

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: 2018-19

GOAL 1: Resolve alleged violations of student misconduct in a fair and transparent process that supports a safe and secure campus community

Objective 1:	Adjudicate alleged violations of Student Code of Conduct within established timelines
Action Items	<ol style="list-style-type: none"> 1. Ensure adherence to conduct process timeline to ensure due process for students 2. Utilize informal resolution process for low level housing violations (i.e. guest, noise, fire hazards) 3. Utilize phone and video conferences for timely resolution of cases during break periods
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Maxient data reports on monthly basis Weekly case status check for all hearing officers
Responsible Person and/or Unit (Data collection, analysis reporting)	N. Witt Penwell Graduate Assistant
Milestones (Identify Timelines)	Pilot Informal Resolution Process by August 2018 Case timeline review on monthly basis Hearing type/case load review on monthly basis
Desired Outcomes and Achievements (Identify results expected)	Timeline from incident to adjudication/case resolution less than 14 business days for at least 95% of cases Reduce time spent adjudicating low level housing policy violations (guest, noise)
Achieved Outcomes and Results	<p>Both of these outcomes were met in the 18-19 academic year. The introduction of the informal resolution process for first time guest policy violations was an effective strategy to reduce the time spent managing disciplinary conferences, especially for the housing staff. We also piloted sending policy clarification letters (official written warning) for select first time low level housing violations instead of adjudicating these cases. This practice should be further explored in the future.</p> <p>The average timeline from incident to case resolution was 12.7 days. Cases that were outside of the 14 day time frame included conduct committee hearings, which typically require longer to schedule and appeal hearings which extend the case timeline. In addition, incidents that occurred close or over break periods (ex: winter break, around spring move-out) often took longer to adjudicate.</p>

<p>Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY18 Objectives.)</p>	<p>The introduction of the informal resolution process for first time guest violations also created new responsibilities for the graduate assistant who largely managed the communications with students regarding the informal resolution process. In addition, the process also provided more effective education about the guest policy rather than a simple loss of guest privileges as a sanction. Exploring a similar process for first time fire hazards violations is also recommended.</p> <p>Additional support can be provided to the housing staff to resolve disciplinary conference around break periods to ensure timely resolution of these cases.</p>
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<p>Objective 2:</p>	<p>Implement comprehensive and ongoing training for faculty, staff, and students who support the conduct process.</p>
<p>Action Items</p>	<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 university housing policy/procedure and developing questions for hearings 3. Implement mock hearing as part of fall training and sanctioning case studies in spring training. 4. Complete assessment of training programs yearly through formal written assessment and informal needs assessment 5. Launch conduct advisors initiative 6. Update sanctioning guidelines for housing policy violations 7. Develop resources to train staff on writing rationale to ensure clarity in records 8. Review use of committee model for sanctioning sexual misconduct cases compared to single or team hearing officer model 9. Collaborate with campus colleagues to provide topic specific training for conduct committee (i.e. Title IX, Intercultural Affairs, Housing Policies, Mental Health)
<p>Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)</p>	<p>Training evaluation survey Informal feedback from committee members, observation of committee work in hearings Feedback from key stakeholders in hearing process: Housing, DPS, ODOS staff</p>
<p>Responsible Person and/or Unit (Data collection, analysis reporting)</p>	<p>N. Witt Penwell</p>
<p>Milestones (Identify Timelines)</p>	<p>Feedback survey of training by Jan 2019 Conduct advisors recruitment and training in Spring 2019 for Fall 2019 launch</p>
<p>Desired Outcomes and Achievements (Identify results expected)</p>	<p>Increase knowledge of and comfort with hearing and community standards processes. Improve decision and sanction rationales in records for hearing officers Increase conduct committee knowledge on university housing Improve committee skills in questioning during hearings Development of resources for sanctioning and rationale writing Development of position description and recruitment by early spring</p>
<p>Achieved Outcomes and Results</p>	<ol style="list-style-type: none"> 1. Training was conducted for the Student Conduct Committee in September 2019 but January 2019 refresher training was cancelled due to repeat inclement weather and then priority was given to scheduled hearings over training sessions. The Director

	<p>left GSU in February which led to shift in responsibilities/staffing for committee oversight.</p> <ol style="list-style-type: none"> 2. Committee training focused on developing questions and provide new members an opportunity to practice during mock hearings. Training also included a presentation by University Housing to help facilitate understanding of Prairie Place as well as housing staffing and procedures 3. Recruitment for new student committee members, including a website presence, was launched in late spring.
<p>Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY18 Objectives.)</p>	<p>In the fall, the conduct committee training was extended and split into two sessions to provide a more comprehensive training for new members. Fall sessions focused on developing questions and mock hearings with advice sessions by returners. Returners were given the option to opt out or attend the initial overview session which provided more time for new student members to ask questions. The group demonstrated stronger skill in questioning as well as sanctioning in the fall term as a result of the focus on mock hearings. New committee members did not receive Title IX training as they did in the previous year.</p> <p>Informal feedback from committee members indicated they felt prepared for their roles in hearings. Committee members noted they valued the mock hearings as well as the housing information in training. Moving forward, it will be important to schedule trainings in advance to ensure attendance by all members.</p>

Objective 3:	Maintain a transparent conduct process that encourages high levels of student participation
Action Items	<ol style="list-style-type: none"> 1. Increase percentage of students attending conduct hearings 2. Increase student awareness of rights within hearing process through letter language, outreach phone calls, and hearing conversations 3. Distribute policy clarification letters for incidents with unsubstantiated violations 4. Collaborate with Student Senate to recruit and select highly qualified student representatives for conduct committee
<p>Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)</p>	<p>Maxient data on hearing attendance Student feedback from sanction submission and decision letter survey</p>
<p>Responsible Person and/or Unit (Data collection, analysis reporting)</p>	N. Witt Penwell
<p>Milestones (Identify Timelines)</p>	<p>Complete selection of student reps for conduct committee by Sept 2018 Further train GA on outreach calls and sharing information about student rights</p>
<p>Desired Outcomes and Achievements (Identify results expected)</p>	<p>Maintain at least 75 percent hearing attendance for all Community Standards hearings and disciplinary conferences Increase Maxient letter pickup to 80% for all conduct letters sent Positive student feedback about conduct process</p>
<p>Achieved Outcomes and Results</p>	<p>The goal to maintain a transparent process was largely met in the 2018-19 academic year. 77 percent of students participated in the conduct process, including administrative hearings, conduct committee hearings, and disciplinary conferences. Students retrieved</p>

	<p>their letters at a rate of 78.4 percent, which is a slight increase from the previous year when the rate was 76 percent.</p> <p>Feedback data from 50 students who completed an optional survey when submitting sanctions indicates that students have positive experiences in the conduct process (administrative and committee hearings): 96 percent of respondents indicated they “agreed” or “strongly agreed” they had an opportunity to explain their perspective on the incident and they were listened to and treated with respect.</p> <p>Student Senate assisted with the recruitment and selection for student conduct committee members.</p>
<p>Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY18 Objectives.)</p>	<p>Students are largely engaged in the conduct process by retrieving communications about their cases and choosing to participate in the process. Participation in disciplinary conferences is slightly lower than conduct hearings which may be attributed to student’s perception of the severity of the incident. In the 2018-19 academic year, Community Standards staff worked with Information Technology to ensure cell phone data is imported into Maxient, which has allowed for more consistent use of the texting feature.</p> <p>Letters regarding overdue sanctions and holds are the least likely to be retrieved which may be due to the fact that students do have knowledge of their sanctions and have chosen not to take action. In the future, evaluating the email subject for communications as well as exploring text reminders for appointments or sanctions would be recommended.</p>

<p>Objective 4:</p>	<p>Enhance partnerships with key stakeholders to ensure effective communication and timely sharing of information</p>
<p>Action Items</p>	<ol style="list-style-type: none"> 1. Begin weekly meetings with Office of the Dean of Students, University Housing, the Dept. of Public Safety to discuss ongoing cases and current processes 2. Housing/Community Standards planning meeting each semester to create semester reports and review trends 3. Establish monthly Title IX core group meetings to discuss sexual misconduct cases 4. Present to Athletics staff to review expectations for behavioral expectations for student athletes and confirm process to share incidents with Athletics staff. 5. Partner with Athletics to implement Champions of Character programming 6. Meet each semester with Public Safety to discuss working relationship, review of roles, and introduction of staff
<p>Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)</p>	<p>Informal feedback and group recommendations Establishment of written processes re: collaborations with Athletics and Public Safety</p>
<p>Responsible Person and/or Unit (Data collection, analysis reporting)</p>	<p>N. Witt Penwell</p>
<p>Milestones (Identify Timelines)</p>	<p>Update athletics procedures/athlete student handbook by 8/2018 Weekly ODOS/DPS/Housing Meetings by 9/2018 Monthly Title IX meeting by 9/2018 Jan 2019 Champions of Character programming for Athletics</p>

Desired Outcomes and Achievements (Identify results expected)	Improved collaboration; increase clarity about processes working with Athletics & Public Safety specifically increase timeliness of information sharing; greater sense of collegiality and investment in Community Standards process from stakeholders
Achieved Outcomes and Results	<p>The goal to enhance partnerships with key stakeholders was met in this academic year.</p> <ul style="list-style-type: none"> • Dean of Students staff updated the conduct information for student athletes and met with Athletic staff to share updates. In addition, ODOS staff presented content to student athletes during athletic orientation in August. However, there was no programming scheduled for Athletes in January. • A weekly meeting was established with Public Safety and University Housing to facilitate information sharing about incidents of concern. • The monthly Title IX meeting was not held consistently throughout the academic year but regular communication occurred between ODOS and Title IX Coordinator.
Analysis of Results (Where outcomes met? Exceeded? Progress towards goal. Implications for AY18 Objectives.)	<p>Continuing to enhance the partnerships between ODOS and key stakeholders is an ongoing goal. It is essential the office has open communication with key partners to ensure accurate and timely information sharing and this may be accomplished through multiple methods including consistent meeting times, or standardized procedures for report sharing, and understanding of departmental processes.</p>