URGE Cordillera Area Pod Deliverable for Session 2: Complaint Policies

This is what was found by URGE Cordillera Area at Southern Utah University on policies for handling complaints, the reporting process, resources, and possible outcomes. Due to time constraints, we were restricted to working with only one of our institutions on a deeper level. Publicly found information is recorded here, however we were unable to do deeper dives such as resources and consequences post-reporting. These areas are highlighted for future work.

- The link(s) to the reporting policy at Southern Utah University are here:
  - https://www.suu.edu/safety/report.html - SUU Campus Safety Reporting hub
  - Are reporting policies regularly reviewed? What is the process for changing policy?
    - It appears the most recent policy reviews were done in 2018, if there have been more recent ones they either are not made public or are hard to find.
  - Are the rates of reporting made publicly available (e.g. # of reports each year)?
    - There are reports on statistics as recently as the 2019-2020 school year, but the website for these reports is not very clear on where information on reports of harassment, bias, microaggressions, and racism can be found. Website: https://www.suu.edu/ir/

- What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?
  - Who are the designated individuals/positions for reporting incidents?
    - Broadly, SUU has a Presidential Safety Commission that appears to have been instated in the 2017-2018 school year, with 16 stated members outside of the university president on the website: https://www.suu.edu/president/safety-commission.html
  - Can reports be made online? Where?
    - The link above includes a vague form for reporting safety concerns.
    - They can also be done anonymously through third-party Ethics Point, https://secure.ethicspoint.com/domain/media/en/gui/48435/index.html
    - A specific, non-anonymous form can also be found through the Center for Diversity and Inclusion: https://www.suu.edu/studentaffairs/incident-report.html
  - Who do in-person and online reports go to? Who has access to see reports?
    - From the general Ethics Point FAQ: Reports are entered directly on the EthicsPoint secure server to prevent any possible breach in security. EthicsPoint makes these reports available only to specific individuals within the company who are charged with evaluating the report, based on the type of violation and location of the incident. Each of these report recipients has had training in keeping these reports in the utmost confidence.
      - Currently there doesn’t appear to be a public list of who these individuals may be at SUU, or if they are tied to the Presidential Safety Commission linked above.
• Reports through the CDI get redirected to “an appropriate SUU Administrator” per their info page when you click to submit a report: Upon receipt of this report, the appropriate SUU Administrator will review the matter and take proper steps to investigate, stop, prevent, and remedy prohibited conduct in accordance with Angelo State policies. When submitting this report, please include as many details as possible including name, title, and contact information. Please note that submitting the report anonymously may greatly limit the institution’s ability to address your concern. Southern Utah University respects the sensitivity of the information that may be included in this report and will make all reasonable efforts to protect the privacy of those involved, in accordance with applicable state and federal law, while balancing the need to gather information to address the incident and take steps to eliminate prohibited conduct in order to protect the greater SUU community.

○ Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization?
  ▪ Police appear to be involved in criminal activities as part of the overall campus safety plan, but there doesn’t appear to be public information about how involved they are for non-criminal activities or if there are advocates allowed in police interactions.

• What are the outcomes or consequences for reported individuals?
  ○ Who decides the outcomes/consequences? What is the process?
  ○ Are reports tracked?
    ▪ Reports through Ethics Point appear to be tracked with a specific ID# housed by Ethics Point and not SUU;
  ○ Are repeated complaints escalated to a disciplinary board? What is the process?

• What resources are available for individuals reporting?
  ○ The following information is given on the CDI reporting form:
    ▪ To speak with a counselor in confidence regarding an incident, students may contact the Southern Utah University Counseling Center at 435-865-8791; faculty and staff may contact the Employee Assistance Program at tel:+1800-280-3782
    ▪ Southern Utah University prohibits any type of retaliation of any kind against persons reporting misconduct or any person’s participation in the complaint or investigation process.
    ▪ If you would like assistance in completing this form, please contact any of the following individuals: Director of Title IX Compliance/Title IX Coordinator, Lucia Maloy, at 435-586-5419; Dean of Students, Heather Ogden, at 435-586-7710; Housing Director, Chris Ralphs, at 435-586-7966; or Director of Human Resources, David McGuire, at 435-865-8572.
  ○ It’s unclear how the process for preventing retaliation works, or if Counselors or advocates, especially those of the same race, ethnicity, and gender.

• 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. What is the follow-up process for town halls and meetings?
  ○ Working groups or committees with power to change or propose changes to policy.
  ○ Cultural surveys, regular or only after wide-spread reports or high-profile incidents.
  ○ Leadership proactively asks students and/or staff for input on how to improve.