URGE
Unlearning Racism in Geoscience

DEPARTMENT OF GEOGRAPHICAL SCIENCES

URGE Complaints and Reporting Policy for University of Maryland College Park, Department of Geographical Sciences

URGE prompts and sections in bold
Responses by UMD GEOG URGE pod in italics

This is what was found by the University of Maryland College Park, Department of Geographical Sciences, 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**
    - *University of Maryland Policy and Procedures on Sexual Harassment and Other Sexual Misconduct*
    - *University of Maryland Non Discrimination Policy and Procedures*
    - *University of Maryland Disability & Accessibility Policy and Procedures*
    - *Ethics, Integrity and Compliance Reporting*
      - *UMD General Complaint Form*
      - *UMD Office of Student Conduct (student policy violation)*
      - *UMD Office of Civil Rights and Misconduct*
      - *UMD Office of Diversity and Inclusion (Bias Report Incident)*
    - *Ombudsperson Services* (Confidential)
      - *Faculty Ombuds Office*
      - *Staff Ombuds Office*
      - *Graduate Students Ombuds Office*
      - *Undergraduate Students Ombuds Office*
    - Graduate School Grievance Policy
      - *UMD Graduate School - Ombuds Office*
  - **Link - Department, Lab, Division, Advisor or Supervisor Policies**
    - *Grad Guidebook, Appendix J.* <mark>ACTION</mark>*: links are broken - need to be up reviewed and updated* for 2021
    - **Is there a similar handbook/resource for undergraduate or masters students?** *Students pursuing a Master's degree may also make use of the UMD*

Graduate School Ombuds Office. There is also the UMD Undergraduate Ombuds Office, which offers similar services to undergraduate students.

- **How do faculty or others report bias incidents that could be handled/recognized at a department level but don't seem like something to report at university level? (e.g., problematic comments in a meeting)** *As of this writing there is no formal departmental-level mechanism for handling/recognizing departmental level complaints. In the past staff have used resources like UMD Office of the President Conflict Resolvers Network.*

- **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
  - **Who are the designated individuals/positions for reporting incidents?**
    - *UMD General Complaint Form*
    - *UMD Office of Student Conduct (student policy violation)*
    - *UMD Office of Diversity and Inclusion (bias report incident)*
    - *UMD Office Civil Rights & Sexual Misconduct (reporting forms and variety of contact options)*
      - *Sexual Misconduct Report (online)*
      - *Discrimination Report (online)*
  - **Can reports be made online? Where?**
    - *Yes, in varying ways. See links above, repeated below:*
      - *UMD Office Civil Rights & Sexual Misconduct (reporting forms and variety of contact options) - NOT ANONYMOUS*
        - *Sexual Misconduct Report (online) - NOT ANONYMOUS*
        - *Discrimination Report (online) - NOT ANONYMOUS*
    - **(General) Complaint forms**
      - *Ethics Violation (many options) - Anonymous depending on type of report*
      - *UMD General Complaint Form - Does not appear to be anonymous*
      - *Only anonymous reporting appears to be through Ombudsperson - need to confirm.*
  - **Who do in-person and online reports go to? Who has access to see reports?**
    - *Names and or positions of those who have access to report is not publicly listed/unknown.*
  - **Are reporting policies regularly reviewed? What is the process for changing policy?**

- *University level: appear to be regularly reviewed. Departmental level: no. Longtime member of the department who is part of URGE Pod does not recall a review of the policies in the last five years.*
  - **Are the rates of reporting made publicly available (e.g. # of reports each year)?**
    - *Yes, with various details depending on the office and source. See links below:*
      - *[Bias reporting dashboard](#)*
      - *Student sexual misconduct reports:*
        - *[2018](#)*
        - *[2019](#)*
      - *Hate Bias Reports*
        - *[2018 - 2019](#)*
        - *[2019 - 2020](#)*
      - *[Campus climate survey results](#)*
      - *[Zip Code level hate crime statistics for the state of Maryland](#). Note that the Zip Code for UMD (20742) had the highest number of hate crime reports in Maryland in 2019.*
  - **When and how? Are individuals accompanied by an advocate or someone from the organization?**
    - *Unclear what this question means.*

- **What are the outcomes or consequences for reported individuals?**
  - *Depending on the method of reporting, the Office of Diversity and Inclusion reports the following possible outcomes (following an official report):*
    - *1-on-1 ongoing support (with individual filing complaint)*
    - *Engage the person that is impacting others*
    - *Engage leaders to address systemic issues*
    - *Conflict resolution*
    - *Referral to other or higher relevant departments and parties*
    - *Follow-up by supervisor, training (bias, etc.), disciplinary action, termination.*
  - **Who decides the outcomes/consequences? What is the process?**
    - *Unclear*
  - **Are reports tracked? How are they tracked? By who?**
    - *Likely. It appears all official reports are tracked by the office to which the report is submitted.*

- ○ **Are repeated complaints escalated to a disciplinary board? What is the process?**
    - ■ *Unclear.*

- ● **What resources are available for individuals reporting?**
    - ○ Counselors or advocates, especially those of the same race, ethnicity, and gender.
        - ■ https://www.ocrsm.umd.edu/files/OCRSM_Hate_Bias_FAQs(1)_081617.pdf
    - ○ **BSOS Diversity Resources:**
        - ■ https://bsos.umd.edu/landing/Diversity
    - ○ **UMD Black Graduate Student Union**
        - ■ https://www.facebook.com/umdBGSU/
    - ○ **Latinx Graduate Student Association (LGSA)** The Latina/o/x Graduate Student Association's mission is to serve the needs of Latinx graduate students at the University of Maryland through social and academic programming. lgsaumd@gmail.com
    - ○ **The Office of Diversity & Inclusion** serves the University of Maryland by providing leadership and expertise that enriches the experiences of individuals and builds stronger communities. ODI supports the efforts of campus units to achieve their diversity and inclusion goals. https://diversity.umd.edu/
    - ○ **OFFICE OF CIVIL RIGHTS & SEXUAL MISCONDUCT (OCRSM)** OCRSM's mission is to support the University's commitment to a working and learning environment free from sexual misconduct and discrimination. https://www.ocrsm.umd.edu/about/index.html
    - ○ **HATE BIAS REPORTING** If you ever experience or witness a hate bias incident, in addition to referring to the Office of Civil Rights and Sexual Misconduct (above), please also consider completing a Hate Bias report: https://pdc-svpaap1.umd.edu/ci-rpf313/Odi/somerpt
    - ○ **Black Terps Matter:** https://black-terps-matter.mailchimpsites.com/
    - ○ **THE LESBIAN, GAY, BISEXUAL, & TRANSGENDER (LGBT) EQUITY CENTER** The LGBT Equity Center provides the campus with leadership and expertise in building a fully equitable community; strengthens and supports people of diverse sexes, gender identities or expressions, and sexual orientations; and develops visible

and vibrant LGBTQ+ campus communities.
https://lgbt.umd.edu/

- ○ **OFFICE OF MULTICULTURAL INVOLVEMENT & COMMUNITY ADVOCACY (MICA)** MICA provides opportunities and spaces that affirm students and their identities, build inclusive communities among diverse members, and create social change locally, nationally and globally.
http://thestamp.umd.edu/multicultural_involvement_community_advocacy

- ○ **RAINBOW COUNSELING DROP-IN HOUR** Drop-in hour offered by the Counseling Center's Counseling Service, Monday – Friday, 3-4pm. A service aimed at making the Counseling Center's services feel safer in the LGBT community, the Rainbow Walk-In Hour is staffed with LGBT-friendly psychologists and advanced trainees.

- ○ **RAINBOW TERRAPIN NETWORK: #TRANSTERPS** The #TransTerps project formally launched in 2017. It is a part of our Rainbow Terrapin Network and an ongoing campus-wide campaign to improve campus climate for trans people by identifying, disseminating, and implementing good practices for trans inclusion. We do this through trainings/events, through sharing specific good practices information, and by sharing campus resources for trans people. https://lgbt.umd.edu/rainbow-terrapin-network-transterps

- ○ **Out in Science, Technology, Engineering, and Mathematics (oSTEM)** at the University of Maryland, College Park: We are a student organization dedicated to fostering the professional and personal growth of LGBT students in STEM fields. Our dynamic network helps build connections between students and professionals in industry and academia. We promote the participation and development of LGBT communities in STEM disciplines and address the needs of these diverse communities within our University. We are inclusive of those who are historically underrepresented with respect to gender, gender identity, and ethnic background. http://ostem.umd.edu/

- ○ **OFFICE OF MULTI-ETHNIC STUDENT EDUCATION (OMSE) OMSE, a unit of the Academic Affairs Division** of the University of Maryland, offers a variety of services and programs to enhance the learning experience and promote the academic success of undergraduate students. We collaborate with several other campus offices and college programs to provide unique collegial opportunities for our diverse population.
http://omse.umd.edu/

- ○ **OFFICE OF MULTICULTURAL INVOLVEMENT & COMMUNITY ADVOCACY (MICA)** MICA provides opportunities and spaces that affirm students and their identities, build inclusive communities among diverse members, and create social change locally, nationally and globally. http://thestamp.umd.edu/multicultural_involvement_community_advocacy
- ○ **CENTER FOR MINORITIES IN SCIENCE AND ENGINEERING The** Center for Minorities in Science and Engineering is committed to the recruitment, retention, development, and graduation of underrepresented minority pre-college, undergraduate and graduate students in engineering. https://eng.umd.edu/minorities
- ○ **STUDENTS OF COLOR COUNSELING DROP-IN HOUR** Drop-in hour offered by the Counseling Center's Counseling Service, Monday – Friday, 3-4pm, affords students of Color the opportunity to drop in to the Counseling Center without an appointment. Students will be guaranteed to be seen by a therapist of Color.
- ○ **STAMP Student Resources:** https://thestamp.umd.edu/student_org_resource_center_sorc
- ○ **Faculty and Staff Assistance Program** Faculty Staff Assistance Program | UMD Health Center Provides assessment, referral, and counseling services to all faculty and staff and their family members for personal and/or job related concerns. Advise and provide consultation and coaching to supervisors and administrators around individual or departmental issues.
- ○ **Office of Faculty Affairs:** The Office of Faculty Affairs (umd.edu) Supports all faculty and the Provost in the areas of promotion, recognition, development, policies and procedures, and reporting.
- ○ **MENTAL HEALTH**
  - ■ Campus Advocates Respond and Educate (CARE) to Stop Violence (301)-741-3442 Confidential 24/7 hotline
  - ■ University Counseling Center (301)-314-7651
  - ■ The Help Center (301)-314-4327
- ○ **PHYSICAL HEALTH**
  - ■ University Health Center Office (301)-314-8184
  - ■ Domestic Violence and Sexual Assault Center at Dimensions Healthcare System, Prince George's Hospital (301)-618-3154
- ○ **PREVENTION SEXUAL ASSAULT** UMD PSA Student led group that deals with campus sexual assault. Has additional resources on this topic

○ Automatic or requested investigation of potential impact on grades or evaluations.
○ Protection against retaliation or repercussions, accomodations 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. What is the follow-up process for town halls and meetings?**
    - *Petition system not yet implemented*
    - *Leadership accessible in both one-on-one meetings and open time during monthly departmental meetings*
    - *Lack of formal follow-up process*
  - **Working groups or committees with power to change or propose changes to policy.**
    - *Pending: institutionalization of "DEI" committee, to work in conjunction with UMD URGE Pod*
    - *Faculty/staff/students committed to these activities*
  - **Cultural surveys, regular or only after wide-spread reports or high-profile incidents.**
    - *Not yet implemented*
  - **Leadership proactively asks students and/or staff for input on how to improve.**
    - *Chair has publicly vouched support of UMD URGE Initiative*

- **Based on this information, the following steps should be considered:**
  - *Update all links for complaints in departmental resources ensure this information is accessible.*
  - *Incorporate an overview of these resources into onboarding, including for Faculty, Staff, and PhD student orientation so that everyone is aware of the resources available.*
    - *This would include either a cleaned one-pager of available resources;*
    - *Supplement with clear visuals on how complaint policies work, which complaints go to which offices, etc;*
    - *Create a public departmental page following the structure from the Department of Psychology*

○ *Ensure that departmental updates make it into the Grad Student Handbook narrative regarding the complaint policy to make these resources clear.*

  ■ *Consider language from the lab group document provided by URGE; potentially emphasize the existence of anonymous complaint mechanisms as described above.*

○ *Identify what specific mechanism or pathway is recommended for bias incidents that could be handled/recognized at a departmental level.*