

URGE Complaints and Reporting Policy for University of San Diego

This is what was found by USD EOSC URGE Pod at the University of San Diego on policies for handling complaints, the reporting process, resources, and possible outcomes. We have also noted gaps in reporting policies at the institutional and departmental level, and have provided some possible directions forward to addressing these gaps.

- University Reporting Policies
 - Title IX Reporting: <https://www.sandiego.edu/titleix/reporting/>
 - No clear reporting policy was identified for incidents outside of the scope of Title IX, but students are encouraged to go to contact the Dean's office in the College of Arts and Sciences with issues that may be affecting their academic performance, and issues that rise to the level of a crime (such as hate crime) are reported to Public Safety: <https://www.sandiego.edu/safety/>
 - We noted that it would be very useful for students, faculty, and staff to have more transparent reporting policies at the university level

- Departmental Reporting Policies
 - We noted a lack of explicit departmental reporting policies for students, faculty, or staff facing any issues of harassment, bias, microaggressions, etc.
 - Our department has decided to develop clear policies with the following ideas to guide those policies:
 - Although faculty in our department welcome our students approaching us with issues, we recognize that formalization of reporting is important.
 - We need to clarify how that information is communicated up and how solutions are communicated back down to the student.
 - Need to communicate the process to students; we can include a statement on syllabi and we can make announcements at our yearly student info meeting.
 - Perhaps multiple departmental ombudsman (but with a different name - like liaison - for more approachability and inclusivity).
 - We discussed the importance of having training for all faculty (similar to the current Title IX training we have at USD), so that students can come to any faculty member with issues and there would be an established way to handle them.
 - Need to determine what the outcomes or consequences are when there is a reported incident.

- What resources are available for individuals reporting?
 - Counselors or advocates, especially those of the same race, ethnicity, and gender.
 - <https://www.sandiego.edu/counseling-center/>
 - <https://www.sandiego.edu/care/advocates> (for incidents of sexual or relationship violence)