall ensure that the ASE continue training in an environment free from harassment and/or discrimination based on a protected category.

○ 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?
  Institutionally:
  ○ We have reached out to institutional resources regarding this question and are waiting on a more thorough response.
  ○ Petitions of # signatures trigger a town hall, meeting with organizational leadership, or policy change. What is the follow-up process for town halls and meetings?
  ○ Cultural surveys, regular campus wide surveys will be administered, possibly every other year.

  Within Department:
  ○ Student and faculty JEDI committees
  ○ Department town halls

● Recommendations and reminders to the UCSB Earth science Department as they revise their reporting policies and protocols
  ○ We recommend the department establish a clear department-level reporting protocol that is broadly advertised in course syllabi and new student orientations.
- We suggest an anonymous reporting mechanism, either via the undergraduate/graduate student advisors or online anonymous Google/Qualtrics form.
  - We would like to note that students, particularly undergraduates, seek non-intimidating ways to report concerns.

- We suggest the department create a bias incident reporting committee who is trained to review and handle complaints of bias, intolerance, microaggressions, and overt racism.
  - We acknowledge the complications that may arise if students would like to submit a complaint that concerns a member of the bias incident committee.
  - To account for this, members of the committee could rotate year to year or possibly on shorter timescales.
  - In addition, if the committee has three or four members, the committee member about which the complaint was made may be excused from handling and reviewing the complaint.

- All faculty should be aware of how to deal with complaints and who to pass them along to if necessary. This way, students can approach any faculty member with which they are comfortable sharing their concerns.