

Governors State University

Student Affairs and Enrollment Management: Reaching Vision 2020

Focus Area: Community Standards and Student Advocacy

Leader(s): Nikki Witt Penwell

Implementation Year: 2017-18

GOAL 1: Evolve, administer, and assess the Community Standards program to ensure for a thorough, transparent, and fair student-centered process that advances a campus culture of civility and the highest levels of ethical student behavior.

Objective 1:	Adjudicate alleged violations of Student Code of Conduct in a fair, timely, and educational manner.
Action Items	<ol style="list-style-type: none"> 1. Improve adherence to conduct process timeline to ensure due process for students 2. Ensure student conduct letters reflect transparent and accessible language 3. Increase percentage of students attending conduct hearings 4. Reduce recidivism 5. Explore utilization of phone/video meetings in break periods to reduce time delay 6. Utilize Maxient texting feature to communicate with students
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	<p>Maxient data, reports on case timeline</p> <p>Review conduct letters, aim to reduce length & seek student feedback on letter content</p> <p>Feedback from sanction submission and decision letter survey</p> <p>Information on privacy concerns, electronic record keeping with phone/video conferencing</p>
Responsible Person and/or Unit (Data collection, analysis reporting)	N. Witt Penwell
Milestones (Identify Timelines)	<p>June 2018</p> <p>Letter review by March 2018</p>
Desired Outcomes and Achievements (Identify results expected)	<p>Increase efficiency and effectiveness of conduct process, aim to have timeline from incident to adjudication/case resolution less than 14 business days for at least 95% of cases</p> <p>Ensure due process and transparency for students</p> <p>Reduce recidivism</p> <p>Increased hearing attendance to 75% for all CS conduct hearings, increase to 60% for disc. conferences</p> <p>Increase Maxient letter pickup to 65% for all conduct letters sent</p>

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Objective 2:	Implement comprehensive and ongoing training for faculty, staff, and students who support the conduct process.
Action Items	<ol style="list-style-type: none"> 1. Provide comprehensive training at the start of the academic year and ongoing training throughout year to Student Conduct Committee members 2. Focus committee training on understanding role of committee in conduct process, University Housing protocol, and balancing individual and community rights 3. Complete assessment of training programs yearly through formal written assessment and informal needs assessment 4. Utilize assessment information to revise training programs yearly 5. Review efficacy of AHO structure and process to inform changes to program, launching in Spring 2018 6. Collaborate with campus colleagues to provide topic specific training for conduct committee (i.e. Title IX, Intercultural Affairs, Housing Policies, Mental Health)
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	<p>Training evaluation survey</p> <p>Informal feedback from committee members, observation of committee work in hearings</p> <p>Feedback from key stakeholders in hearing process: housing, DPS, ODOS staff</p>
Responsible Person and/or Unit (Data collection, analysis reporting)	N. Witt Penwell
Milestones (Identify Timelines)	<p>Feedback survey of training by Jan 2018</p> <p>AHO relaunch by Jan 2018</p>
Desired Outcomes and Achievements (Identify results expected)	<p>Increase knowledge of and comfort with hearing and community standards processes.</p> <p>New structure for AHO hearing officer group to ensure consistency and buy-in</p> <p>Increase conduct committee knowledge on subtopics</p>

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Objective 3:	Improve utilization of Maxient and records retention procedures to track and report conduct data
Action Items	<ol style="list-style-type: none"> 1. Develop administrative/management guides for configuration settings in Maxient 2. Create retention policy and process for various records within student conduct (case files, and other data) 3. Collaborate with Title IX Coordinator to implement utilization of Maxient for sexual misconduct cases 4. Update CS process for administrative management of cases including case reassignment, sanction review and tracking, and reporting, to incorporate new Maxient features
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	<p>Review policies re: records retention (Policy 12) & best practices for record deletion</p> <p>Establish set start/end dates for semester to ensure reporting accuracy</p> <p>Maxient best practices for Title IX processing</p>
Responsible Person and/or Unit (Data collection, analysis reporting)	N. Witt Penwell
Milestones (Identify Timelines)	June 2018
Desired Outcomes and Achievements (Identify results expected)	Establishment of records retention process; integration of Title IX and conduct cases within Maxient system. Establish overview documents for key Maxient administrators to facilitate transition and shared knowledge.

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Objective 4:	Provide alternative means to formal conduct proceedings for resolving alleged violations.
Action Items	<ol style="list-style-type: none"> 1. Explore restorative justice approaches to conflict resolution including mediation, conflict coaching for low to mid-level cases. 2. Assess feasibility of informal resolution process for first time guest and fire safety violations. 3. Implement educational workshops (i.e. decision making, conflict resolution, effective communication; active bystander). 4. Collaborate with Student Life to establish procedures for student organizational misconduct.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	<p>Conduct informational meetings with institutions engaging in mediation and conflict coaching.</p> <p>Benchmark use of student organization conduct with peer institutions.</p>
Responsible Person and/or Unit (Data collection, analysis reporting)	N. Witt Penwell
Milestones (Identify Timelines)	6/2018
Desired Outcomes and Achievements (Identify results expected)	Increase peer-to-peer feedback regarding community standards; reduce case load for hall director; increase investment in restorative practices for resolution; build student skills.

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Objective 5:	Enhance partnerships with key stakeholders to ensure effective communication and timely sharing of information.
Action Items	<ol style="list-style-type: none"> 1. Weekly meetings with University Housing to discuss ongoing cases and current processes 2. Housing/Community Standards planning meeting each semester to create semester reports and review trends 3. Update student conduct information for Athletics and clarify expectations for sharing information regarding case status with Athletic Director and Associate Athletic Director. 4. Establish monthly meeting with Public Safety to discuss student issues and reporting
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	<p>Informal feedback and group recommendations</p> <p>Establishment of written processes re: collaborations with Athletics and Public Safety</p>
Responsible Person and/or Unit (Data collection, analysis reporting)	N. Witt Penwell
Milestones (Identify Timelines)	<p>Athletics procedures/handbook by 8/2018</p> <p>Monthly Public Safety Meetings by 1/2018</p>
Desired Outcomes and Achievements (Identify results expected)	Improved collaboration; increase clarity about processes working with Athletics & Public Safety; greater sense of collegiality and investment in Community Standards process from stakeholders