URGE Complaints and Reporting Policy for Midwestern State University

This is what was found by the Kimbell School of Geoscience Pod at MSU Texas on policies for handling complaints, the reporting process, resources, and possible outcomes. Some information was public; answers that were only found through follow up are noted.

● **The link(s) to the reporting policy at our organization are here:**
   ○ There is no single link to reporting policies, but policies for students can be found in the Student Handbook ([https://msutexas.edu/student-life/_assets/files/handbook.pdf](https://msutexas.edu/student-life/_assets/files/handbook.pdf))
     - Policies for general student complaints are available: [https://msutexas.edu/student-life/dean/general.php](https://msutexas.edu/student-life/dean/general.php)
   ○ Reporting policies for faculty and staff are available in the Procedures and Policies Manual: [https://msutexas.edu/human-resources/policy/index.asp](https://msutexas.edu/human-resources/policy/index.asp)
   ○ Policy changes are currently reviewed and approved by the Board of Regents
   ○ Rates of reporting are only made publicly available if they fall under the Clery Act

● **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
   ○ The designated individuals/positions for reporting incidents are dependent on the particular incident and potential intersections of identity.
     - Specific policies for racial harassment can be found: [https://msutexas.edu/human-resources/policy/4-general-university-policies/4.171-racial.asp](https://msutexas.edu/human-resources/policy/4-general-university-policies/4.171-racial.asp)
       - Incidents will be reported to the equal opportunity office.
     - “Workplace bullying” can be reported to Department of Recreational Sports/Wellness Center: [https://msutexas.edu/human-resources/policy/3.3-employee-policies/3.351-Employee-Workplace-Bullying.asp](https://msutexas.edu/human-resources/policy/3.3-employee-policies/3.351-Employee-Workplace-Bullying.asp)
     - Formal and informal complaints related to disability are handled by the Director of Disability Support Services. Information can be found: [https://msutexas.edu/human-resources/policy/4-general-university-policies/4.189-disability_grievance.asp](https://msutexas.edu/human-resources/policy/4-general-university-policies/4.189-disability_grievance.asp)
     - Sexual misconduct is handled by the Title IX Coordinator and Human Resources:
- Non-Title IX misconduct: https://msutexas.edu/human-resources/policy/4-general-university-policies/4.161-B-Non_Title_IX_Sexual_Misconduct.asp

- Faculty grievances can be resolved through the Provost and Vice President for Academic Affairs: https://msutexas.edu/human-resources/policy/3.1-faculty-policies/3.143-Fac_Grievance.asp

- Staff grievances are resolved through human resources: https://msutexas.edu/human-resources/policy/3.2-staff-policies/3.218-Grievance_Non-Employee.asp

- Reports can be made online
  - For general student complaints: https://cm.maxient.com/reportingform.php?MSUTexas&layout_id=4
  - For Title IX complaints: https://msutexas.edu/titleix/
  - Complaints can be made anonymously by students, faculty, or staff through EthicsPoint: https://secure.ethicspoint.com/domain/media/en/gui/45483/index.html
  - Complaints about concerning behavior can be made here: https://cm.maxient.com/reportingform.php?MSUTexas&layout_id=1

- Who do in-person and online reports go to? Who has access to see reports?
  - General and Title IX complaints are viewed by Deans and Directors (e.g. Dean of Student Affairs or Office of Student Rights and Responsibilities). They are also reviewed by committees of faculty, staff and students, dependent on the specific complaint.
  - Fraud, compliance or ethics concerns can be reported to several levels as described in https://msutexas.edu/internal-audits/fraud.php, and include the MSU Department of Internal Audits, Human Resources, or the General Counsel.
  - EthicsPoint reports go to the state auditor.

- Police are included in criminal issues; campus police if incident occurs on campus, and Wichita Falls Police if incident is outside of University property
  - The MSU Texas Police Department operates a 24-hour dispatch number at 940-397-4239, and also responds for 911 calls.
  - Title IX sexual misconduct may be reported to law enforcement if the complainant chooses. Complainants will be provided the assistance of the Title IX coordinator.
What are the outcomes or consequences for reported individuals?*

- Potential outcomes include follow-up by supervisor, disciplinary action, and termination, depending on the incident.
- Committees exist to review cases and recommendations, however, the University Vice President and President make the ultimate decisions. Appeals are allowed depending on level.
- Reports are not tracked publicly and are tracked in personnel files.
- Repeated complaints are not necessarily escalated to a disciplinary board. Instead, all complaints are considered in aggregate after repeated complaints.

* most of this information was communicated by Dean Brown Marsden

What resources are available for individuals reporting?

- Counseling is available for students: https://msutexas.edu/student-life/counseling/
  - The University is working to address racial and gender disparities in counselors
- Potential impact on grades or evaluations can be investigated on request
- Retaliation is prohibited, and guidelines for specific complaint types can be found below:
  - Racial harassment
  - Workplace bullying
  - Disability Grievances
  - Title IX misconduct
  - Non-Title IX misconduct
  - Faculty grievances
  - Staff grievances

What resources are available to groups raising issues or proposing changes?

- Faculty senate, staff senate, student government association are normally consulted on instances of policy change, and may develop their own recommendations for policy changes
- A University Diversity, Equity and Inclusion Planning committee was formed in July 2020 to create an action plan to provide to the president and MSU Board of Regents. The president’s letter defining the DEI committee’s role is found at https://msutexas.edu/action-planning/_assets/files/racial-equality-committee-letter-of-organization-june-22-2020.pdf and the DEI working page is found at https://msutexas.edu/action-planning/ The report from the committee is expected in March.
- McCoy College of Science, Math and Engineering produces climate survey every other year. The dean’s office did an analysis of diversity in MCOSME in 2018 and is expanding on this effort.
- Leadership proactively asks students and/or staff for input on how to improve.
• Future Directions/ Needs Identified
  ○ Centralized reporting, easier navigation of resources for complaints
  ○ Identifying conflicts in reporting
  ○ Training additional Title IX investigators
  ○ Bias training