

# URGE

## Unlearning Racism in Geoscience



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### URGE Complaints and Reporting Policy for Albion College

This is what was found by MEGA URGE Pod - Albion Sub-pod at Albion College 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 (with \*).

- **The link(s) to the reporting policy at our organization are here:**
  - Discriminatory Harassment: Albion College Student Handbook, p. 90  
[https://www.albion.edu/images/sites/studentaffairs/documents/albion\\_college\\_student\\_handbook20\\_r1final.pdf](https://www.albion.edu/images/sites/studentaffairs/documents/albion_college_student_handbook20_r1final.pdf)
  - New Bias Reporting site from the new Office of Belonging:  
<https://www.albion.edu/about-albion/office-of-belonging/bias-reporting>
  - Title IX/sexual harassment is better documented:
    - Albion College Student Handbook, p. 119  
[https://www.albion.edu/images/sites/studentaffairs/documents/albion\\_college\\_student\\_handbook20\\_r1final.pdf](https://www.albion.edu/images/sites/studentaffairs/documents/albion_college_student_handbook20_r1final.pdf)
    - College Title IX policy:  
<https://www.albion.edu/about-albion/office-of-belonging/title-ix>
    - HR Title IX Grievance Procedure:  
<https://www.albion.edu/about-albion/administration/finance-and-administration/offices-and-programs/human-resources/for-employees/employee-service-manual/13920-grievance-procedure-under-title-ix>
    - Faculty Handbook, p. 91  
[https://www.albion.edu/images/sites/academicaffairs/documents/August\\_2020\\_Faculty\\_Handbook.pdf](https://www.albion.edu/images/sites/academicaffairs/documents/August_2020_Faculty_Handbook.pdf)
  - There is no policy available through Human Resources or the Employee Service Manual  
<https://www.albion.edu/about-albion/administration/finance-and-administration/offices-and-programs/human-resources/for-employees/employee-service-manual>
  - **Are reporting policies regularly reviewed? What is the process for changing policy?**



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- The College is currently in the final stages of developing its new policy centered on bias reporting. It is expected that the policy will be reviewed once the new reporting system has been active for enough time to assess what is working and what isn't. Initial changes will likely be developed by the administration, reviewed by the President's Council, and approved by the Board of Trustees.\*
- **Are the rates of reporting made publicly available (e.g. # of reports each year)?**  
Partly, yes: college judicial system statistics for the previous three academic years are included in each edition of the Student Handbook.
- **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
  - **Who are the designated individuals/positions for reporting incidents?**  
Incidents involving students may be reported to:  
Office of Campus Safety, Office of Residential Life, Student Development Office (specific individuals/positions not specified).  
Incidents involving faculty, staff, or administrators may be reported to the direct supervisor of any of the parties involved or to:  
Human Resources, Office of Campus Safety, Academic Affairs (incidents involving faculty and academic staff only)
  - **Can reports be made online? Where?**  
Yes. For instances of discriminatory harassment:  
<https://www.albion.edu/student-life/student-development/current-students/report-discriminatory-harassment> (link points to outdated version of Student Handbook);  
  
new bias reporting site:  
<https://www.albion.edu/about-albion/office-of-belonging/bias-reporting>).
  - Anonymously?**  
Yes, though discriminatory harassment and bias reporting sites state that anonymity cannot be guaranteed in all cases. Also available: Campus Conduct Hotline  
(<https://www.albion.edu/about-albion/administration/finance-and-administration/campus-conduct-hotline>, though this is likely to be phased out to be replaced by the new bias reporting system.\*)



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- **Who do in-person and online reports go to? Who has access to see reports?**  
In-person reports can be made to a number of different campus entities (described on the discriminatory harassment reporting site: <https://www.albion.edu/student-life/student-development/current-students/report-discriminatory-harassment>).
- As the new bias reporting system/policy takes effect, in-person reports will likely be referred to the Bias Response Team (see below), and/or to law enforcement if appropriate.\*  
All reports using the new bias reporting system are reviewed by the Bias Response Team:
  - Samantha Addington, Assistant Director of Admissions and Tour Guide Coordinator - Staff Representative
  - Milton Barnes, Director for Student Success Initiatives - Athletics Representative
  - Connie Smith, Associate Vice President for Student Development - Student Representative
  - Thomas Wilch, Dean of Faculty - Faculty Representative
  - Keena Williams, Chief Belonging Officer, Title IX CoordinatorThe information contained in this report will be shared with the appropriate campus officials involved in an investigation or resolution of the incident.
- **Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization?**  
Law enforcement (Department of Campus Safety, Albion Department of Public Safety) are included in the process when the bias report is deemed to involve potential criminal behavior or activity. At this point in the process, Human Resources will be involved as well if the incident involves an employee of the College. The continuing role of the Bias Response Team in such cases will likely be determined on a case-by-case basis. It is unknown if individuals are accompanied by an advocate when law enforcement is involved.\*
- **What are the outcomes or consequences for reported individuals?**
  - **Who decides the outcomes/consequences? What is the process?**  
Under the new bias reporting system, the Bias Response Team will review each complaint and determine the ensuing course of action. The stated primary goal is to educate the community, so possible training and education options will be considered first. Disciplinary action (up to and including termination or expulsion) and referral to law enforcement are also possible outcomes. The system will also



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serve to identify bias patterns on campus and address systemic issues by arranging for broad, community-wide training opportunities. Incidents involving complaints against students may lead to initiation of the College judicial process (described in Section VI of the Student Handbook:

<https://www.albion.edu/student-life/student-development/current-students/student-handbook/>). Incidents involving criminal behavior or activity will be referred to law enforcement.

- **Are reports tracked? How are they tracked? By who?**  
Reports made through the new bias reporting system (and presumably through the existing discriminatory harassment reporting system) are tracked by the Chief Belonging Officer.\*
- **Are repeated complaints escalated to a disciplinary board? What is the process?**  
Yes, repeated complaints involving the same person (employee), which individually may be responded to with education/training, may be escalated to disciplinary action. This would not occur through the Faculty Personnel Committee, but would be handled by the administration after consultation with the Bias Response Team. Records will be kept of all verified complaints to enable repeated complaints to be identified. Complaints against students are reviewed individually and are all subject to the College judicial process as outlined in the Student Handbook.\*
- **What resources are available for individuals reporting?**
  - Vanesa Jackson is the coordinator of Intercultural Affairs. When a racist event is reported on campus she carries out racial healing sessions and will typically point students towards counseling resources. She is not a counselor, but she is trained in interpersonal approaches and scenario-/situation-based racial healing.\*
    - Neither Counseling Services on campus nor Oaklawn Medical Group (where students are referred after Counseling Services) have staff that reflects the demographics of the student body. This is a known issue on campus and some student groups have been particularly vocal about their need for counselors that look like them and come from similar backgrounds as them.\*

SPECIAL NOTE: Late on February 11, as this document was being finalized, the announcement below was distributed by email to all campus staff. We did not have time to follow-up with leadership about any of this new information:

*We're excited to share that, in partnership with TimelyMD, Albion College has launched a new telehealth program for students called [Albion Care](#). The service will provide access to 24/7 medical and mental telehealth care from anywhere in the United States, free of charge, with no insurance necessary. All*

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*students should be aware of Albion Care, and as faculty and staff who support students every day, we want to be sure you are, too. When students are feeling under the weather or overwhelmed, please remind them to take advantage of the service.*

*Four services are available to students through Albion Care:*

- *Medical: 24/7, on-demand access to a medical provider that can treat a wide range of common illnesses like cold and flu, sinus infection, allergies and more.*
- *TalkNow: 24/7, on-demand access to a mental health professional to talk about anything at anytime.*
- *Scheduled Counseling: scheduled options to speak to a licensed counselor.*
- *Health Coaching: access to a nutritional specialist to help students adopt healthier lifestyle behaviors related to sleep issues, weight management and more.*

*In addition to the new services available to students, Albion Care allows students to choose from a diverse array of licensed counselors who share their identities, backgrounds and experiences, and who have a variety of specialties to meet their needs. Counseling Services also remains available to support student mental health needs on campus.*

**Q. Who can use Albion Care?**

**A.** Any current Albion College student.

**Q. How can students access Albion Care?**

**A.** To access, go to [albion.care](http://albion.care) on any web-enabled device – smartphone, tablet, laptop, or desktop. Register with your Albion College email address, and log in to begin using services via voice or video call. If students have trouble creating an account, call 833-484-6359 or email support at [help@timely.md](mailto:help@timely.md).

**Q. How much does a visit cost?**

**A.** There is **NO COST** for Albion College students.

**Q: Can Albion Care services diagnose COVID-19?**

**A:** Albion Care can virtually assess symptoms and administer frontline care, but Albion College students who believe they may have symptoms should contact the College's COVID-19 team immediately ([covidteam@albion.edu](mailto:covidteam@albion.edu)).

*When you get a chance, encourage the students you work with to create their Albion Care account, so it's ready when they need it. They'll have access to medical care, mental health care and 24/7 support at the touch of a button, and we know that will bring you as much peace of mind as it does us.*

- **What resources are available to groups raising issues or proposing changes?**
  - Albion has historically operated on the strength of person-to-person relationships and interactions, as many small institutions do. To do that, the faculty feel comfortable taking concerns directly to campus leadership. We expect that this will continue to be true into the future and will use this mechanism to suggest that more definite policies regarding the raising of issues and proposing of changes be developed.



IUPUI



## URGE Complaints and Reporting Policy for University/Organization

This is what was found by the MEGA URGE pod at IUPUI 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 by alternate text color (crimson).

1. **The link(s) to the reporting policy at our organization are here:**
  - a. Link - Organization, Company, University Policies
    - i. [IU Discrimination, Harassment, and Sexual Misconduct Policies](#) (UA-03)
  - b. Link - Department, Lab, Division, Advisor or Supervisor Policies
    - i. The Earth Sciences Department has a link for people to share their experiences, suggestions, and thoughts via an anonymous feedback form. The link is found on the Department's website, embedded in the [Statement on Diversity, Equity, and Inclusion](#). Note: this form is not intended for official complaints of policy violations, but as a way to gather formative feedback from the ES community to improve our climate.
  - c. Are reporting policies regularly reviewed? What is the process for changing policy?
    - i. Changes to the university policy could be made by appealing to the IU Chief Policy Officer, Kipley Drew. A grassroots committee could put forth policy change ideas to present to them for consideration. Otherwise policies are changed when the government imposes new rules that affect current policies, or some other action triggers review.
  - d. Are the rates of reporting made publicly available (e.g. # of reports each year)?
    - i. No (If they are, I cannot find this information)
2. **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
  - a. Who are the designated individuals/positions for reporting incidents?
    - i. It depends on who the complaint is being made against. If the complaint is about a student, it goes to the Director of Student Conduct (Sara Dickey) and their assistant. If the complaint is about a faculty member, and it is a potential violation of UA-03, it goes to the Director of the Office of Equal Opportunity (Anne Mitchell) and her assistant. If the complaint is about a faculty member, and it is not a potential violation of UA-03 (i.e., if it is about bullying), it goes to the Office of Academic Affairs (I'm not sure who in that office deals with

it). If the complaint is about a staff member, and it is a potential violation of UA-03, it goes to the Director of the Office of Equal Opportunity (Anne Mitchell) and her assistant. If the complaint is about a staff member, and it is not a potential violation of UA-03 (i.e., if it is about bullying), it goes to the Director of Human Resources Administration (Juletta Toliver).

- b. Can reports be made online? Where? **Yes**, Anonymously? **Yes**
  - i. [Office of Equal Opportunity: Report an Incident](#)
    - 1. This page has “buttons” for several different reporting options, although it is not always entirely clear which one should be used
      - a. [To report faculty/staff/visitors](#)
      - b. [To report students](#)
      - c. [To report bias](#) or hate
  - ii. [Student Incident Reporting](#)
    - 1. This page directs you to the same reporting forms as above for faculty/staff or students.
- c. Who do in-person and online reports go to? Who has access to see reports?
  - i. See answer to question 2a.
- d. Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization?
  - i. Depends on the nature of the complaint, but this information is not easy to find.

**3. What are the outcomes or consequences for reported individuals?**

- a. Depends on the nature of the complaint. If the complaint is in potential violation of university policy UA-03 (as determined by the director of OEO), it is assigned to an investigator in OEO. The investigator reaches out to the complainant (if they provided their name) and asks what that person wants as an outcome. If OEO determines that the complaint is a violation of UA-03, the process outlined in that policy is triggered. If the complaint is found to be not pervasive or egregious (as determined by OEO investigation), informal actions are taken to address and improve the situation. This is based on the desires of the complainant and often involves educational reforms.
- b. Who decides the outcomes/consequences? What is the process?
  - i. According to UA-03 section I, letter G: “For every report, the university will review the circumstances of the reported conduct to determine whether the university has jurisdiction over the parties involved, and to take steps within its control to eliminate, prevent, and address the reported conduct. The university will respond promptly to all reports and assess all information available; the potential Complainant(s) will be offered information regarding resources and supportive measures, as well as options regarding reporting and applicable complaint resolution procedures. Where a formal complaint is filed or initiated, the university will provide a fair and impartial investigation and



resolution, provide supportive and interim measures and, in the event a policy violation is found, impose appropriate sanctions and provide remedial measures. The appropriateness and severity of the sanctions imposed, up to and including termination or expulsion of the offender, will depend on the circumstances of the particular case. If the Respondent is not a member of the university community or is no longer affiliated with the university at the time of the report or at the time a formal complaint is initiated (including when the Respondent has graduated or left the university), the university typically is unable to take disciplinary action or conduct an investigation through the complaint resolution procedures herein.”

- c. Are reports tracked? How are they tracked? By who?
  - i. The reports are tracked by the responsible parties (see question 2a above) according to their own systems.
- d. Are repeated complaints escalated to a disciplinary board? What is the process?
  - i. Repeated complaints are considered and treated as part of the OEO investigation.

**4. What resources are available for individuals reporting?**

- a. Counselors or advocates, especially those of the same race, ethnicity, and gender.
  - i. The policy indicates that supportive measures will be taken, but there are no details.
- b. Automatic or requested investigation of potential impact on grades or evaluations.
  - i. Can't find this information.
- c. Protection against retaliation or repercussions, accommodations for continuing work/courses, option for pass/fail or outside assessment.
  - i. According to the Student Incident [Reporting Process](#) website: “Retaliation against anyone who has reported an incident, provided information, or participated in a university investigation in response to a reported incident is prohibited by the university and will not be tolerated. The university will take steps to prevent retaliation, and will impose sanctions on anyone or any group who is found to have engaged in retaliation in violation of this policy. Concerns about potential retaliation can also be reported here.”

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

- a. 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?
  - i. I can't find information about this, specifically, but there is a webpage about the [policy development and approval process](#).
- b. Working groups or committees with power to change or propose changes to policy.
  - i. The IU [Office of Policy Administration](#) and the [Policy Advisory Council](#)



- c.** Cultural surveys, regular or only after wide-spread reports or high-profile incidents.
  - i. Climate surveys are conducted by campus and some schools, but I can't find how often.
- d.** Leadership proactively asks students and/or staff for input on how to improve.
  - i. Not sure.