

THE CODE OF STUDENT CONDUCT
ANNUAL REPORT - 1996

THE OFFICE OF STUDENT CONFLICT RESOLUTION
STUDENT AFFAIRS
THE UNIVERSITY OF MICHIGAN
6040 FLEMING BUILDING
ANN ARBOR MI 48109-1340
313-936-6308

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INTRODUCTION & BACKGROUND

The information in this report summarizes the activities of the Office of Student Conflict Resolution from January 1, 1996 to December 31, 1996.

The Code of Student Conduct (Code) was adopted by the University of Michigan Board of Regents on January 1, 1996. The Code replaced the Statement of Student Rights and Responsibilities (SSRR), an interim policy in place between January 1, 1993 and December 31, 1995.

In April, 1995 the Board of Regents directed the Vice President for Student Affairs to submit a new code of conduct to replace the SSRR. Their goal was to establish a code that was more educationally focused, less bureaucratic in process, and easier to understand. After extensive outreach efforts and research, the Code of Student Conduct went into effect on January 1, 1996.

The Code supports the values of the University of Michigan community and enumerates the types of behaviors that violate these values. The Resolution Coordinator directs the Office of Student Conflict Resolution (OSCR) and ensures that the Code's procedures are equitably carried out.

SUMMARY OF COMPLAINTS & RESOLUTIONS

CONTACTS AND ACTION TAKEN

Between January 1, 1996, and December 31, 1996, the Office of Student Conflict Resolution (OSCR) documented 368 contacts. Table A depicts the response of OSCR staff to each contact. The term 'contact' refers to any form of complaint and includes those resulting in investigations handled under the Code. Table A summarizes each action taken.

Table A
Total Contacts & Actions Taken

Action Taken	Number
No Action Taken by OSCR	
Identity of Accused Student Unknown	3
No Complaint Filed	20
Past Six Month Deadline to File	1
No Violation	25
Referrals	51
Substance Abuse Warning Letter	202
Investigated Allegations	66

Total	368
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No Action Taken by OSCR

Identity of Accused Student Unknown

Three people contacted OSCR and stated that a violation of the Code had occurred; however, they were unable or unwilling to name the student(s) they believed responsible for the misconduct. Two of these complaints alleged harassment and one alleged property damage. Each complaint was investigated and pursued to the extent possible. For additional assistance, complainants also were referred to appropriate University agencies (e.g., the Department of Public Safety or the Information Technology Division).

No Complaint Filed

OSCR received 20 complaints from individuals who did not follow through with a formal complaint. Typically individuals would contact the office and describe their complaint(s) without providing their name, the alleged perpetrator's name, and/or documentation supporting the alleged misconduct.

Filed after Six Month Deadline

One individual sought to file a complaint after the expiration of the six month deadline established by the Code. The individual was referred to an appropriate community agency for possible resolution.

No Violation

Twenty-five (25) individuals reported misconduct not addressed by the Code. Typical allegations included: allegations of threats or harassment without substantiated behavioral misconduct, allegations of possession of stolen property, allegations of producing fake driver's licenses, roommate disputes, and complaints alleging misconduct by non-students. When appropriate, these individuals were referred to appropriate community agencies for possible resolution.

Referrals

If the Resolution Coordinator determined that an allegation fell within the scope of the Code, but that the dispute would be more effectively resolved elsewhere within the University or the Ann Arbor community, the complainant was referred to the appropriate unit. OSCR referred 51 individuals to University units and community agencies for assistance. Table B summarizes the number and types of referrals made.

**Table B
Referrals**

Referrals Made To	Number
University Units	
Academic Unit	5
Greek Life	6
Dean of Students/VP for Student Affairs	2
Ombuds	1
Information Technology Division	5
Personnel/Affirmative Action	1
Housing	29
Mentorship Program	1
Non-University Agencies	
Ann Arbor Police	1
Total	51

Substance Abuse Warning Letters

OSCR mailed 202 Substance Abuse Warning Letters to students who allegedly violated Section F (alcohol and/or drug violations) of the Code. These letters (see Appendix E) were sent in response to information forwarded to OSCR from the Ann Arbor Police, the Department of Public Safety, or University Housing. Each letter described the information reported to OSCR and offered support services available in the University/Ann Arbor community. The letter also contained information about free assessment/counseling available through the University and encouraged individuals who thought they might have a problem to utilize them.

Students were encouraged to contact OSCR if they believed the letter was sent in error. By not challenging the letter, students accepted it as a warning and understood that any further complaint would result in charges under the Code. Three students challenged their warning letters. One student was able to produce information stating that the courts had officially dropped the charges against him; his record in OSCR was subsequently redacted to remove any personally identifiable information and his warning letter was dropped. The other two students were unable to produce official court documents that indicated that the charges against them had been dropped; their warning letters remained in effect.

Investigated Allegations

Sixty-six (66) complaints were investigated by OSCR and are described in the following sections of this report.

INVESTIGATED COMPLAINTS AND OUTCOMES

It is difficult to accurately portray the total number of violations investigated because multiple charges were resolved in almost every arbitration and mediation. Sixty-six (66) complaints alleging 167 incidents of misconduct were investigated. In this report, data are reported by case or by total number of alleged violations. Table C summarizes the total number of charges and outcomes (responsible, not responsible, and mediated) for alleged violations occurring both on and off campus. Cases which are still pending resolution as of December 31, 1996 also are noted. One case, involving 14 alleged violations, is considered unresolvable. The accused student died before resolution of the charges could occur.

A charge letter (see Appendix E) was sent to students who had allegedly violated the Code. The charge letter described the specific incident as well as the section(s) of the Code that the student may have violated. Based on the student's class schedule, the student was asked to meet with the Resolution Coordinator at a specific day and time. If the student was unable to make the appointed time, the student was directed to call OSCR to arrange an alternate date.

The most common complaints included stealing, damaging, or destroying property (47); assault and/or battery (26); and harassment (18). If the Resolution Coordinator's investigation resulted in enough information to forward the complaint to a student resolution panel, resolution officer, or mediator for resolution, the accused student was charged with a violation(s).

Thirty-one (31, 19%) of alleged violations were either dropped or withdrawn. The Resolution Coordinator dropped an allegation when an investigation did not result in sufficient evidence to forward it for resolution or when subsequent investigation cleared the alleged perpetrator. In some cases, a complainant chose to withdraw the allegation(s).

Table C
Investigated Violations, Charges, and Outcomes

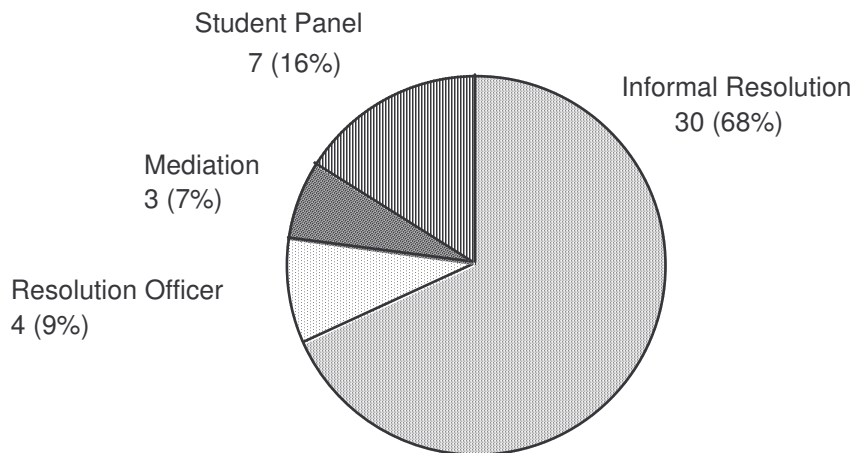
Violation¹	Charges	Responsible	Not Responsible	Mediated	Pending	Dropped	Un-resolvable
Physically harming another person...such as killing, assaulting, or battering	26	10	4	4	4	3	1
Sexual assault or sexual harassment	8	1	0	0	3	4	0
Hazing, stalking, or harassment	18	7	3	1	1	4	2
Possessing, using, or storing firearms, explosives, or weapons	7	0	0	0	0	3	4
Tampering with fire or other safety equipment or setting unauthorized fires	6	3	1	0	1	0	1
Illegally possessing, using or distributing, manufacturing, or selling alcohol or other drugs	13	9	0	0	1	3	0
Intentionally and falsely reporting bombs, fires, or other emergencies	1	0	0	0	0	1	0
Stealing, vandalizing, damaging, destroying, or defacing property	47	22	5	3	7	6	4
Obstructing or disrupting classes, research projects or other activities or programs	0	0	0	0	0	0	0
Making, possessing, or using any falsified University document	4	4	0	0	0	0	0
Failing to leave University-controlled premises	0	0	0	0	0	0	0
Violating state or federal law	21	7	4	0	4	5	1
Misusing, failing to comply with, or jeopardizing Code procedures, sanctions, etc.	12	10	0	0	0	2	0
Violating University computer policies	4	3	0	0	0	0	1
Total	167	76	17	8	21	31	14

¹ The exact wording of some violations has been condensed in this table. For the complete text of the violations please refer to the Code located in Appendix A.

PROCEDURES USED TO RESOLVE THE CHARGES

The Code established the right of the accused student to choose the type of procedure he or she preferred to resolve the charge(s). Chart A depicts the students' choices per case. Each mediation was conducted by a staff or faculty mediator or by the Student Dispute Resolution Program. Each student panel arbitration was conducted by 5 student panelists and was facilitated by a faculty or staff resolution officer. Each resolution officer arbitration was conducted by a faculty or staff resolution officer. Informal resolutions, resolution officer arbitrations conducted in an informal setting, were conducted by the Resolution Coordinator. Multiple charges were resolved in almost every arbitration and mediation. Appendix C provides further details about procedures followed.

Chart A
Accused Students' Choices of Resolution Procedure per Case



OUTCOMES AND SANCTIONS/RESOLUTIONS

Table C (page 7) also details the outcomes of arbitrations and mediations for each charge. Of the 93 charges considered at arbitrations, there were 76 findings of responsible and 17 findings of not responsible. There were five cases that resulted in at least one finding of not responsible for the charge(s). Of the five cases, three cases resulted in findings of not responsible for all charges. When a student was found not responsible for all charges, the case file was destroyed and the office database was redacted to remove any personally identifiable information. Eight charges were resolved by mediation. Each mediation resulted in a written resolution agreed upon by all parties. Table D shows arbitration and mediation outcomes.

Table D
Arbitration and Mediation Outcomes

Outcomes by Charge	Number	Percent
Responsible	76	75%
Not Responsible	17	17%
Mediated	8	8%

Total	101	100%
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Sanctions

Findings of responsibility by a student panel or a resolution officer resulted in a recommendation of sanctions to the Dean of Students. Frequently, a combination of sanctions was imposed. The Dean of Students had the authority to modify the recommended sanctions but never did so. Table E summarizes sanctions recommended through the process, imposed by the Dean of Students, and enforced by OSCR.

**Table E
Sanctions**

Sanction	Number
Formal Reprimand	7
Alcohol Assessment	6
Community Service	8
Class/Workshop Attendance	2
Restitution	2
Housing Transfer/Lease Termination	6
Probation	7
Educational Project	12
Recommended Counseling	6
Mentor Relationship	3
No Contact	3
Suspension from a Course or Activity	0
Suspension	2
Expulsion	2
Other	11
Total	77

Student resolution panels and resolution officers were encouraged to recommend sanctions with the following goals in mind: to protect the safety of the University community, to educate the student about the inappropriateness of his or her misconduct, and to provide the student with an opportunity to learn new behaviors so that the behavior would not be repeated. Student resolution panels and resolution officers designed sanctions to reflect the needs of the individual student and the impact of the misconduct on the complainant and on the University community. Student resolution panels and resolution officers, but especially student resolution panels, developed a wide array of unique sanctions for responsible students. For the most egregious violations 'sanction packages' were developed to address the student's misconduct and provide a support system to help the student successfully complete the sanction(s) as well as their academic work. The Public Record, located in Appendix B, provides examples of such sanctions.

Mediation

Mediation offered the accused student direct involvement in the final resolution of the charge(s). With the assistance of a mediator, the accused student and the complainant

worked together to discuss their dispute and reach a settlement acceptable to both.

Mediation also allowed the participants to consider a wider variety of resolutions than could be imposed through sanctioning. Table F records a total of three accused students who participated in mediation to resolve the charges against them. Similar to arbitrations, some mediations considered more than one charge and some mediations resulted in mediated outcome 'packages.' Eight charges were resolved in the three mediations conducted under the Code. These three mediations resulted in four mediated outcomes.

**Table F
Mediated Resolutions**

Mediated Resolution	Number
Alcohol Assessment	1
Restitution	1
Housing Transfer	1
Unknown/Not Communicated to OSCR	1

RELATED ISSUES

OSCR staff, student panelists, resolution officers, and mediators frequently considered a wide variety of issues indirectly related to each charge. In general, these issues became pertinent as student panelists and resolution officers worked to gain a full understanding of the circumstances resulting in the charge(s). These issues once again became relevant, when a student was found responsible and sanctions were discussed. For example, a student panel considering a charge of assault and battery off campus might learn that the student was underage and had consumed alcohol. To help the student learn how not to repeat the behavior, the panel might determine that a sanction related to alcohol misuse was appropriate even though the student was not charged or found responsible for an alcohol violation. Table G details the most common issues encountered during the resolution process.

**Table G
Related Issues**

Issue	Number	% of Total Cases Considered at Arbitration
Alcohol	12	27%
Drugs	9	21%
Greek Affiliation	0	0%
Student Athlete	2	4.5%
Violence (including relationship violence)	22	50%
Concurrent Criminal Charges	13	20%
International Student	1	2.3%
Sexual Misconduct	10	23%

APPEALS

Of the 44 cases heard, two cases (4.5%) were appealed. An Appeals Board, composed of one student selected from the Michigan Student Assembly, one administrator appointed by the University of Michigan President, and one faculty member appointed by the Faculty Senate, heard the appeals. All decisions of the Appeals Board were reached by majority vote and were forwarded as recommendations to the Vice President for Student Affairs as recommendations. Table H presents the violation(s) appealed, the ground(s) for appeal, and recommendations to the Vice President. The Vice President accepted and imposed the recommendations suggested by the Appeals Board.

Table H
Appeals Board Considerations and Decisions

Violation	Grounds for Appeal	Recommendations to the VP
Assault Battery	Sanctions are excessive relative to the violation.	The sanction of no admittance to specific University buildings was reduced to no admittance only when the complainant is a registered student.
Assault Battery Harassment Prop. Damage - Others	Sanctions are excessive relative to the violation. There is new evidence not reasonably available at the time of the arbitration.	Still Pending

RECIDIVISM

Two students were repeat offenders. Student One initially mediated a charge alleging harassment under the Statement of Student Rights and Responsibilities. The mediated agreement included counseling, community service, and an agreement to stop the harassing behavior. Five months later the student was charged with stalking, harassment, and property damage under the Code of Student Conduct. The student was found not responsible for these violations.

Student Two was initially found responsible for assault and battery. Sanctions included continued counseling, an aggression management workshop, and no contact with the victim. Two months later the student was charged with damaging and destroying property and with violating the no contact sanction. The original sanctions were upheld with stricter guidelines and completion dates.

Four students were charged with failure to comply with their sanctions. Although failure to comply with sanctions is a separate Code violation, these students were not considered repeat offenders.

EVALUATIONS

After each arbitration and mediation, each participant was sent an evaluation form to complete and return to OSCR. Evaluation forms were sent with outcome letters to the accused student and the complainant (see Appendix E). The accused student and the complainant were asked to give feedback and suggestions on the arbitration process and were asked to evaluate their interactions with the Resolution Coordinator. Although only a small number of students returned the evaluation forms, the evaluations that were received were invaluable. Arbitration procedures were updated to incorporate many of the suggestions.

Sample Comments from Arbitrations

- Why did you choose to have your case resolved through an informal arbitration?

I preferred a one on one conversation.

It seemed unnecessary to go through a formal one.

- Was the Resolution Coordinator clear in explaining the Code of Student Conduct and the arbitration procedures?

Yes. She explained all of the important points and expanded on any topic that initially confused me.

- Were you comfortable asking the Resolution Coordinator questions?

Yes. She was extremely friendly which encouraged honesty and created a very comfortable environment.

Sample Comments from Mediations

- Why did you choose/agree to participate in the mediation process?

I believed that mediation was the only way to truly resolve the differences between the two parties and to establish a truthful understanding that would result in a compromise.

- Was the outcome of your mediation agreement reasonable?

Yes. Mediators were fair and made suggestions.

Yes. Everyone seemed satisfied by how everything was resolved.

The outcome was reasonable since it represented an equal distribution of responsibility to all parties involved. I also anticipate an educational perspective of the issues involved with this case.

Student panelists and resolution officers were sent evaluation forms after each arbitration. They were asked to give feedback on the arbitration process and to suggest areas that needed further clarification in future training sessions. Training sessions for student panelists and resolution officers were modified to incorporate many of the suggestions made by their peers.

Sample Comments from Panelists

- At any point in the process (questioning, deliberation, or sanctioning), did you feel uncomfortable? Can you suggest ways this could have been made more comfortable?

Sanctioning was, of course, a little tense because everybody wanted something different. This was only to be expected though.

- Are there areas in which further training is needed?

Perhaps you could give examples of generic cases and the sanctions past panels imposed. Some sort of citable precedent would be helpful.

ACCUSED STUDENTS - A PROFILE

ACCUSED STUDENTS

OSCR handled complaints filed against 66 students. Table I depicts the gender, class year, and school or college of the accused students. Ninety-one percent (91%) of the complaints were filed against male students. Forty-three (43) complaints were filed against freshman or sophomore students, representing 65% of all complaints. Sixteen (16) junior and senior students were accused, totaling 24% of all complaints. Graduate students were the least likely to be accused of a violation and account for 11% of all accused students. Of the complaints filed against undergraduate students, 77% of complaints were filed against undergraduate students in the College of Literature, Science, and the Arts or students in the School of Engineering. In 1996, these schools accounted for approximately 83% of the University's total undergraduate enrollment and 54% of the University's total enrollment.

Table I
Gender, Class Year, and School or College of Accused Students

	Number Accused	Percent
Gender		
Male	60	91%
Female	6	9%
Total	66	100.0%
Class Year		
Freshman	25	38%
Sophomore	18	27%
Junior	6	9%
Senior	10	15%
Graduate Student	7	11%
Total	66	100.0%
School or College		
Architecture & Urban Planning	1	1.5%
Art	2	3%
Business Administration	1	1.5%
Education	1	1.5%
Engineering	7	10.6%
Kinesiology	1	1.5%
LS&A	45	68.2%
Natural Resources and the Environment	1	1.5%
Nursing	1	1.5%
Pharmacy	1	1.5%
Horace Rackham	5	7.6%
Total	66	99.9%

STUDENTS FOUND RESPONSIBLE

There were eighty-four (84) violations where students were either found responsible or mediated their cases. Sanctions were imposed on or accepted by these students. The types of violations for which students were sanctioned or agreed to mediate resolutions are documented by class year in Table J.

While some of the trend data noted during the three years of the SSRR remained consistent during the first year of the Code, OSCR does not believe that there were enough violations during this academic year to draw strong conclusions. One SSRR trend that seemed to remain consistent under the first year of the Code: more first and second year students were found responsible for violations than upper class students and graduate students were the least likely to be found responsible. Stealing and property damage continued as the most frequent offense with most violations having been committed by first and second year students. Seniors and graduate students were more likely to be found responsible for acts of violence than any other group. Although most of the alcohol violations were committed by first year students, it is important to note that almost all first and second alcohol offenses for these students were handled within the Residence Halls. Generally, OSCR only became involved in alcohol violations if there was a consistent pattern of substance abuse.

Table J
Responsible Student Violations and Mediated Resolutions
by Class Year

Violations	Fr.	Soph.	Jr.	Sr.	Grad.	Total
Physically harming another person...such as killing, assaulting, or battering	5	1	0	6	2	14
Sexual assault or sexual harassment	0	0	0	0	1	1
Hazing, stalking, or harassment	4	1	1	1	1	8
Possessing, using, or storing firearms, explosives, or weapons	0	0	0	0	0	0
Tampering with fire or other safety equipment or setting unauthorized fires	2	1	0	0	0	3
Illegally possessing, using or distributing, manufacturing, or selling alcohol or other drugs	8	0	0	0	1	9
Intentionally and falsely reporting bombs, fires, or other emergencies	0	0	0	0	0	0
Stealing, vandalizing, damaging, destroying, or defacing property	10	3	4	4	4	25
Obstructing or disrupting classes, research projects, or other activities or programs	0	0	0	0	0	0
Making, possessing, or using any falsified University document	1	2	0	1	0	4
Failing to leave University-controlled premises	0	0	0	0	0	0
Violating state or federal law	2	1	1	1	2	7
Misusing, failing to comply with, or jeopardizing Code procedures, sanctions, etc.	1	7	1	1	0	10
Violating University computer policies	0	0	1	2	0	3
TOTAL	33	16	8	16	11	84

A PROFILE OF COMPLAINANTS

Complaints were filed by students, faculty, and staff from across the University. Of all the complaints OSCR investigated and acted on, students served as complainants in 12 cases, faculty in one, and staff in 53. The staff complaints reflect departmental complaints from units which filed complaints on a routine basis (e.g., University Housing, the Department of Public Safety) or from staff members representing their departmental units (e.g., the Information Technology Division). Table K lists the complainants by category.

**Table K
Complainant Status**

Complaints Received From	Number
Student	
LS&A	4
Music	2
Engineering	2
Business Administration	1
Horace Rackham	1
Natural Resources and the Environment	1
Nursing	1
Faculty	1
Staff	
University Housing	25
Department of Public Safety	22
Parking Operations	2
Information Technology Division	2
Resolution Coordinator	2
Total	66

The gender of complainants filing individual complaints is summarized in Table L. Slightly more women than men filed complaints with OSCR.

**Table L
Gender of Complainants**

Gender*	Number
Male	5
Female	8
Total	13

* Does not include complainants who represented University departments such as Housing, Department of Public Safety, Information Technology Division, or OSCR.

THE CODE WORKGROUP

A rotating group of ten students from the University of Michigan worked from Spring, 1995 until the end of Fall, 1995 to develop the Code of Student Conduct. The Code 'workgroup' used a multi-faceted strategy to ensure input from all sectors of the university community. This approach included focus groups, open forums, open meetings, an interactive web page, advertising, campus drop-boxes, and individual interviews. Each member of the workgroup read literature from a common reading list including articles from journals, books, monographs, compendia, case law, federal regulations, and policies from the University of Michigan and other institutions.

Initially the group reviewed the literature. They then sought input concerning the essential values of the University of Michigan and expectations of a Code of Student Conduct from over 1,000 students, staff members, and faculty as well as residents and representatives from frequently contacted community agencies. Next, the workgroup developed and presented a draft document to the university community and a group of internal and external reviewers. The final document was presented by the workgroup to the Board of Regents in the Fall term, 1995 and was approved to become effective January, 1996.

OUTREACH

OSCR continued efforts to inform the University community about the Code, even before it was implemented by the Regents. OSCR staff and the Code workgroup spent a considerable amount of time and energy receiving input on the formation of the Code and educating the University community about non-academic rules of conduct.

Following the adoption of the Code, the Resolution Coordinator met with a number of University departments and community agencies on a regular basis. Weekly meetings were established between OSCR, University Housing, and the Department of Public Safety. Several meetings were arranged with the academic and support departments to explain the Code and to answer questions. The Resolution Coordinator also met with the Civil Liberties Board in November, 1996. The Resolution Coordinator was a member of the Substance Abuse Education Network, an advisory committee to the Vice President for Student Affairs focusing on issues of alcohol and other drugs.

Twenty-eight (28) University units and community agencies assisted in placing students who had been sanctioned with community service requirements. A luncheon was given for the contact person in each agency and unit to show OSCR's appreciation and to update them on the Code.

PUBLICATIONS

OSCR published four brochures to help students, faculty and staff, parents, and advisors understand the Code and its procedures (see Appendix D). The *Complaint Resolution Process* brochure outlines the steps of the resolution process, the roles of the participants, the due process rights of accused students, and the types of resolution bodies available. The *Advisors and the Code of Student Conduct* brochure provides further information for students and their advisors about the advantages of having an advisor, who can be an advisor, and details about the role of advisors within the process. The *Information for Families* brochure responds to the most common concerns and questions from parents, including the methods available for resolution, student's right to privacy under the Family Education Right to Privacy Act, possible outcomes from the resolution process including sanctions, suggestions for helping their student, the role of an advisor and attorneys, and further University support services available to them and/or their student. The *Mediation Through the Code of Student Conduct* brochure explains the mediation process, the many advantages of mediation, and the role of OSCR in mediating disputes.

FIPSE GRANT

In September, 1996 the Division of Student Affairs was awarded a 28-month grant from the Fund for the Improvement of Postsecondary Education (FIPSE) to pilot and evaluate a recently developed Alcohol Workshop and to develop, pilot, and evaluate a Violence Workshop. Maureen Hartford, the Vice President for Student Affairs, is the Project Director and Mary Louise Antieau, the Resolution Coordinator, is the designated Participating Investigator. Students found responsible for violating University or Housing norms relative to the misuse of alcohol and/or violent behavior may be referred to these workshops. The workshops will allow students to learn that binge drinking and violent behavior are choices which produce negative consequences and that other options which produce more positive consequences are available to them.

Piloting of the Alcohol Workshop began at the end of 1996. University units and community agencies will be able to refer students to the workshop in the Winter term, 1997. The Violence Workshop will be more fully developed and piloted during the summer of 1997 and offered to students in the Fall of 1997.

TRAINING

THE RESOLUTION BOARD

The Resolution Board (Board) for the Code was composed of student panelists and staff and faculty resolution officers. All members of the Board received at least 14 hours of training before becoming eligible to conduct arbitrations or mediations. The training for student panelists and resolution officers was the same. The following sections summarize the training provided to Board members.

Student Panelists and Resolution Officers

The Code charges the school and college governments to select 60 students to serve as panelists for each academic year. The number of student panelist positions available from each school is roughly proportionate to its share of the total University enrollment. The Code does not establish a specific method for appointment of student panelists, however, student government representatives were encouraged to consider a broad range of eligible students which would result in a diverse and representative Board.

Because the Code went into effect in the middle of an academic year, student panelists selected in December, 1995 were appointed to only one half year of service. Twenty-seven students were appointed by their school and college governments. Because this was the first time student governments were asked to provide student panelists, several schools were unable to fulfill their quotas. In the spring of 1996, OSCR increased efforts to inform student government representatives of their responsibility to appoint panelists and thirty-six students were trained as Board members for the Fall 1996 - Winter 1997 academic year.

Resolution officers were appointed by the Deans of their schools and colleges, by the Senate Advisory Committee on University Affairs, and by the Vice President for Student Affairs. Ten resolution officers were selected for the Winter term, 1996 and were appointed to serve for a year and a half. In the Fall term, 1996, 2 new resolution officers were selected to serve on the Board for a regular two year appointment. Prior to the training program, resolution officers participated in a 2 hour introductory session which acquainted them with arbitration procedures. This introduction prepared the resolution officers to better assist the student panelists during the training.

Board members participated in a day-long training program which addressed the following topics: The Code and its procedures, legal issues, how to read a case file, how to evaluate information, forming and asking questions, communication awareness, deliberating responsibility, and sanctioning. The following week each Board member had the opportunity to participate in a simulated arbitration.

OSCR STAFF

The Office of Student Conflict Resolution was staffed with two professional and administrative staff members, the Resolution Coordinator and an Administrative Assistant. In addition, a full time temporary receptionist handled the front desk responsibilities and four graduate students and one undergraduate student worked on a variety of projects.

The Resolution Coordinator

Mary Louise Antieau, the Judicial Advisor under the SSRR, continued in her role as the Resolution Coordinator of the Code. Ms. Antieau has 17 years experience in Student Affairs Administration and a Master's degree and doctoral work in Education. She completed a J.D. in December, 1993 and was admitted to the Michigan Bar in May, 1994. Ms. Antieau is a member of the Association for Student Judicial Affairs and the National Association of Student Personnel Administrators. Ms. Antieau continued her professional development by attending the annual Association for Student Judicial Affairs conference and the Stetson Law and Higher Education conference. Ms. Antieau also attended the FIPSE 1996 Drug and Violence Prevention in Higher Education conference in Park City, Utah.

The Assistant to the Resolution Coordinator

Barbara Olender, who had originally been chosen to assist Ms. Antieau in 1993, left the University in September, 1996. Gwyn Hulswit replaced Ms. Olender in July, 1996. Ms. Hulswit came to the position with a B.A. and a background in Women Studies and group facilitation. Ms. Hulswit attended Stephen Covey's "First Things First" seminar and also attended the FIPSE conference in Park City, Utah.

Secretarial Position

Under the SSRR, undergraduate students handled the receptionist responsibilities for the office. While these students worked responsibly, it took three or four students a semester to cover the front desk full-time. Both complainants and accused students reported that having to deal with so many individuals was disconcerting and inherently produced continuity concerns. A full-time temporary secretarial position was established in 1996. Three employees worked in this position at different times during 1996. The position's responsibilities include handling case management, contacting student governments for panelist appointments, and coordinating all arbitration and mediation arrangements.

Graduate Student Interns

OSCR offers graduate student internships to students in the School of Social Work and in the Center for the Study for Higher and Postsecondary Education of the School of Education. The energetic and dedicated work accomplished by these students was integral to the continued outreach administration of the Code. In 1996, three graduate students worked in OSCR on a variety of projects including sanction placement opportunities, legal research, case work, and the pilot program for the alcohol workshop. Many of these students were involved in campus committees and represented OSCR through their committee work and outreach.

Undergraduate Students

Undergraduate students continued to play an important role in the day to day operation of OSCR. The undergraduate students were responsible for the daily coordination of office materials and routine office tasks. Some of the more experienced students assisted with the coordination of substance abuse letters and research materials.

SUMMARY

The first year of the Code provided an opportunity to develop and strengthen a set of procedures and practices needed to resolve non-academic complaints. Many of the procedures that were established under the SSRR were modified and improved to reflect the new policy. The number of incidents reported to OSCR, 368 contacts in the first year, reinforced the need and purpose of the Code and the Office of Student Conflict Resolution.

Sixty-six (66) students were formally charged under the Code. Students who were found responsible were sanctioned with the following goals in mind: to educate them about the inappropriateness of their behavior and to provide them the opportunity to learn new behaviors. The relatively low recidivism rate (two students) and feedback from evaluations confirmed that the Code was achieving its stated goals.

The staff from the Office of Student Conflict Resolution wishes to thank all the members of the University community for their continued support, participation, and constructive criticism. Their observations and suggestions were invaluable and led to improvements in OSCR's procedures.