URGE Complaints and Reporting Policy for Stanford University and Stanford School of Earth, Energy, and Environmental Sciences

This is what was found by Stanford Earth System Science at Stanford University 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:**
  - Stanford Earth: Reporting structures and resources
  - Stanford Diversity and Access Office: Reporting a concern
  - Are reporting policies regularly reviewed? What is the process for changing policy?
    - AOI Protocol was previously reviewed in 2008 and is currently under review now, with the most recent changes from the current review having been implemented in September 2020.
    - There does not appear to be an explicit process for changing policy.
  - Are the rates of reporting made publicly available (e.g. # of reports each year)?
    - Reporting rates do not appear to be publicly available.

- **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
  - Who are the designated individuals/positions for reporting incidents?
    - The Acts of Intolerance protocol is managed by staff who work closely with and in the Office of Inclusion, Community and Integrative Learning (ICIL) and the Dean of Students Office.
  - Can reports be made online? Where? Anonymously?
    - Acts of Intolerance (AOI) Protocol online reporting link, where reports can be made anonymously.
  - Who do in-person and online reports go to? Who has access to see reports?
    - Online reports are reviewed by a Student Affairs staff member.
  - Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization?
    - In the event of an ongoing incident:
      - If there is an immediate threat to personal safety or property, or if someone has been physically injured, the target, witness,
residential staff member, or third party should call the police immediately.

- After an incident has occurred:
  - If there has been a hate crime committed (or reason to believe that one has been committed), you can and should call the police. The police will also be contacted by the University once we receive a report of a hate crime.
  - If there is reason to believe that an act of intolerance has been committed but there is uncertainty about the nature of the act, the police may be contacted for consultation and to assess the situation.
  - On the University campus, if the act of intolerance involves property damage such as graffiti on a building, the Stanford Police should be notified as soon as possible and the police will preserve or document the evidence.

- What are the outcomes or consequences for reported individuals?
  - Who decides the outcomes/consequences? What is the process?
    - 1) After a Student Affairs staff member reviews and analyzes the report, they will send you a curated response and options for next steps depending on circumstances and your wishes within 48 hours
    - 2) If a student chooses to do so, they can schedule a meeting with Student Affairs staff and/or campus partners, including either GLO Deans, Residence Deans, or Centers for Equity, Community and Leadership staff.
    - 3) If a student chooses to do so, the Student Affairs staff managing AOI will work with campus partners and students to help bring resolution to a case.
      - Some examples include mediated conversation with a CAPS counselor, restorative justice session, mediation with ombudsperson.
      - Information is shared with the responding party, if applicable and if the informing party so chooses.
      - If the responding party does not want to participate in this voluntary process, the team of staff will work with the informing party to develop a resolution that allows them to feel heard and supported.
Unlearning Racism in Geoscience

- If the incident rises to the level of community harm, the resolution will involve support to the community.
  - Are reports tracked? How are they tracked? By whom?
    - A record of reported acts of intolerance will be maintained and analyzed by the Office of Inclusion, Community and Integrative Learning. Data will be carefully evaluated to provide a deeper understanding of the campus climate regarding diversity, intolerance and free expression, so that appropriate educational tools for students, faculty and staff can be created.
  - Are repeated complaints escalated to a disciplinary board? What is the process?
    - Could not locate this information.

- What resources are available for individuals reporting?
  - Counselors or advocates, especially those of the same race, ethnicity, and gender.
    - Stanford offers some resources to those reporting Acts of Intolerance; a complete list of resources is available [here](#)
    - Stanford has several Centers for Equity, Community, and Leadership (e.g., Black Community Services Center, El Centro Chicano y Latino), but these institutions are not primarily for counseling or advocacy
    - Vaden Health Center Counseling and Psychological Services (CAPS) at Stanford - there is no easily accessible information on demographics of counseling staff
  - Automatic or requested investigation of potential impact on grades or evaluations.
    - Could not find evidence that this exists
  - Protection against retaliation or repercussions, accomodations for continuing work/courses, option for pass/fail or outside assessment.
    - The university provides the following official statement on retaliation against non-academic grievance procedures:
      - “No retaliation—Stanford University prohibits retaliation or reprisals against individuals based on their pursuit in good faith of a grievance under this procedure, or their participation in good faith in the grievance process.”

- 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?
Unlearning Racism in Geoscience

- Student referendums on ASSU election ballots (need 10-15% of community to sign to appear on ballot) - https://assu.stanford.edu/elections/get-ballot/referendums

- Working groups or committees with power to change or propose changes to policy.
  - Lizzie: helpful [link](#)
  - University ([link](#)): Board of Trustees, President, Provost, University Cabinet
  - Stanford Deputy Sheriff’s Association
  - SEIU Higher Education Sheriff’s Association
  - Graduate students: Office of the Vice Provost for Graduate Education (VPGE), [ASSU Graduate Student Council](#)
  - Student body: [ASSU](#)

- Cultural surveys, regular or only after wide-spread reports or high-profile incidents.
  - In brief - there are not many regular cultural surveys that assess racism on campus
  - Details:
    - As of February 2021, Stanford does not allow departments/institutes/programs to run their own climate surveys
    - [Campus Climate Survey](#) largely centered on sexual harassment and assault. Although there was some discussion of how responses varied across race, Stanford cited “low response rate” as a reason for limited analysis. For racial groups that had high enough responses, Stanford reported prevalence of sexual assault by race, though the finding is embedded in text and not a graph or table.
    - 2019 [AAU survey](#) on sexual assault and misconduct, again contains some data by race
    - Faculty quality of life survey - last run in 2019, to assess the role of discrimination in the workplace
  - There were announcements about racism after high-profile incidents
    - President of college mandated that every department hold a “listening session” after the killing of George Floyd in a [campus announcement](#); it’s unclear whether that happened
    - Stanford Earth had a community space to talk about George Floyd and racial justice on June 2 from 3-4 PM PST

- Leadership proactively asks students and/or staff for input on how to improve.
  - There is no regular mechanism in place at the department, school, or university level