URGE Complaints and Reporting Policy for University of Oklahoma

This is what was found by the OU URGE Pod at the University of Oklahoma on policies for handling complaints, the reporting process, resources, and possible outcomes.

Reporting policies at our organization are here:

University Wide:

- Student Conduct: [https://www.ou.edu/studentconduct/report-an-incident](https://www.ou.edu/studentconduct/report-an-incident)
- Office of Diversity, Equity, and Inclusion: [https://www.ou.edu/diversity/about/bias-reporting](https://www.ou.edu/diversity/about/bias-reporting)
- OU Staff conflict resolution: [https://hr.ou.edu/managers-HR-Payroll-Coordinators/Managing-Employees/Conflict-Resolution](https://hr.ou.edu/managers-HR-Payroll-Coordinators/Managing-Employees/Conflict-Resolution)

In light of incidents on other campuses and to further enhance responsiveness, the University of Oklahoma has established a 24-hour Reporting Hotline. Can be accessed by calling 844-428-6531 or going online to [www.ou.ethicspoint.com](http://www.ou.ethicspoint.com). The **24 Hour Reporting Hotline** service allows for the reporting of incidents or concerns relating, but not limited, to the following:

- Equal opportunity, Title IX, discrimination or harassment
- Campus climate and bias
- Financial matters involving suspected fraud or misuse of University resources
- Conflicts of interest
- Public or environmental health and safety
- Research or scientific misconduct
- Human resource issues
- Student conduct

The Campus Climate Incident Response Team is here to assist you in the event that you experience an incident of bias on campus. This site will allow you to report an incident and
review the response and resolution processes that are available on campus. The purpose of the University of Oklahoma’s bias response team is to:

- To provide support, healing, and individually tailored restorative options to members of the OU community who are negatively impacted by bias incidents.
- To facilitate a restorative, mediated process between parties involved in a bias incident (both the reporting party and the person who caused the harm).
- To create and maintain a safe and inclusive campus climate for all OU community members and visitors.
- To track bias incidents and patterns that negatively impact the campus community and respond so that the community and our members may thrive.

The Campus Climate Incident Response Team is here to serve the campus community as a resource and our goals are to improve campus climate using a restorative process as we provide a healing space for those who are targets of or witnesses to a bias incident.

Reports to this body cover incidents and harms experienced on campus that do not have a formal resolution process (incidents that do not meet the criteria for a policy violation). Resolution through this body may align with other offices or entities on campus as part of the process, and participation in this is entirely voluntary.

University Employee Reporting Procedures:
Employees may consult with their immediate supervisor, or if this is not practical, with Human Resources, the OU Senior Vice President and Provost, or the appropriate Sponsored Programs Officer or Office of Research Services Director (for faculty or grant related questions). Students may contact their supervisor, faculty adviser, the Vice President for Student Affairs, or the Graduate Office, as appropriate. In the event of a complaint involving an OU employee, OU’s Harassment Reporting and Complaint Procedures may be followed.

College-Level:
- National Weather Center (includes College Atmospheric and Geographic Sciences) Protocol for the National Weather Center and All Associated Programs
- Mewbourne College of Earth and Energy:
  https://www.ou.edu/mcee/student_services/diversity
- College Atmospheric & Geographic Sciences Diversity & Inclusion Council.
  Anonymous bias reporting https://www.ou.edu/ags/diversity or Council email contact.
Questions & Remaining Issues...

- Are reporting policies regularly reviewed? What is the process for changing policy?
- Are the rates of reporting made publicly available (e.g. # of reports each year)?
- Multiple policies and reporting methods are confusing – which to use when, do they communicate with each other, etc. A flow chart would help to show how this works, along with what happens if you choose each option
- Need to have a resource page on each College & Department website with this information and make sure all students, faculty, and staff know what to do
- How do we establish department/college level ENFORCEABLE codes of conduct in partnership with the University?

Mechanisms available for reporting complaints, bias, microaggressions, harassment, and overt racism

In addition to reporting methods listed above, Chairs/Directors can also take reports for their department/unit. What is done with these reports and who else sees them appears to be at the discretion of the individual(s) receiving said reports. No formal process for assigning advocates for individual reporters for bias & harassment (outside of sexual harassment).

University of Oklahoma

Reports made via EthicsPoint are completely anonymous unless the reporting party provides identifying or contact information. While you can track responses via the report feedback tool in EthicsPoint, we have no way of reaching you or identifying you unless you provide information. https://www.ou.edu/diversity/about/bias-reporting/faq

Within the NWC/CAGS

If you or someone you know is subject to unacceptable and/or unwelcome behavior, or have any other concerns, you are encouraged to immediately contact one of the following:

- Berrien Moore, A&GS Dean/NWC Director (berrien@ou.edu; (405) 325-3095)
- Petra Klein, A&GS Executive Associate Dean (pkklein@ou.edu; (405) 325-3095)
- Tanya Guthrie, Director of Administration, A&GS Dean/NWC Director’s Office (tguthrie@ou.edu; (405) 325-3037)
- Heather Bowers, NWC Security Director, OU Police Department (hbowers@ou.edu; (405) 325-6137)
diversity@ags.ou.edu - All comments submitted are solely visible to the A&GS Diversity and Inclusivity Committee Chair, and the name, email, or any other personal identifiers of the reporter are not transmitted with the comment unless the person discloses their identity in the message. If a person decides to disclose their identity in the email message, mandatory reporting requirements do apply and information may be shared with the Sexual Misconduct Office.

CIMMS Contacts
CIMMS employees are encouraged to contact the CIMMS Director or any member of the CIMMS Diversity and Inclusion Committee:
- Greg McFarquhar, CIMMS Director (mcfarq@ou.edu; (405) 325-3041)
- CIMMS Diversity and Inclusion Committee members are listed online.

Anonymous comments can also be submitted to the CIMMS Anonymous Comment Box. All comments submitted are solely visible to the CIMMS Director, and the name, email, or any other personal identifiers of the reporter are not transmitted with the comment unless the person discloses their identity in the message. If a person decides to disclose their identity in the message, mandatory reporting requirements do apply and information may be shared with the Sexual Misconduct Office.

NOAA Contacts
NSSSL employees, affiliates, or contractors are encouraged to contact the NSSSL Director, Deputy to the Director, or the team lead for the NSSSL Diversity and Inclusion Sustainability Team (NDIST):
- Kurt Hondl, Acting NSSSL Director and Deputy (kurt.hondl@noaa.gov; (405) 325-6900)
- Pam Heinselman, NDIST Team Lead (pam.heinselman@noaa.gov; (405) 325-6595)

Within the School of Geosciences/MCEE
The following information is included in a graduate expectations document provided to faculty and students.

1. Students will first seek to resolve conflicts with faculty advisors and committee members.
2. They can then discuss with Student Relations (Ashley Tullius) and Academic Programs Coordinator (Rebecca Fay).
3. If the conflict/concerns cannot be resolved following these measures, the student, committee member(s), advisor, and/or staff will inform School of Geoscience Committee A (the Director + 2 faculty members elected by the faculty in the School of Geosciences) of the situation. Committee A will meet with the concerned parties and work with the advisor, graduate student, committee members, staff, and/or graduate liaison to resolve
the concern/conflict based on the expectations laid out in the School of Geosciences Graduate Expectations document, OU Student Conduct Policies, Graduate College Bulletin, and Faculty Handbook and following the University of Oklahoma’s non-discrimination policy.

What are the outcomes or consequences for reported individuals?
Outcomes or consequences depend on the level of violation. Clear “student rights and responsibilities code” violations have more transparent consequences than bias and microaggressions (for example) reported to individuals or anonymous reporting sites. 

Campus Climate & Incident Response Team Resolution process
The team is committed to providing healing to those who choose to use this process. Based on a restorative justice model, we acknowledge that this is founded in Indigenous ways of healing and aim to bring a sense of resolution to a person who has experienced harm in our community.

Campus Climate & Incident Response Team uses an informal process to address incidents. In this framework the areas that would most be used by this body are:

- Conflict Coaching
  - Facilitated Dialogue
  - Mediation
  - Restorative Practices

The incident resolutions within this body are designed to address the identified harm, identify ways that individuals and/or the community have been harmed, and develop a resolution agreement to address the harm and prevent future incidents

Participation is voluntary for all involved parties (reporting party, respondent, witnesses etc.). Process should be initiated by the person who was targeted or witnessed the incident. Participants who choose to abide by the resolutions proposed will use a guiding document to align outcomes and actions. The CCIRT will not compel anyone to pursue a resolution or dictate the pathway to resolution. Informal Resolution Process can be ended at any point, by either party
Information shared or obtained during resolution will be treated as private; however, other impacted parties may be involved as necessary (Residence Life, The Office of the Provost, Deans etc.).

These materials have been developed by the following guiding bodies: The ASCA Association for Student Conduct Administration (Advanced Restorative Justice Track) and the University of Michigan; and are in line with OU Office of Student Conduct, Human Resources, Title IX and EEO guidance on informal resolution.

Questions & Remaining Issues…
- Follow-up by supervisor, training (bias, etc.), disciplinary action, termination.
- Who decides the outcomes/consequences? What is the process?
- Are reports tracked? How are they tracked? By who?
- Are repeated complaints escalated to a disciplinary board? What is the process?
- Lack of transparency and accountability post-reporting, even within the FERPA and Title IX restrictions
- The sense is that the university cares more about their own liability than actually protecting the students, faculty, or staff. The university will not allow code of conducts within individual programs.

What resources are available for individuals reporting?
- The university used to have an ombudsperson and now some departments have designated one but the university still does not have one.

Questions & Remaining Issues…
- 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.
  - Faculty can call meetings on their own, with or without the chair
  - Students can do petitions through the student organizations
  - Diversity council may take them also
Working groups or committees with power to change or propose changes to policy.
- Diversity Liaisons in each College
- Diversity & Inclusion councils at the Department or School (or NOAA) level
- University level strategic planning committees, including Office of Diversity, Equity, and Inclusion Strategic Plan that is forthcoming
- Student, staff, and faculty senates

Cultural surveys, regular or only after wide-spread reports or high-profile incidents.
- OU-wide culture survey in 2020
- College of Atmospheric and Geographic Sciences culture survey in 2020 (received funding from OU to do this)

Leadership proactively asks students and/or staff for input on how to improve.
- School of Meteorology regular D&I “townhalls” for input.
- General student townhalls

Questions & Remaining Issues…
- No clear mechanism for follow up culture surveys to measure the success of implemented programs
- What is the follow-up process for town halls and meetings?