Complaints and Reporting Policy for the UNH Department of Earth Science (ESCI)

This is what was found by the ESCI Pod at UNH 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.

1. The link(s) to the reporting policy at our organization are here:
   a. Organization, Company, University Policies
      ii. Section VI (p. 3) on ‘Reporting and Contact Options for Community Members’ outlines options for reporting instances: “Report an incident to the Affirmative Action and Equity Office to discuss whether it meets the definition of discriminatory harassment. (http://www.unh.edu/affirmativeaction/, 862-2930 Voice / 862-1527 TTY / 7-1-1 Relay NH)”
      iii. Reports can also be filed through the online Reportit! Portal. Reports can be made anonymously if desired.
      iv. Note: UNH is in the process of finalizing and rolling out a new reporting policy/platform. It is still unclear when the new protocols take effect.
   b. Department, Lab, Division, Advisor, or Supervisor Policies
      i. ESCI Graduate Student Handbook - Discrimination and Discriminatory Harassment Policy
         1. “It is the policy of the University of New Hampshire to uphold the constitutional rights of all members of the university community and to abide by all United States and New Hampshire State laws applicable to discrimination and harassment. In accordance with those laws, all members of the UNH community will be responsible for maintaining a university environment that is free of discrimination and harassment based on race, color, religion, sex, age, national origin, sexual orientation, gender identity or expression, disability, veteran status, or marital status. Therefore, no member of UNH may engage in discriminatory or harassing behavior within the jurisdiction of the university that unjustly interferes with any individual’s required tasks, career opportunities, learning, or participation in university life. Graduate assistants should also take responsibility for conducting themselves professionally, and should be aware of the ways that power dynamics
shape their various roles at UNH. If charges against a graduate assistant are brought forward by a fellow graduate or an undergraduate student, the person making the charge may choose between pursuing charges under the policy outlined in the Student Code of Conduct or under the Discrimination and Discriminatory Harassment Policy as enforced by the Affirmative Action and Equity Office.

ii. From TA offer letters letters (for TA appointments for Spring '21):
1. “The Earth Sciences department values a working and learning environment where all its members can thrive and be productive. Accordingly, we have an expectation that all students contribute to a professional and appropriate environment in the laboratory, office, and classroom. Policies describing appropriate behavior are described at unh.edu/affirmativeaction/policies-protocols-practices”

iii. Some PIs include expectations for student conduct in their offer letters to undergraduate research assistants, example from E. Burakowski:
1. “The university is committed to building and preserving a community in which all its members have full access to education and work, free from exploitation, intimidation and harassment, including sexual violence and sexual harassment. As part of your appointment you are required to complete an online interactive training entitled, Preventing Unlawful Harassment which provides important information about expectations of all employees in preventing harassment, steps you must take if you witness or become aware of these behaviors and resources available in supporting those impacted. Shortly after your UNH email account is activated you will receive an invitation with a link to the training with FROM: USNH Online Training in the header. Please plan to complete the training within 30 days of notification. If you have questions about your account access or activation, contact Human Resources at 862-0519.”

iv. No formal ESCI department policy beyond the university policy
1. Discussion and future action items: ESCI department should develop our own goals and expectations beyond what the broader university has in place. We need contact people in and outside of the department and a contact page that outlines when/where/how to report instances.

v. UNH/ESCI are missing policy on reporting issues of racism/bias and microaggressions

   c. Are reporting policies regularly reviewed? What is the process for changing policy?
      i. This is unclear.

   d. Are the rates of reporting made publicly available (e.g. # of reports each year)?
      i. [Box Link for Reports Made]
ii. Public information of rates of reporting updated at the end of each fiscal year.

iii. Only accessible by members of the UNH community with a Box account: “The Bias and Hate Incident Reports reside in BOX. Reports can be accessed by current, active members of the UNH Community with a UNH account.”

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. There are multiple offices and people who can receive reports. It is not clear who should receive any specific report, and what the mechanism to do so is. The relevant information is found in section six of “University of New Hampshire Bias Report Protocol.” This is not sufficient. Perhaps the intent is that you should submit it to ReportIt, and whoever receives the report makes the determination. In general, the mechanisms for reporting sexual violence/harrassment are more clear than for reporting racial/ethnicity-based/sectarian harassment.
   b. Can reports be made online? Where?
   c. Anonymously?
      i. ReportIt, Yes; Title IX, No.
   d. Who do in-person and online reports go to? Who has access to see reports?
      i. Unclear.
   e. Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization?
      i. There is an option to directly file a complaint with the university police (they likely pass the report to the Title IX office, as mandatory reporters). https://www.unh.edu/affirmativeaction/reporting-students
      ii. ReportIt sends a report to local/university police for certain incidents.

3. What support resources are available for individuals reporting?
   a. Counselors or advocates, especially those of the same race, ethnicity, and gender?
      i. http://reportit.unh.edu/resources.htm
   b. Automatic or requested investigation of potential impact on grades or evaluations?
      i. Unclear.
c. Protection against retaliation or repercussions, accomodations for continuing work/courses, option for pass/fail or outside assessment?
   i. Unclear.

4. What are the outcomes or consequences for reported individuals?
   a. Follow-up by supervisor, training (bias, etc.), disciplinary action, termination.
      i. Unsure.
   b. Who decides the outcomes/consequences? What is the process?
      i. Formal Complaint Process
         ii. Steps: Intake, Prelim Assessment, Investigation, Agreed Resolution, Adjudication, Appeals.
         iii. Detailed Protocols here.
   c. Are reports tracked?
      i. The Affirmative Action and Equity Office compiles all incidents into statistical reports that include the number, location, and types of incidents that occur on any UNH campus and surrounding community throughout the year. These reports are available here.
      ii. Reports can only be accessed by current, active members of the UNH Community with a UNH account.
   d. Are repeated complaints escalated to a disciplinary board? What is the process?
      i. There is no real differentiation between 1st time and repeated complaints.

5. What resources are available to groups raising issues or proposing changes?
   a. What is the follow-up process for town halls and meetings?
      i. There isn’t a transparent process.
   b. Working groups or committees with power to change or propose changes to policy?
      i. Graduate Student Senate, Undergrad Student Senate
      ii. University Commission on Community, Equity and Diversity
      iii. Inclusion Council
      iv. Graduate School Advisory Board for Underrepresented Graduate Students (ABUGS)
      v. Faculty Senate
   c. Cultural surveys, regular or only after wide-spread reports or high-profile incidents?
      i. Campus Climate Survey - Spring 2019; Executive Summary of results
         1. Note: 16% of respondents reported personally experiencing hostile, harassing, exclusionary and/or intimidating conduct on
campus. Did not report what proportion of these respondents indicated the conduct was based on their race/ethnicity.

ii. **Graduate Student Senate Resolution Concerning the Campus Climate Survey** (AY2019)
   1. “...the Survey results do not report on the responses of graduate students of color due to the risk of unmasking individuals owing to such small numbers of respondents at the department or program level...the Graduate Student Senate urges graduate academic programs do more to recruit and retain underrepresented minority students and faculty.”

   **d. Leadership proactively asks students and/or staff for input on how to improve?**
   i. Senior leadership...reactive, not proactive.
   ii. Policies lack regular updates (e.g., 2006, 2018, etc.).