

THE CODE OF STUDENT CONDUCT



**ANNUAL REPORT
JANUARY-JUNE 2000**

**THE OFFICE OF STUDENT CONFLICT RESOLUTION
DIVISION OF STUDENT AFFAIRS
THE UNIVERSITY OF MICHIGAN
6040 FLEMING BUILDING
ANN ARBOR MI 48109-1340
(734) 936.6308**

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INTRODUCTION & BACKGROUND

The information in this report summarizes the activities of the Office of Student Conflict Resolution, January 1, 2000 to June 30, 2000.

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, an interim policy in place between January 1, 1993 and December 31, 1995. The Code supports the values of the University of Michigan community and enumerates the types of behaviors that violate these values. The Director oversees the Office of Student Conflict Resolution (OSCR) and ensures that the Code's procedures are equitably carried out.

Mission Statement

The Office of Student Conflict Resolution (OSCR) supports and contributes to the Missions of both the University of Michigan and the Division of Student Affairs. We strive to support an academic community that promotes student learning and growth and develops responsible leaders and citizens. To this end, OSCR upholds the University's essential values in the Code of Student Conduct: civility, dignity, diversity, education, equality, freedom, honesty, and safety. The Code describes possible behaviors which are inconsistent with the essential values of the University community; it outlines procedures to respond to such behaviors; and suggests possible sanctions intended to educate and to safeguard members of the University community. To achieve this mission, OSCR:

- * Develops and supports conflict resolution programs
- * Conducts, assesses, and evaluates its programs
- * Trains students, faculty, and staff in mediation and conflict resolution
- * Promotes professional development
- * Participates in a national colloquy
- * Nurtures a relationship with the University, the Ann Arbor community, and external organizations

Principles

The staff and members of the Office of Student Conflict Resolution abide by the Principles of Practice set forth by the Association for Student Judicial Affairs (ASJA). These principles include but are not limited to:

- * Developing standards for student disciplinary processes
- * Providing student disciplinary processes that are positive, educational, and developmental
- * Applying appropriate legal standards of substantive and procedural due process
- * Involving and training students in the development and enforcement of disciplinary standards

* Continuing professional education for student judicial affairs administrators and staff

SUMMARY OF COMPLAINTS & RESOLUTIONS

Contacts and Action Taken

Between January 1, 2000, and June 30, 2000, the Office of Student Conflict Resolution (OSCR) documented 333 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	113
Identity of Accused Student Unknown	2
No Complaint Filed	82
No Violation	29
Referrals	38
Substance Abuse Warning Letter	105
Investigated Allegations	77
Total	333

No Action Taken by OSCR

Identity of Accused Student Unknown

Two (2) 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. One (1) of these complaints alleged stealing, and one (1) alleged harassment and violating University computer policies. Each complaint was investigated and pursued to the fullest extent possible.

No Complaint Filed

OSCR received eighty-two (82) complaints from individuals who did not follow through with a formal complaint. Typically individuals contacted the office and described their complaint(s) without providing their name, the alleged perpetrator's name, and/or documentation supporting the alleged misconduct.

No Violation

Twenty-eight (28) individuals reported misconduct not addressed by the Code. Typical allegations included allegations of threats or harassment without substantiated behavioral misconduct, outstanding warrants, allegations of disorderly conduct or inappropriate behavior, complaints alleging hate speech, roommate disputes, and complaints alleging misconduct by non-students. When appropriate, these individuals were referred to appropriate community agencies or University units 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 community, the complainant was referred to the appropriate unit. OSCR referred thirty-seven (37) individuals to University units for assistance and one (1) individual outside the University. Table B summarizes the number and types of referrals made.

Table B - Referrals

Referrals Made To	Number
University Units	37
Academic Unit	3
Ann Arbor Tenants Union	1
Dean of Students/VP for Student Affairs	2
Greek Life	10
Housing	7
Information Technology Division	6
Intramural Sports	1
Off-Campus Housing Mediation	3
Ombuds	1
Parking	1
Sexual Harassment Office	1
Student Mediation Services	1
Non-University Units	1
Ann Arbor Police Department	1
Total	38

Substance Abuse Warning Letters

OSCR mailed 105 Substance Abuse Warning Letters to students who allegedly violated Section F (alcohol and/or drug violations) of the Code. These letters 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, included a copy of the Code, 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 the assessment/counseling opportunities.

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.

Investigated Allegations

Seventy-seven (77) 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 complaint. Seventy-seven (77) complaints alleging 136 incidents of misconduct were investigated. Forty-eight (48) complaints involved a single charge and twenty-nine (29) cases (38 %) involved multiple charges. In this report, data is reported by case or by total number of alleged violations.

Table C summarizes the total number of charges and outcomes (responsible, not responsible) for alleged violations occurring both on and off campus. Four (4) cases, involving five (5) potential violations, which are still pending resolution as of July 6, 2001, are also noted and are included in the 77 complaints/136 violations summary.

Twelve (12) cases involving thirty (30) alleged violations were pending resolution as of December 31, 1999. These cases were resolved in 2000 and are reported in Appendix A.

The most common complaints included alcohol and drug violations (32), making, possessing, or using falsified University documents (24), and stealing, damaging or destroying property (22). 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).

A charge letter 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. The student was asked to meet with the Resolution Coordinator at a specific day and time based on his or her class schedule. If the student was unable to make the appointed time, the student was directed to call OSCR to arrange an alternate date.

Fifty-nine (59, 43.3%) 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).

In thirty (30) cases, involving forty-seven (47) violations, all of the charges against a student were dropped. When this occurred, the student's file was destroyed and all personal identification was deleted from the electronic records. A statistical record of the complaint was kept on file for record keeping purposes only. In seven (7) cases, one or more of the allegations were dropped (for a total of 11 dropped violations) but the other allegations were fully investigated and resolved.

Table C - Investigated Violations, Charges, and Outcomes in 2000

a Violation	Charges	Responsible	Not Responsible	b Pending	Dropped	Withdrawn	Mediated Resolution
Physically harming another person...such as killing, assaulting, or battering	10	4	0	0	3	2	1
Sexual assault or sexual harassment	1	0	0	0	0	0	1
Hazing, stalking, or harassment	5	2	0	0	1	1	2
Possessing, using, or storing firearms, explosives, or weapons	8	3	0	0	5	0	0
Tampering with fire or other safety equipment or setting unauthorized fires	7	3	0	0	3	1	0
Illegally possessing, using or distributing, manufacturing, or selling alcohol or other drugs	32	10	1	2	19	0	1
Intentionally and falsely reporting bombs, fires, or other emergencies	0	0	0	0	0	0	0
Stealing, vandalizing, damaging, destroying, or defacing property	22	8	2	1	4	7	0
Obstructing or disrupting classes, research projects or other activities or programs	1	0	0	0	1	0	0
Making, possessing, or using any falsified University document	24	22	2	0	0	0	0
Failing to leave University-controlled premises	0	0	0	0	0	0	0
Violating state or federal law	5	4	0	0	1	0	0
Misusing, failing to comply with, or jeopardizing Code procedures, sanctions, etc.	19	7	0	1	4	7	0
Violating University computer policies	2	2	0	0	0	0	0
Total	136	65	5	4	41	18	5

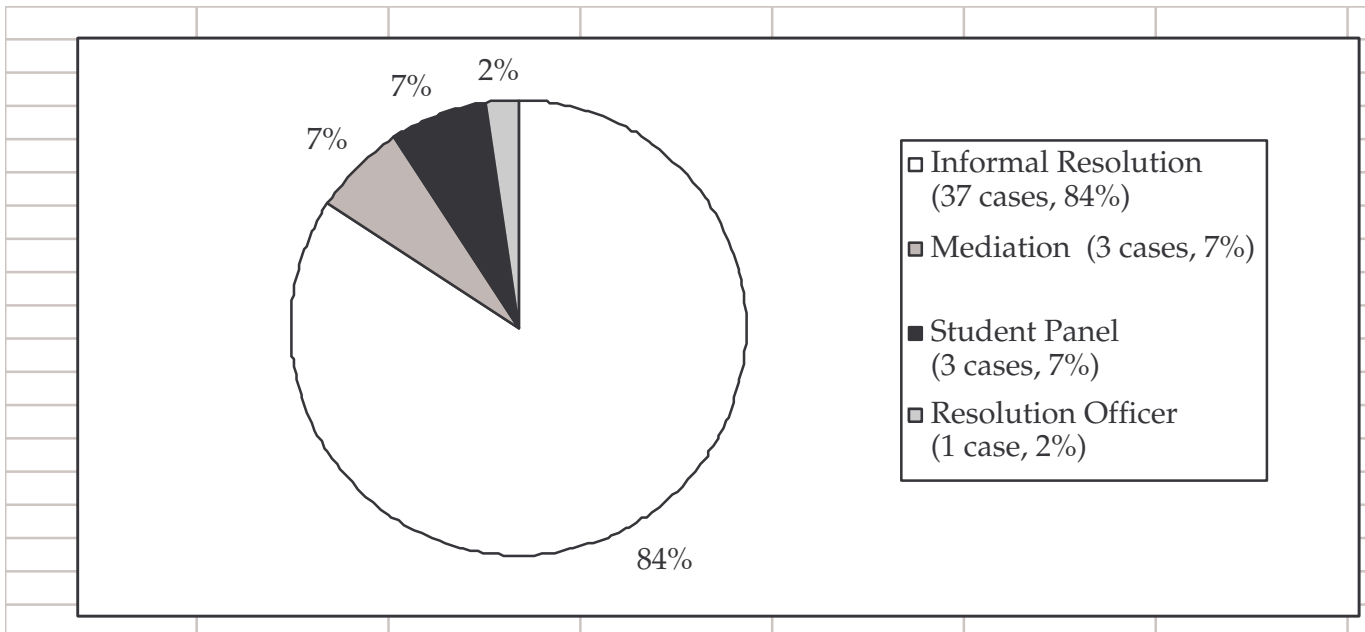
a The exact wording of some violations has been condensed in this table. For the complete text of the violations please refer to the Code.

- b Pending violations reflect cases that OSCR was unable to resolve during this time period due to time constraints or because the accused student withdrew from school before the allegations could be resolved.

Procedures Used to Resolve Charges

The Code establishes the right of the accused student to choose the type of procedure he or she prefers to resolve the charge(s). Chart A depicts the students' choices per case. 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. Forty-four (44) cases were resolved as of July 6, 2001.

Chart A – Accused Students’ Choices of Resolution Procedures per Case



Outcomes and Sanctions/Resolutions

Table C (page 7) also details the outcomes of arbitrations for each charge. Of the seventy (70) charges considered at the forty-four (44) arbitrations, there were sixty-five (65) findings of responsible and five (5) findings of not responsible. There were three (3) cases that resulted in at least one finding of not responsible for the charge(s). 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. Table D shows the arbitration outcomes.

Table D - Arbitration Outcomes

Outcomes by Charge	Number	Percent
Responsible	65	92.9 %
Not Responsible	5	7.1 %
Total	70	100 %

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 did not do so for any cases. Table E summarizes sanctions recommended through the process, imposed by the Dean of Students, and enforced by OSCR.

Table E – Sanctions

Sanction	Number
Assessment of Substance Abuse Patterns	4
Class/Workshop Attendance	2
Community Service	12
Disciplinary Probation	34
Educational Project	30
Formal Reprimand	5
Housing Transfer/Lease Termination	3
Meeting with Housing Official	0
Mental Health Assessment	1
No Contact	4
No Trespass	3
Prohibited from Living in University Housing	2
Recommended Counseling	0
Removal from Course/ Activity	1
Restitution	13
Substance Abuse Treatment Program	0
Emergency Suspension	0
Suspension	1
Expulsion	0

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 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, available in the Office of Student Conflict Resolution, provides examples of such sanctions.

The most severe sanction imposed was suspension. One (1) student was suspended through June 30 in 2000. That student was suspended as the result of an informal resolution.

The Code provides the Vice President for Student Affairs with the authority to emergency suspend a student if his or her actions pose an immediate danger to any member of the University community. The student is suspended pending a meeting with the Resolution Coordinator who may then continue the suspension until an arbitration is scheduled to resolve the charges. No students were emergency suspended in 2000.

Mediation

Three (3) mediations were successfully completed in 2000. Mediation offers the accused student direct involvement in the final resolution of the charge(s). For a mediation to be successful, both parties must agree to mediate the charge(s). With the assistance of a mediator, the accused student and the complainant can work together to discuss their dispute and reach a settlement acceptable to both. Mediation also allows the participants to consider a wider variety of resolutions than could be imposed through sanctioning.

Appeals

Of the forty-four (44) cases resolved in 2000, none were appealed. Both the accused student and the complainant are given the opportunity to appeal.

Recidivism

3 students were repeat offenders. Student one was initially found responsible for possession of alcohol in 1999. The student accepted responsibility and was placed on disciplinary probation for one year as their sanction. Before probation ended, the student was again charged with alcohol possession in 2000. The student accepted responsibility and disciplinary probation was extended for two additional semesters. In addition, the student was sanctioned to complete an alcohol assessment by Counseling and Psychological Services.

Student two was initially charged with alcohol use and damaging University property in 1999. The student accepted responsibility and sanctions included disciplinary probation for one year, attendance in the Alcohol Workshop, 30 hours property improvement community service, 2-3 page reflection paper, and reimbursement for damage. The student faced additional charges in 2000 for setting fires. The student accepted responsibility and was sanctioned with a housing transfer or removal, he was prohibited from University Residence Halls, he was assigned an educational project, and the disciplinary probation period was extended.

Student three was initially found responsible for alcohol possession in 1999. The student accepted responsibility and was sanctioned to disciplinary probation for one year, and participation in a substance abuse treatment program. In 2000, the student was charged with alcohol use in a University Residence Hall. The student accepted responsibility, and sanctions included housing transfer or removal and the disciplinary probation was extended for an additional year.

4 students received an alcohol offense and were sent Substance Abuse Letters prior to later charges through OSCR.

2 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. 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 very helpful. 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 knew that I was guilty of the charges and I wanted to have them resolved the fastest and easiest way.

Did the arbitration process meet your expectations?

Yes. I expected a chance to speak, defend my actions and acknowledge mistakes I made and I got it.

Were you comfortable asking the Resolution Coordinator questions?

Yes. She's a very intelligent yet empathetic person. Also professional.

Yes. The Resolution Coordinator was very personable.

Student panelists and resolution officers were sent evaluation forms after each panel and resolution officer 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

Overall, I was very encouraged by the discussions my fellow students and I had.

I felt that everyone took their responsibilities very seriously and that we reached the best possible decision given the circumstances.

Sample Comments from Resolution Officers

It was fascinating for me to try and sort out fact from non-fact and watch the students work it out together on the panel.

Fair and comprehensive.

Many students who were given sanctions were also asked to write reflection papers about their experiences during the conflict resolution process and during the sanctioning period.

Reflection papers were useful to OSCR staff because they presented an opportunity to evaluate how effective the sanctions were in addressing the needs of the accused student and the University community. These students' comments also assisted OSCR in making future sanctioning placements. Several students decided to continue to contribute their time and energy to the placement agencies, even after their required community service hours were completed.

Sample Comments from Reflection Papers

#1

"I have to keep this incident in the back of my mind, so whenever I get upset in the future I can think back to what I did and make sure I don't repeat it... I have also learned that violence is not the answer. Of course we all say we know this anyway, but once you have been there you really think long and hard about other ways to deal with anger."

#2

"Due to the fact that it broke regulations set by the university, it was morally incorrect to attempt to cheat a working system, and overall it destroyed the trust the university had given to me. In that essence, the knowledgeable use of a fake parking permit is completely, ethically wrong."

#3

"I have made tremendous mistakes throughout the first year of my college experience. These mistakes violated the principles that the University of Michigan is based upon. I have gained a tremendous amount of knowledge from not only the experiences that I faced, but also from the opportunities that I took advantage of at the University of Michigan."

#4

"...this report has educated me to the importance of compliance with the law, especially related to gun ownership/safety while children are in the house...I have decided to make a concerted effort in trying to raise awareness to the current gun control problem and help wherever I can."

ACCUSED STUDENTS - A PROFILE

Accused Students

OSCR handled complaints filed against 77 students from January 1, 2000 through June 30, 2000. Table I depicts the gender, class year, and school or college of the accused students. About 72.7 % of the complaints were filed against male students. Fifty (50) complaints were filed against freshman or sophomore students, representing 64.9 % of all complaints. Twenty-six (26) junior and senior students were accused, totaling 33.8 % of all complaints. Graduate students were the least likely to be accused of a violation and account for 1.3 % of all accused students. Of the complaints filed against students, 80.5 % of complaints were filed against students in the College of Literature, Science, and the Arts or students in the School of Engineering. In 2000, these schools accounted for approximately 79.1% of the University's total undergraduate enrollment and 63.6 % of the University's total enrollment.

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

	Number Accused	Percent
Gender		
Male	56	72.7 %
Female	21	27.3 %
Total	77	100.0 %
Class Year		
Freshman	18	23.4 %
Sophomore	32	41.5 %
Junior	18	23.4 %
Senior	8	10.4 %
Graduate Student	1	1.3 %
Total	77	100.0 %
School or College		
Art	2	2.6 %
Engineering	10	13.0 %
Kinesiology	3	3.9 %
LS&A	52	67.5 %
Music	2	2.6 %
Nursing	1	1.3 %
Pharmacy	1	1.3 %
Residential Colleges	6	7.8 %
Total	81	100.0 %

Students Found Responsible

There were seventy (70) violations where students were 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 are documented by class year in Table J.

One trend that seemed to remain consistent for the first four years of the Code was that 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. Making, possessing, or using any falsified University document continued to be one of the more frequent offenses (22). Although more of the alcohol violations (7) were committed by first and second 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 when 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	0	4	1	0	0	5
Sexual assault or sexual harassment	0	0	1	0	0	1
Hazing, stalking, or harassment	0	3	1	0	0	4
Possessing, using, or storing firearms, explosives, or weapons	1	0	0	0	2	3
Tampering with fire or other safety equipment or setting unauthorized fires	3	0	0	0	0	3
Illegally possessing, using or distributing, manufacturing, or selling alcohol or other drugs	0	7	3	1	0	11
Intentionally and falsely reporting bombs, fires, or other emergencies	0	0	0	0	0	0
Stealing, vandalizing, damaging, destroying, or defacing property	4	1	3	0	0	8
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	8	3	5	6	0	22
Failing to leave University-controlled premises	0	0	0	0	0	0
Violating state or federal law	0	1	1	2	0	4
Misusing, failing to comply with, or jeopardizing Code procedures, sanctions, etc.	0	3	2	2	0	7
Violating University computer policies	1	0	0	1	0	2
TOTAL	17	22	17	12	2	70

COMPLAINANTS - A PROFILE

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 seven (7) cases, faculty in none, and staff in seventy (70). 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	7
LS&A	6
Nursing	1
Faculty	0
Staff	70
Academic Units	0
Department of Public Safety (DPS)	17
Housing	49
Information Technology Division (ITD)	1
Office of Student Conflict Resolution	1
Student Affairs Units	2
Total	77

The gender of complainants filing individual complaints is summarized in Table L. This includes student and faculty complaints. More women than men filed complaints.

Table L - Gender of Complainants

Gender*	Number
Male	0
Female	7
Total	7

* Does not include complainants who represented University departments such as Housing, DPS, ITD, or OSCR.

OUTREACH

During 2000, the Office of Student Conflict Resolution continued outreach efforts by giving presentations and assisting with training for various groups and departments across campus. OSCR staff conducted training for incoming Hall Directors and Assistant Hall Directors. Additional training was provided to the sexual harassment complaint receivers. Throughout the year, OSCR also presented information about the Code to various student groups. The intent of these action steps was to inform the community of OSCR and the Code in order to increase the office's visibility.

OSCR planned to continue its outreach efforts during 2000 through participation in various resource fairs at the beginning of the Fall 2000 semester.

The Outreach Plan that guides OSCR in making connections with the University community and in providing information and education to its members called for continued improvement of OSCR's Internet resources. The purpose of this action is to increase accessibility of information about the office and the Code. During 2000, various online forms were added to the OSCR the web page (located at <http://www.umich.edu/~oscr/>) in order to make it more interactive.

OSCR staff reached out to the University community in a variety ways other than those listed above. The Intake and Investigation Coordinator met with The Michigan Daily editors and administrative beat reporter to discuss issues affecting students on campus, and met with News and Information Services. In a further effort to make OSCR more visible to the campus community, the Intake and Investigation Coordinator also attended meetings of the Michigan Student Assembly and met several times with Student Mediation Services. OSCR staff members met with a number of individuals and groups throughout the year to discuss the Code, the conflict resolution process, and community values.

Training was also conducted for a group of students appointed by the Michigan Student Assembly, called the Advisor Corps. The Advisor Corps members were trained in arbitration procedures and the conflict resolution process. Upon completion of training, these students were available to assist students involved with the Code process and acted as peer advisors.

OSCR published a newsletter for the members of the Resolution Board. The purpose of the newsletter was to ensure that the Resolution Board was kept up-to-date on Code developments as well as OSCR staff development. The OSCR staff worked closely with the Michigan Daily, and the Ann Arbor Observer in presenting information about the Code of Student Conduct and the Office of Conflict Resolution as a whole.

FIPSE GRANT

In September 1996 the Division of Student Affairs was awarded a 28-month grant from the Fund for the Improvement of Post-secondary Education (FIPSE) to pilot and evaluate a recently developed Alcohol Workshop and to develop, pilot, and evaluate an Aggression Management Workshop. Students found responsible for violating University or Housing norms relative to the misuse of alcohol and/or aggressive behavior may be referred to these workshops. Students may also be referred to the workshops by the court system. The workshops attempt to teach students that binge drinking and aggressive 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 began to refer students to the workshop in the Winter term, 1997. Thirteen (13) students attended the 2 workshops offered in from January 1, 2000 –August 31, 2000. Referrals came from University Housing, OSCR, the 15th District Court, and other court systems. A number of students heard about the workshop through other sources and participated as self-referrals.

The workshop was led by two students and consisted of one Saturday morning group session and one individual follow-up meeting approximately three weeks later. The focus of the Alcohol Workshop was to identify stressors in each participant's life that may lead to the misuse of alcohol, as well as the consequences of that misuse. The group session had both individualized and interactive components. The individualized follow-up allowed the facilitators to talk with the students about the successes they experienced reaching their goals. The Alcohol Workshop will continue in the 2000-2001 School Year.

The first version of the Aggression Management Workshop has been finished. It will be more fully developed during the Fall term, 2000 based on feedback from the pilot workshop.

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 17 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. The Deans of each school and college were encouraged to assist the student government representatives during the appointment process.

OSCR increased efforts to inform student government representatives of their responsibility to appoint panelists. Information was mailed to the student government representatives in the fall 1999 term to prepare for training taking place in January 2000. Thirty-five (35) students were trained as Board members for the 2000 calendar year.

Resolution officers were appointed by the Senate Advisory Committee on University Affairs, by the Deans of their schools and colleges, and by the Vice President for Student Affairs. Thirty-two (32) resolution officers were selected for the 2000 calendar year and were asked to serve a two-year appointment. Prior to the training program, resolution officers participated in a two-hour introductory session that acquainted them with arbitration procedures. This introduction prepared the resolution officers to better assist the student panelists during the training.

New 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. Returning panelists and resolution officers attended a panel discussion on victim response and assisted in the sanctioning portion of the training program. The following week each new Board member participated in a simulated arbitration. Returning student panelists as well as volunteers from various University of Michigan units acted as role players.

OFFICE STAFF

The Office of Student Conflict Resolution was staffed with four professional and administrative staff members, the Director of the Office, the Intake and Investigation Coordinator, a Housing Liaison and a Systems Analyst. In addition, a full time secretarial/clerk position handled the front desk responsibilities; two graduate students and three undergraduate students worked on a variety of projects.

The Director

J. Silva Goncalves continued in his role as interim Director for the office through June 2000.

The Intake and Investigation Coordinator

Gwyn Hulswit continued in her role as the Intake and Investigation Coordinator. Ms. Hulswit attended the annual Association for Student Judicial Affairs conference in Florida. Ms. Hulswit was a member of several committees, including: the Code Area Reorganization Task Force, the Substance Abuse Education Network, the DSA Meritorious Service Award Committee, the Academic Discipline Officers Committee, the Housing and OSCR Judicial Database Committee, the Alcohol Treatment Response Task Team, and the OSCR Director Search Committee.

Ms. Hulswit was the office's primary spokesperson for media requests and inquiries from other educational institutions. She also worked closely with the new OSCR staff members and provided orientation and training. Ms. Hulswit is a member of the Association for Student Judicial Affairs (ASJA) and is a member of the ASJA Mediation/Dispute Resolution Committee. Ms. Hulswit received the Division of Student Affairs Meritorious Service Award in June 2000.

Housing Liaison

Brian Jones continued to serve in this position on an interim basis. Mr. Jones is a member of the Association for Student Judicial Affairs.

Systems Analyst

Brianna Williams continued in her role as Systems Analyst and also began to assist with the management of office projects. Ms. Williams continued to address the Information Technology needs of the office, and provided additional assistance on specific projects such as the FIPSE grant.

Secretarial/Clerk Position

This position's responsibilities include handling case management and coordinating arbitration and mediation arrangements. Dana Mazique served in this position through June 2000.

Graduate Student Interns

OSCR offers graduate student internships to students in the School of Social Work, Public Policy, and the Center for the Study for Higher and Post-secondary 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 2000, 2 graduate students worked in OSCR on a variety of projects including Advisor Corps Training, outreach efforts, legal research, development of presentation materials, casework, and the Alcohol Workshop. Both 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 sanctioning placements, the coordination of substance abuse letters and the facilitation of the Alcohol Workshop.

SUMMARY

The 2000 year of the Code provided an opportunity to develop and strengthen a set of procedures and practices needed to resolve non-academic complaints. The number of incidents reported to OSCR, 333 contacts from January 1, 2000-June 30, 2000, reinforced the need and purpose of the Code and the Office of Student Conflict Resolution.

In 1996, sixty-six (66) students were charged under the Code; the caseload for OSCR doubled in 1997 to 132, and increased again in 1998 to 161. In 1999 86 students were charged and for the first half of 2000 eighty-one (77) students were formally charged under the Code. Smaller numbers were due to a time of transition within the unit and within several other units. Students who were found responsible were sanctioned with the following goals in mind: to educate them about the inappropriateness of their behavior, to provide them the opportunity to learn new behaviors, and to protect the safety of the campus community.

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