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
  - 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
    - College Title IX policy:
      https://www.albion.edu/about-albion/office-of-belonging/title-ix
    - HR Title IX Grievance Procedure:
    - Faculty Handbook, p. 91
  - 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?
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](https://www.albion.edu/student-life/student-development/current-students/report-discriminatory-harassment) (link points to outdated version of Student Handbook);

  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](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.*)
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

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 Coordinator

The 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
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
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 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.

**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).

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.
This is what was found by MEGA at Purdue EAPS 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:**
  - Organization, Company, University Policies
    - Any behavior violating the Purdue Code of Ethics ([https://www.purdue.edu/policies/ethics/](https://www.purdue.edu/policies/ethics/)).
    - Any behavior violating the Purdue Anti-Harassment policy (III.C.1) ([https://www.purdue.edu/policies/ethics/iiic1.html](https://www.purdue.edu/policies/ethics/iiic1.html)).
    - Any behavior violating Title IX policies (III.C.4) ([https://www.purdue.edu/policies/ethics/iiic4.html#history](https://www.purdue.edu/policies/ethics/iiic4.html#history))
      - a) A University employee conditioning education benefits on participation in unwelcome sexual conduct (i.e., quid pro quo)
      - b) Unwelcome conduct that a reasonable person would determine is so severe, pervasive and objectively offensive that it effectively denies a person equal access to the University’s educational programs or activities
      - c) Sexual Assault, Dating Violence, Domestic Violence or Stalking
  - Department, Lab, Division, Advisor or Supervisor Policies
    - Developing code of conduct with delineated reporting policy.
    - EAPS Flowchart: [https://www.eaps.purdue.edu/for_students/graduate/Graduate%20resources%20flowchart_v2.pdf](https://www.eaps.purdue.edu/for_students/graduate/Graduate%20resources%20flowchart_v2.pdf)
  - Are reporting policies regularly reviewed? What is the process for changing policy?
    - Title IX policies based on the current administration
    - Goal the EAPS Code of Conduct is to revisit every year
What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?

- Who are the designated individuals/positions for reporting incidents?
  - Ombuds people, any faculty, Dept. Head, or Assistant Head.
- Can reports be made online? Where? Yes by email to faculty or head.
- Anonymously?
  - Title IX whistleblower hotline is anonymous
  - Not yet at the department level something we would like to implement.

Who do in-person and online reports go to? Who has access to see reports?

- Department level: ombudspeople and the department head

Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization?

- If necessary police will be involved, can arrange for advocates for reporting parties in mediation of meetings, and CARE (Center for Advocacy, Response, and Education) in the Office of the Dean of Students advocates can accompany meetings to all law enforcement meetings and understanding the criminal justice process

What are the outcomes or consequences for reported individuals?

- Currently no policy in place at Dept level. Trying to change this with code of conduct.
  - Proposed: In order for disciplinary action to be taken, a violation report must be filed with the department head. The violation report may be used at the discretion of the department head to determine access to departmental resources. Examples of these resources include but are not limited to: merit raises, awards, seed funding, matching funding, sabbaticals, departmental space, access to students, contract renewals, access to T.A support, etc.
- Who decides the outcomes/consequences? What is the process?
  - Department head

Are reports tracked? If reports are made, Yes  How are they tracked? Formal incident reports By who? Department heads - transfer to subsequent department heads
- Are repeated complaints escalated to a disciplinary board? What is the process?
  - Proposed: possibly the executive committee?
What resources are available for individuals reporting?
- Counselors or advocates, especially those of the same race, ethnicity, and gender.
  - Ombudspeople, both student and faculty level, faculty rank are split, and gender are split. Race and ethnicity not fully representative.
- Automatic or requested investigation of potential impact on grades or evaluations.
  - No mechanism for this currently.
- Protection against retaliation or repercussions, accommodations for continuing work/courses, option for pass/fail or outside assessment.
  - Adherence to the EAPS Code of Conduct is very important for our goal of ensuring that everyone is treated fairly and equitably and is welcome and appreciated in the department. In an effort to prevent retaliation, we commit to:
    a) Make every effort to keep reports confidential
    b) When possible, keep reporters anonymous if report violation forms are not filed
    c) Evaluate departmental and committee structures to ensure equity and fair treatment (e.g., remove violators from positions of oversight over the reporter)
    d) Ombudspeople/head participating in regular follow-ups with the reporters to ensure conditions have improved

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 petition policy
  - No formalized follow-up process
- Working groups or committees with power to change or propose changes to policy.
  - DEI Committee, Code of Conduct Committee
- Cultural surveys, regular or only after wide-spread reports or high-profile incidents.
  - Climate survey last year, hasn’t been one for ~8 years before that. Moving towards every five years.
- Leadership proactively asks students and/or staff for input on how to improve.
  - Once per semester opportunity to discuss issues with the department head
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. 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.
   c. 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.