

Governors State University

Student Affairs and Enrollment Management: Reaching Vision 2020

Focus Area: Community Standards and Student Advocacy

Leader(s): Kelly Grab

Implementation Year: 2019-20

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)	Kelly Grab Graduate Assistant
Milestones (Identify Timelines)	Develop additional opportunities for informal resolution process (e.g., noise, prohibited items) 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 first-time, low-level housing policy violations (e.g., guest, noise, prohibited items)
Achieved Outcomes and Results	<p>92% of cases were resolved in less than 14 business days from the incident date. Cases that took more than 14 business days to resolve where for students not currently enrolled during the time of the incident or during the winter holiday university closure. If you exclude those cases, 99% of cases were resolved in less than 14 business days from the incident date and the average time from incident to adjudication/case resolution was 7 calendar days or 5 business days.</p> <p>24 first-time, low-level cases or 8% of cases were able to be resolved informally via the informal resolution process.</p>

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 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. Update sanctioning guidelines for housing policy violations. 5. Develop resources to train staff on writing rationale to ensure clarity in records. 6. Review use of committee model for sanctioning sexual misconduct cases compared to single or team hearing officer model. 7. 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 Informal feedback from committee members, observation of committee work in hearings Feedback from key stakeholders in hearing process: Housing, DPS, ODOS staff</p>
Responsible Person and/or Unit (Data collection, analysis reporting)	Kelly Grab
Milestones (Identify Timelines)	<p>Feedback survey of training Fall 2019 Update sanctioning guidelines by Jan. 2020 Schedule mid-year conduct committee training</p>
Desired Outcomes and Achievements (Identify results expected)	<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</p>
Achieved Outcomes and Results	<p>During the 19-20 AY, 9 Reflective Writing and 47 Policy Review Papers were assigned. 40 of the 47 policy review papers were about the University Housing: Guests and Visitation policy. Some excerpts from the writing assignments include:</p> <ul style="list-style-type: none"> • I have no reason of getting in trouble again because I'm fully aware of my responsibility as a student and holding myself accountable for any action from this day on. The core Values that we must share give us a sense of comfortability and being safe not just for here but for life in general and others as well • By being aware of the rules and regulations of the guest pass policy, I understand that I violated the policy by forgetting to have my guest to turn in their pass before leaving. This policy is established in efforts to monitor the activities and the overall environment of Prairie Place in which its residents reside. By not having this policy set in stone, residents could be at potential harm from non-residents and/or may be lacking resources provided by Prairie Place due to the extra occupancy of guests. This incident of violating the guest policy has made me realize the seriousness of being punctual with following policies that are put in place in efforts to keep things in order. • In future situations, I will definitely apply what I have learned throughout this whole process. As I go on, I will take the time to think instead of assuming no

	<p>matter the situation or the person. I will also acquire the ability to actually say no instead of trying to please everybody. There is a time and place for everything and choosing to do these things at the wrong time and place is never the smart choice to make.</p> <p>69 total sanctions were submitted using the sanction submission form. The form itself was modified in January 2020 when the Survey Monkey tool was created so that the evaluation tools mirrored one another.</p> <p>68 students answered the optional feedback questions on sanction submission form. All responses agreed or strongly agreed to the 9 Likert scale questions (see attached form). Some free response comments include:</p> <ul style="list-style-type: none"> • No suggestions other than maybe making it mandatory for Prairie Place staff to go over the most important parts of the Student handbook so students have no reason to deny their knowledge of rules. • Overall I feel as though the policy is a good policy. No need for changes <p>There were 116 hearings during the Spring 2020 semester (Jan. 1 – July 5) and all of those students were emailed a decision letter with a link to the survey. Not a single student took the survey as a result of receiving that letter. A follow-up email was sent to 100 students on April 28 offering the opportunity to provide feedback and three responded. Despite the small sample size, students Strongly Agreed or Agreed with all statements and one student provided the following free response: “My experiences with the housing department have been nothing but satisfactory and even life changing and necessary for my safety.”</p>
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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 5. Develop survey for students who have participate in student conduct hearing / disciplinary conference
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Maxient data on hearing attendance Student feedback from sanction submission and decision letter survey
Responsible Person and/or Unit (Data collection, analysis reporting)	Kelly Grab
Milestones (Identify Timelines)	Complete selection of student reps for conduct committee by Sept 2019 Further train GA on outreach calls and sharing information about student rights

Desired Outcomes and Achievements (Identify results expected)	Maintain at least 75 percent hearing attendance for all admin conduct hearings and disciplinary conferences Increase Maxient letter pickup to 80% for all conduct letters sent Positive student feedback about conduct process
Achieved Outcomes and Results	During AY19-20 56% of student participated in Disciplinary Conferences; 80% participated in Administrative Hearings; 74% participated in Student Conduct Committee Hearings. 82.76 % of Community Standards correspondence were retrieved by email. See feedback in Objective 3.

Objective 4:	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 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. Meet with Athletics staff to review expectations for behavioral expectations for student athletes and confirm process to share incidents with Athletics staff.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	Informal feedback and group recommendations Establishment of written processes re: collaborations with Athletics and Public Safety
Responsible Person and/or Unit (Data collection, analysis reporting)	Kelly Grab
Milestones (Identify Timelines)	Weekly ODOS/DPS/Housing Meetings Monthly Title IX meeting by 01/2020
Desired Outcomes and Achievements (Identify results expected)	Improved collaboration; increase clarity about processes working with Athletics, Public Safety, and Housing to increase timeliness of information sharing, greater sense of collegiality, and investment in Community Standards process from stakeholders
Achieved Outcomes and Results	Created Maxient analytics reports for both athletics (cases involving student athletes in which the outcome makes them “ineligible”) and the Department of Public Safety r.e. campus restrictions to run monthly and share with those respective areas.