

URGE

Unlearning Racism in Geoscience



University of
New Hampshire
School of Marine Science
and Ocean Engineering



URGE Complaints and Reporting Policy for the Ocean Mapping and Engineering pod at the University of New Hampshire

This is what was found by the Ocean Mapping and Engineering pod at the University of New Hampshire 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:**
 - **Link - Organization, Company, University Policies**
 - Bias Response Protocol - [Link](#)
 - Students Rights, Rules, and Responsibilities - [Link](#)
 - Discrimination and Discriminatory Harassment Policy - [Link](#)
 - **Link - Department, Lab, Division, Advisor or Supervisor Policies**
 - Shoals Marine Laboratory - [Link](#)
 - **Are reporting policies regularly reviewed? What is the process for changing policy?**
 - The Bias Response Protocol was last revised in 2018.
 - The Students Rights, Rules, and Responsibilities is reviewed and set out to students annually.
 - Faculty are given a “Helping Students in Distress Guide”, which outlines protocols and university resources for various incidences (bias event is included). Last revision was for 2020-21 academic year.
 - **Are the rates of reporting made publicly available (e.g. # of reports each year)?**
 - The rates of reporting are made publicly available annually and are archived at a quarterly basis for each academic year.
- **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
 - **Who are the designated individuals/positions for reporting incidents?**
 - The protocols apply to student, staff, and faculty.
 - **Can reports be made online? Where? Yes/No, Link, Anonymously? Yes/No**
 - Reports can be made various ways depending on the reporting program.
 - New reporting mechanism as of 2/23/2021: Incident Report Form (IRF) - [Link](#)
 - Replaces both *Reportit!* and the Title IX incident form
 - Online – [Link](#)

- Compatible with mobile devices
 - Call Equity Office to submit report - (603-862-2930 voice / 603-862-1527 TTY)
 - Online submission is preferred
 - If students were to go to Reportit! And/or Title IX form, will be redirected
 - Can report anonymously
- Before February 23, 2021 the mode was reporting was through Reportit! (see below)
 - Reportit!
 - Online - [Link](#)
 - Phone (603-862-2930 voice / 603-862-1527 TTY)
 - Can be anonymous
 - Title IX incident form
 - Phone (603-862-2930)
 - Directly to Title IX coordinator: Donna Marie Sorrentino (dms@unh.edu)
 - Walk-in to office
- SHARPP (Sexual Harassment and Rape Prevention Program)
 - In person – Wolff House – During business hours (M-F 8am-4pm) - Important to note that during COVID-19, if UNH is operating during “Orange” mode, walk-ins will be temporarily unavailable and reporters should contact SHARPP through one of the remote options.
 - Call 24/7 helpline – 603-862-7233
 - Text with a SHARPP advocate – M-F 9am-4pm – 603-606-9393
 - Chat with a SHARPP advocate – M-F 9am-4pm - [Link](#)
 - Using SHARPP’s “Ask an Advocate” online service - [Link](#)
 - All SHARPP services are confidential (protected by NH law) and can remain anonymous
- **Who do in-person and online reports go to? Who has access to see reports? Names and/or positions or “Not publicly listed/Unknown”**
 - Incident Report Form (IRF)
 - All reports go to the Affirmative Action and Equity Office (AA&EO) - [Link](#)
 - AA&EO Director assigns case manager and information shared on need-to-know basis with employees in other departments
 - Information from report will not be shared without notifying the reporting party first
 - Old: Reportit! reports - [Link](#)
 - SHARPP
 - All SHARPP calls, online conversations, and walk-in appointments are summarized and documented within the SHARPP office. However, all SHARPP communications are privileged communications under New Hampshire law. Communications between survivors and SHARPP personnel are recognized as private, protected, and confidential. Publicly available information is published annually with identifying information removed.
- **Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization?**
 - Police are included at different steps in reporting process and depends on the type of offense or if the report was submitted online.
 - Incident Report Form (IRF) - Police are involved when “appropriate”.
 - Old: Reportit! - Police are involved when “appropriate”.

- SHARPP – Police are involved if the reporter decides to report the incident to the police. The reporter can be accompanied by a SHARPP advocate if desired.
 - **What are the outcomes or consequences for reported individuals?**
 - **Follow-up by supervisor, training (bias, etc.), disciplinary action, termination.**
 - It is unclear what happens to the reported individual with regards to report. Actions and decisions are made on a case-by-case basis.
 - **Who decides the outcomes/consequences? What is the process?**
 - Likely case manager and other from AA&EO, although not made clear in public documentation
 - Old: The general process of how reports are processed by *Reportit!* is provided online. - [Link](#)
 - The process for deciding the outcomes/consequences of an offense is unclear and usually decided on a case-by-case basis. General procedure is outline in the Bias Response Protocol.
 - **Are reports tracked? Yes/No How are they tracked? By who?**
 - The reports are tracked by the different offices across the UNH campus, which will depend on the individual reporting system.
 - Incident Report Form (IRF) are tracked by AA&EO office and current case status can be looked up by reporting individual
 - Old: *Reportit!*
 - Reports are archived by the Affirmative Action and Equity Office, however, it is unclear if and how they are tracked.
 - SHARPP
 - A summary of SHARPP support services is published annually, with identifying information removed.
 - **Are repeated complaints escalated to a disciplinary board? What is the process?**
 - It is unclear what the course of action is for repeated complaints.
- **What resources are available for individuals reporting?**
 - **Counselors or advocates, especially those of the same race, ethnicity, and gender.**
 - The official responders to complaints are Director & Title IX Coordinator, Affirmative Action and Equity Office, the Dean of Students or designee, and a representative of the UNH Police Department. There is no public, published information online providing metrics of the racial or ethnic identities of those who respond to complaints.
 - There are several groups on campus that act as support and/or advocates to students. They are listed in Appendix E of UNH’s bias response protocol. - [Link](#)
 - Within these groups, there is some diversity of staff/students/support personnel, specially within Office of Multicultural Student Affairs (OMSA) and Office of International Students and Scholars (OISS); however, the racial make-up of many groups is overwhelmingly white.
 - Students are “assigned” advocates and/or counselors, so even if there is a member of support personnel with the same race/ethnicity/gender, the student might not be working with them. There do not appear to be procedures in place for students looking to switch support staff.
 - UNH is implementing a new position starting July 2021: Bias Response Support Coordinator

- According to UNH’s Chief Diversity Officer, this position will be charged with education, support, managing expectations, and triaging.
 - **Automatic or requested investigation of potential impact on grades or evaluations.**
 - Provided on a case-by-case basis. It is not clear, in the bias response protocol, what specific steps are available to students. It would be better if the support is clarified in the document.
 - There is a protocol used on campus called Academic Intervention. Academic Intervention letter: student indicates concerns about their academic success due to an incident/individual and a letter is sent to a professor/lecturer requesting “any considerations” with respect to exams, homework, due dates, etc. The professor/lecturer does not need to follow through on considerations. There does not appear to be any follow up or check in on this process.
 - **Protection against retaliation or repercussions, accommodations for continuing work/courses, option for pass/fail or outside assessment.**
 - Provided on a case-by-case basis. The procedure for accommodations is not clear in the documentation.
- **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?**
 - No clear procedure to instigate a town hall meeting. Upper levels of university administration have held town hall meetings after high-profile incidents, but appear to be at the behest of the administration, not students.
 - Student governance groups (Undergraduate Student Senate and Graduate Student Senate) have direct access to the highest levels of university leadership.
 - Other working groups and committees have access to upper levels of university leadership, but generally no direct access for students.
 - Occasional “coffee time with the president” walk-in meetings (have stopped during COVID)
 - **Working groups or committees with power to change or propose changes to policy.**
 - Diversity, Equity, and Inclusion committees exist at various levels within the university structure, with powers to propose changes. These include the President’s University Commission on Community, Equity and Diversity.
 - **Cultural surveys, regular or only after wide-spread reports or high-profile incidents.**
 - There was a “Campus Climate Survey” undertaken by UNH administration in Spring 2019
 - A comprehensive survey of students, faculty, and staff to “develop a better understanding of the learning, living, and working environment on campus” was conducted by Rankin & Associates Consulting.
 - Findings generally showed those students, faculty, and staff from URM felt less comfortable with campus, workplace, and classroom climates overall.
 - Survey findings - [Link](#)
 - A Chief Diversity Officer and staff were hired in response to the results from the campus climate survey. There is active work within the University system to improve the university response to incidents and diversity in general, but the process and communication are not always made clear to student, staff, and faculty.