URGE Complaints and Reporting Policy for University/Organization

This is what was found by the NW5C+ URGE pod at Lewis & Clark College (Dr. Jessica Kleiss) 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:**
  - Discrimination and Harassment in the workplace is governed by the College’s [Workplace Discrimination and Harassment Policy](#).
  - Complaints against faculty or staff regarding discrimination, harassment, hate- or bias-motivated incidents can be submitted via [this form](#).
  - Complaints against students regarding discrimination, harassment, hate- or bias-motivated incidents can be submitted via [this form](#).
  - These forms are delivered to the chair of the Bias Assessment and Response Team (BART), who will make sure the complaint is received by the necessary offices.
  - Alternately, complaints can be filed directly with Human Resources (call x6239 to make an appointment), or with the dean of student's office (call x7145), or the office of student rights and responsibilities (call x8181). If it is an emergency, contact Campus Safety at x7777.
  - Reporting policies were approved Apr 29, 2015, and updated in September 30, 2020. Policies are reviewed and updated by the Executive Council.
  - I did not find public records of reported incidents.

- **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
  - The Bias Assessment and Response Team (BART) are the designated individuals for reporting incidents.
  - Can reports be made online? Where? Yes. See the two links above (one for faculty, and student violations) Anonymously? Yes. Anonymous reports can be submitted, but it limits the ability to follow-up on the issue.
  - In-person reports go to Human Resources, the Dean of Student's office, or the office of student rights and responsibilities. Online reports go to the chair of the Bias Assessment and Response Team (BART), who will make sure the complaint is received by the necessary offices.
Police are not included in the process.

What are the outcomes or consequences for reported individuals?
- Penalties: "The College does not tolerate discrimination, harassment, or sexual misconduct. Any employee found to have engaged in such conduct may face disciplinary action up to, and including, dismissal. The College may also subject managers and supervisors who fail to report known discrimination or harassment — or fail to take prompt, appropriate corrective action — to disciplinary action, including potential dismissal." ([link](#))
- I believe the outcome may be decided by the Bias Assessment and Response Team (BART), possibly in conjunction with the Dean of Students.
- Presumably reports are tracked, but I did not find them publicly available online.
- It is not clear to me if repeated complaints are escalated.

What resources are available for individuals reporting?
- A number of resources are available to our students (see [here](#)), including 1) The Department of Inclusion and Multicultural Engagement, 2) The Office of Spiritual Life, and 3) undergraduate student organizations including the Black Student Union, Native Student Union, and Gente Latina Unida.
- There is protection against retaliation or repercussions. The College prohibits retaliation against any employee for filing a complaint regarding conduct in violation of this policy. A no-rehire provision is an agreement that prohibits an employee from seeking reemployment with the College and allows a company to not rehire that individual in the future.
- I could not find information about student accommodations for continuing work/courses, option for pass/fail or outside assessment.

What resources are available to groups raising issues or proposing changes?
- I did not find information about petitions of # signatures trigger a town hall, meeting with organizational leadership, or policy change. I do not know what is the follow-up process for town halls and meetings.
- The central working group with power to change or propose changes to policy is the Department of Inclusion and Multicultural Engagement.
- LC conducts regular cultural surveys, such as the Culturally Engaging Campus Environments (CECE) report with both quantitative and qualitative feedback, conducted annually. ([link](#))
- The Department of Inclusion and Multicultural Engagement regularly asks students and/or staff for input on how to improve.
Luther College

This is what was found by Laura Peterson of NW5C+ at Luther 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.

- **The link(s) to the reporting policy at our organization are here:**
  - [Bias Incident, Hate Act, Hate Crime, Discrimination, and Harassment Policy and Procedures](#) in student handbook

- **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
  - Reports can be made [online](#), with an option for reporting anonymously.
  - Reports go to a response team consisting of the Vice President and Dean for Student Life, Dean for Institutional Equity and Inclusion, Associate Dean of the Faculty, Director of Campus Security and Safety, Assistant Dean and Director of Residence Life, Director of Human Resources, and Title IX Coordinator.

- **What are the outcomes or consequences for reported individuals?**
  - For bias incidents involving faculty, there is follow up conversation with the Dean of the Faculty
  - Reports are kept on file in the Dean’s Office

Willamette University

This is what was found by Scott Pike at Willamette University on policies for handling complaints, the reporting process, resources, and possible outcomes. Some information was public.

- **The link(s) to the reporting policy at our organization are here:**
  - The [link](#) to the University-wide non-discrimination policy can be found on the Human Resources webpage.
  - This [link](#) to the Bias policy is found on the Student Affairs webpage as is the form to file a discrimination complaint.
  - It is not readily apparent if the rates of reporting discrimination are publicly available.
*Currently the VP of EDI position is vacated. The University is initiating a national search to fill the position.

- **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
  - All submitted discrimination complaints are first reviewed by the V. P. of Equity, Diversity and Inclusion* and then routed to the appropriate supervisor. Depending upon the severity of the reported incident or issue, the supervisor may partner with the VP of EDI or director of Human Resources to have a conversation with the person to whom the complaint has been made.
  - Can reports be made online? Where? **YES, Link** Anonymously? **YES**
  - Our small campus has a skeleton security force and, as far as we know, the security force is not involved in discrimination investigations.

- **What are the outcomes or consequences for reported individuals?**
  - Outcomes are dependent upon the severity of the action. Outcomes and consequences are decided by supervisors in consultation with HR and the VP of EDI.
  - Are reports tracked? **Yes** How are they tracked? The VP of EDI tracks discrimination reports.

- **What resources are available for individuals reporting?**
  - The Bishop Wellness Center is the student hub for medical and counseling needs. Students have multiple face-to-face and remote resources available to them.
  - The University’s Human Resource Office out-sources its Wellness Resources through various services depending upon employee needs. The [Cascade Center](https://www.cascadecenter.org) offers counseling services for topics such as financial, emotional, stress management, and relationship wellbeing. [WorkLifeMatters](https://www.worklifematters.com) program offers supportive programs for matters that range from personal issues to providing information on everyday topics that affect an employee’s life.
  - The University does not have targeted counselors or advocates to address issues of race, ethnic, or gender issues.

- **What resources are available to groups raising issues or proposing changes?**
  - There is no formal policy that brings about change. Our faculty-led governance system works mostly by consensus. Although we do vote on policy changes, most issues are not contentious. Changes to faculty governance and policy is usually brought about by a group of faculty who bring up their shared concerns at business
meetings or online chatrooms. Again, most change is brought about by consensus. Occasionally, the administration will form a Task Force to address particular issues that are too big or do not fit within the charge of faculty committees.

Whitman College

This is what was found by [Kirsten Nicolaysen of the NW5C+ pod] at [Whitman 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.

- The link(s) to the reporting policy at our organization are here:
  - Whitman’s Grievance Policy - is clearly explained and available in the Human Resources area of our website.
  - Students experience a comprehensive pre-semester orientation about code of conduct, consent, and grievance mechanisms. I am copying information from the Grievance Policy website here that particularly pertains to students “Students who have a grievance or who would like information about the grievance process should contact the Dean of Students Office (Senior Associate Dean of Students Juli Dunn, Reid Campus Center 205, dunnjl@whitman.edu, 509-522-4403) or, for grievances involving sex- or gender-based harassment, discrimination or sexual misconduct, the Title IX Administrator Daniel Swinton (509-524-2049, titleix@whitman.edu). For grievances involving bias incidents, students can also seek information about the grievance process from staff in the Intercultural Center (Reid 216).” The contact information is routinely updated and emails are sent to community list-serves.
  - Whitman’s Intercultural Center website provides numerous links about policy, our Inclusion Task Force report, Anti-Racism resources, and Bias Reporting and Response link.
  - Faculty and staff are required to participate in online training (via EverFi) that informs us of federal and college policy and is designed to promote a positive workplace environment. All were required to participate in this during the 2020-21 academic year.
  - Whitman’s Provost & Dean of the Faculty website has links to the Department Chair’s handbook, the Faculty Handbook, and the Faculty Code (image below).
These are the main repositories of information guiding supervisor and advisor policies with respect to faculty members. Whitman’s Human Resources Department offers trainings for staff and provides opportunities for 360° reviews. For departmental staff, department chairs solicit performance review feedback from all department members annually, compile the performance review, discuss it with the staff member, and submit it to the STEM division chair (I believe) and to Human Resources. For some division staff, the chair of the STEM division is the direct supervisor rather than the department chair.

- Our Department of Geology has a field trip code of conduct policy. The intent is that all field trip participants read and sign this policy before our 4 day, overnight field trip. I am unaware whether this is consistently implemented by all field trip leaders. Anyone may ask that we review this policy at our weekly department meetings. We have reached consensus on the current version.

- In Fall of 2019, the Dean of Students chaired the Council of Student Affairs who comprehensively reviewed the Student Code of Conduct policy at Whitman. Town hall events and solicitation of input from students, staff, and faculty all occurred in the 2019-20 academic year. In May of 2020, the faculty voted to amend Whitman’s Faculty Code to reflect the updated Student Code of Conduct.

- As far as process, a review of policies may be initiated by the Dean of Students office, by the faculty, the Provost and Dean of the Faculty, and/or by the Associated Student of Whitman College (ASWC) the college’s student government group. It is quite normal for policy change processes to be handled in committees that consist of representatives of all stakeholders and for comment periods and town halls to occur. Whitman has been a model for Title IX processes for many years.

- Whitman issues a federally mandated report annually via email to the entire campus community. This report compiles all the incidents of assault, robbery, etc

- **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
  - On our landing page for faculty, there are several prominent links regarding the Grievance Policy and the Sexual Misconduct Prevention and Response Network:
For sexual assault, the SAVA (Sexual Assault Victim's Advocate) is Malia Lewis and the three college’s in my community support a reporting SAVA website. The reports are anonymous (YES) with regards to the college community because the SAVA coordinator is employed by the local YWCA. In addition to Malia Lewis, Daniel Swinton is our interim Title IX coordinator. If a report of harassment is made to me, as a professor, I am obligated to file an official report (mandatory reporter) by contacting the Associate Dean of Students Juli Dunn or the Associate Dean of the Faculty Helen Kim.

For students, the most effective starting point in my view is the Bias Reporting and Response page. Reports can be made online (YES), they can be made anonymously (YES).

Can reports be made online? Where? Yes/No, Link Anonymously? Yes/No

Associate Dean of Students Juli Dunn or the Associate Dean of the Faculty Helen Kim. Please see above for the SAVA information.

Yes, police may be included in the case of sexual misconduct and assault. There is an advisor (advocate) in the Grievance process and the Investigation and Sanctions aspects are well-described on the Grievance policy website.

What are the outcomes or consequences for reported individuals?
There is annual workplace training for employees.

Sanctions for students include: conduct probation, written warnings, suspension and dismissal from the college.

Sanctions for college employees include: oral or written reprimands; transfer to a different area or other work restrictions; required training, demotion or reduction in pay; probation, restitution or other actions appropriate to the offense; separation from the college.

Who decides the outcomes/consequences? What is the process? This is spelled out carefully in the Grievance Policy website.

I am uncertain whether Grievance reports are tracked or who tracks these. Certainly Bias reports are tracked by Associate Dean of Students. For Grievance reports, I would surmise that the head of HR (Telara McCullough) tracks these for staff and the either the Associate Dean for Faculty (Dr. Helen Kim) or the Vice President for Diversity and Inclusion (search underway).

What resources are available for individuals reporting?

There are 6 counselors available at our Welty Health Center and these counselors embody a wide range of experience. There is an online guide for faculty and staff to help us know how to refer students for mental health support and issues of confidentiality.

The Intercultural Center is available to students.

Human Resources is available to staff and faculty. On the HR website, all employees may access the 24 hour-7 days per week Employee Assistance program for counseling and other aids that are supportive but separate from the Grievance process.

The protections from retaliation are outlined on the Grievance Policy website.

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

Students representatives of ASWC, the Dean of Students, and reps from the faculty serve on the Council on Student Affairs. Students might raise issues here. We also have had faculty members publish a manifesto on the college newspaper (Whitman Wire). Students also raise issues on the college newspaper.

We have an annual Power and Privilege Symposium where interesting issues are raised by students.

The Academic Freedom and Due Process is a faculty committee. Working groups or committees with power to change or propose changes to policy.