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## INTRODUCTION & BACKGROUND

**The information in this report summarizes the activities of the Office of Student Conflict Resolution (OSCR), July 1, 2001 to June 30, 2002.**

On July 1, 2001, the University of Michigan President amended and re-named the *Code of Student Conduct* (Code) the *Statement of Student Rights and Responsibilities* (Statement). The Code was originally adopted on January 1, 1996 by the University of Michigan Board of Regents. The Statement 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 Statement's procedures are equitably carried out.

### **Mission Statement**

The mission of the Office of Student Conflict Resolution (OSCR) is to maximize the personal growth and development of students by providing educationally focused conflict resolution services and programs to a diverse University community. Consistent with University values and the *Statement of Student Rights and Responsibilities*, the Office of Student Conflict Resolution is committed to promoting student learning and to maintaining a scholarly community in which disputes are settled in a civil and dignified manner.

### **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 July 1, 2001 and June 30, 2002, the Office of Student Conflict Resolution (OSCR) documented 594 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 Statement. Table A summarizes each action taken.

**Table A - Total Contacts & Actions Taken**

Action Taken	Number
<b>No Action Taken by OSCR</b>	<b>72</b>
Identity of Accused Student Unknown	3
No Complaint Filed	50
Past Six Month Deadline to File	0
No Violation	19
<b>Referrals</b>	<b>215</b>
<b>Substance Abuse Warning Letter</b>	<b>218</b>
<b>Investigated Allegations</b>	<b>89</b>
<b>Total</b>	<b>594</b>

#### **No Action Taken by OSCR**

##### *Identity of Accused Student Unknown*

Three (3) people contacted OSCR and stated that a violation of the Statement had occurred; however, they were unable or unwilling to name the student(s) they believed responsible for the misconduct. One complaint alleged drug distribution and drug selling; the second complaint alleged harassment and violation of computer policies; and the third complaint alleged stalking, harassment, and violation of computer policies.

##### *No Complaint Filed*

OSCR received fifty (50) 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.

##### *Filed after Six Month Deadline*

No one sought to file a complaint after the expiration of the six month deadline established by the Statement.

##### *No Violation*

Nineteen (19) individuals reported misconduct not addressed by the Statement. Typical allegations included allegations of threats or harassment without substantiated behavioral misconduct, allegations of disorderly conduct or inappropriate behavior, 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 Statement, but that the dispute would be more effectively resolved elsewhere within the University community, the complainant was referred to the appropriate unit. OSCR referred 215 individuals to University units for assistance, and no referrals were made outside the University. Table B summarizes the number and types of referrals made.

**Table B - Referrals**

Referrals Made To	Number
<b>University Units</b>	<b>215</b>
Academic Unit	4
Dean of Students/VP for Student Affairs	1
Housing	198
Information Technology Division	1
Off Campus Mediation	2
Ombuds	2
Parking and Transportation Services	3
Student Legal Services	1
Student Mediation Services	2
Unknown	1
<b>Non-University Units</b>	<b>0</b>
<b>Total</b>	<b>215</b>

### Substance Abuse Warning Letters

OSCR mailed 218 Substance Abuse Warning Letters to students who allegedly violated Section F (alcohol and/or drug violations) of the Statement. 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, included a copy of the Statement, 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.

### Investigated Allegations

Eighty-nine (89) 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. Eighty-nine (89) complaints alleging 193 incidents of misconduct were investigated. Thirty-nine complaints (39, 44%) involved a single charge and fifty cases (50, 56%) 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. Eighteen (18) cases, involving thirty-five (35) potential violations, which are still pending resolution as of June 30, 2002, also are noted and are included in the 89 complaints/193 violations summary.

The most common complaints included alcohol and drug violations (43 cases, 48%), stealing, damaging or destroying property (19 cases, 21%), and making, possessing, or using any falsified University document or record (11 cases, 12%). 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 Statement. The charge letter described the specific incident as well as the section(s) of the Statement 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.

Thirty (30, 16%) 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 accused student. In some cases, a complainant chose to withdraw the allegation(s).

In fifteen (15, 17%) cases, involving twenty (20, 10%) 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, 8%) cases, one to four of the allegations were dropped (for a total of 10 dropped violations), but the other allegations were fully investigated and resolved.

**Table C - Investigated Violations, Charges, and Outcomes 7/1/01 – 6/30/02**

<b>a</b> Violation	Charges	Responsible	Not Responsible	<b>b</b> Pending	Dropped	Mediated
Physically harming another person...such as killing, assaulting, or battering	24	10	0	6	2	6
Sexual assault or sexual harassment	4	1	0	2	0	1
Hazing, stalking, or harassment	12	2	0	1	4	5
Possessing, using, or storing firearms, explosives, or weapons	8	2	3	0	3	0
Tampering with fire or other safety equipment or setting unauthorized fires	4	1	0	2	1	0
Illegally possessing, using or distributing, manufacturing, or selling alcohol or other drugs	65	38	6	8	13	0
Intentionally and falsely reporting bombs, fires, or other emergencies	2	2	0	0	0	0
Stealing, vandalizing, damaging, destroying, or defacing property	26	16	1	5	3	1
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	29	25	0	4	0	0
Failing to leave University-controlled premises	0	0	0	0	0	0
Violating state or federal law	7	3	0	2	2	0
Misusing, failing to comply with, or jeopardizing Statement procedures, sanctions, etc.	9	3	0	5	1	0
Violating University computer policies	3	1	0	0	1	1
<b>Total</b>	<b>193</b>	<b>104</b>	<b>10</b>	<b>35</b>	<b>30</b>	<b>14</b>

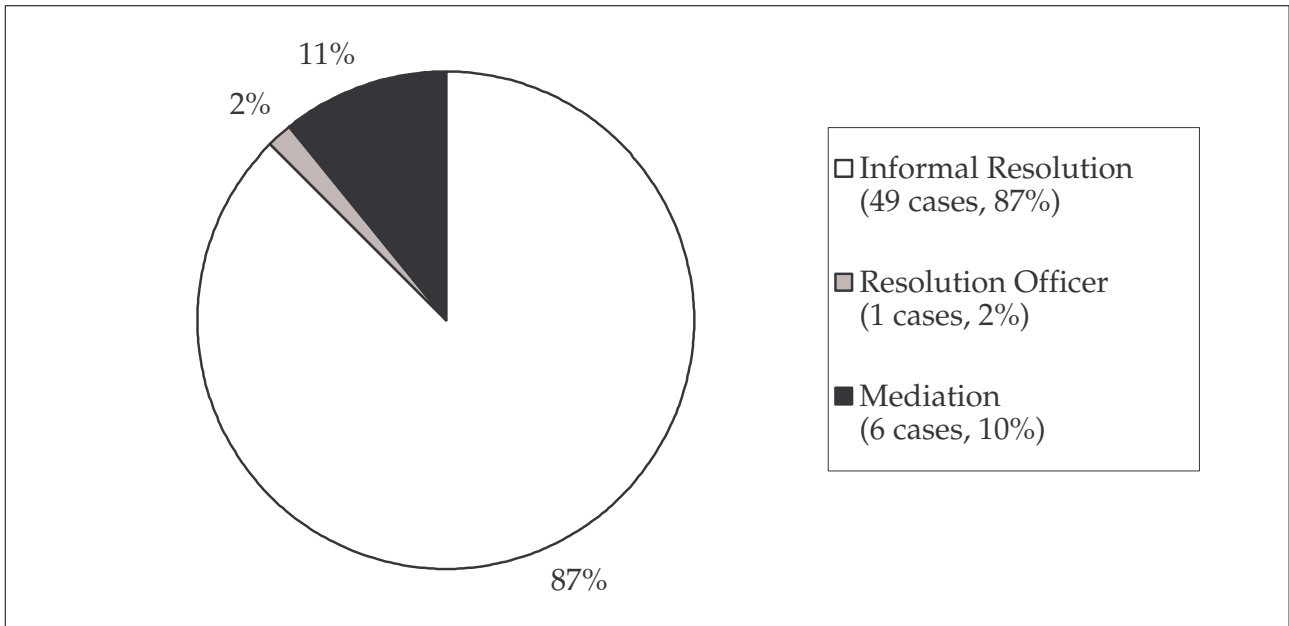
a The exact wording of some violations has been condensed in this table. For the complete text of the violations please refer to the Statement located in Appendix A.

b Pending violations reflect cases that OSCR was unable to resolve in 1999 due to time constraints or because the accused student withdrew from school before the allegations could be resolved.

## Procedures Used to Resolve Charges

The Statement 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 five (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. Fifty-six (56, 63%) cases were resolved between July 1, 2001 and June 30, 2002. Forty-nine (49, 88%) cases were informally resolved, one (1, 2%) case was resolved at a Resolution Officer arbitration, and six (6, 25%) cases were mediated, and no (0) cases were heard by student panelists. Appendix C provides further details about procedures followed.

**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 158 charges considered at the fifty-six (56) arbitrations, there were 104 findings (91%) of responsible and 10 findings (9%) of not responsible. There were six (6) cases that resulted in at least one finding of not responsible for the charge(s) and no (0) cases resulted in findings of not responsible for all charges. If a student was to have been found not responsible for all charges, the case file would have been destroyed and the office database would have been redacted to remove any personally identifiable information. Table D shows the arbitration outcomes.

**Table D - Arbitration Outcomes**

Outcomes by Charge	Number	Percent
Responsible	104	91%
Not Responsible	10	9%
Total	114	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, and did not do so in 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	9
Class/Workshop Attendance	14
Community Service	14
Disciplinary Probation	42
Educational Project	47
Emergency Suspension	1
Employment Restriction	1
Expulsion	0
Formal Reprimand	1
Housing Transfer/Lease Termination	10
Mental Health Assessment	1
Miscellaneous	3
No Contact	10
No Trespass	1
Other – Meeting w/University Housing	2
Prohibited From Living in University Housing	1
Recommended Counseling	4
Restitution	9
Restricted Enrollment From Course/Activity	0
Suggested Apology	8
Suspension	1

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, located in Appendix B, provides examples of such sanctions.

The most severe sanction imposed was suspension. One (1) student was suspended between July 2001 and June 2002 as the result of an informal resolution.

The Statement 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. One (1) student was emergency suspended between July 2001 and June 2002.

### **Mediation**

Mediation offers 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 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.

OSCR staff members encouraged mediation when it was appropriate to do so. Six (6) mediations were successfully completed between July 1, 2001 and June 30, 2002. For a mediation to be successful, both parties must agree to mediate the charges. Also, the nature of some complaints, especially those involving violence, made mediation an inappropriate option.

Table F records a total of six 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 a combination of mediated resolutions. Fourteen (14) charges were resolved in the six mediations conducted under the Statement. These six mediations resulted in the following mediated outcomes.

### **Table F Mediated Resolutions**

Mediated Resolution	Number
Apology	2
Housing Transfer/Removal	1
No physical contact	3
Miscellaneous	3

### **Appeals**

Of the eighty-nine (89) complaints received between July 2001 and June 2002, no cases were appealed. Both the accused student and the complainant are given the opportunity to appeal. An Appeals Board hears appeals and is comprised of one student selected from the Michigan Student Assembly (MSA), one administrator appointed by the University of Michigan President, and one faculty member appointed by the Faculty Senate. All decisions of the Appeals Board are reached by majority vote and are forwarded to the Vice President for Student Affairs as recommendations.

### **Recidivism**

Four (4) students were repeat offenders in 2001.

Student one was involved in the Complaint Resolution Process for numerous charges, including alcohol possession; stealing University property; vandalizing, damaging, and destroying the property of others; making, using and possessing false University records; and violating State law. Prior to resolving these complaints, the student was charged with another alcohol possession violation and drug use. The student accepted responsibility for both cases. The student was sanctioned with community service, educational projects, restitution, an assessment of substance abuse patterns, disciplinary probation, and suggested counseling.

Student two was initially charged with assault, battery, and drug possession. The sanctions for these charges included disciplinary probation, housing transfer/removal, no contact, no trespassing, an educational project, and an assessment of substance abuse patterns. The student was charged again in a second case for failure to comply with sanctions and alcohol and drug possession. The student was sanctioned with suspension, educational projects, housing transfer/removal, and compliance with previous sanctions.

Student three faced charges for two different cases in 2001. The student was first charged with possession of alcohol, drugs, and firecrackers. The student admitted responsibility for the alcohol possession, but was found not responsible for the possession of drugs and firecrackers. The student was then charged again for a second violation of alcohol possession. Sanctions for both cases included disciplinary probation, an educational project, class/workshop attendance, an assessment of substance abuse patterns, and a meeting with University Housing.

Student four admitted responsibility for involvement in three different cases that occurred consecutively. The first case involved sexual harassment; the second case

involved assault, battery, and use of a weapon; the third and final case involved assault, harassment, jeopardizing the Statement, and interfering with participants involved in the resolution process. The same set of sanctions were issued to resolve all three cases. The sanctions included housing transfer/removal, no contact, class/workshop attendance, educational projects, disciplinary probation, and the student offered to write letters of apology to the victims.

## 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:**

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

*"I was guilty of my charges and I knew any review board would also see that. So the informal arbitration was less of a hassle for me and everyone else involved."*

*"I chose to have my case resolved through an informal arbitration because I wanted to get through the process as quick as possible."*

o Were you comfortable asking the Resolution Coordinator questions? Why or why not?

*"The staff member did an excellent job of explaining procedures, answered all of my questions, and even assisted with interacting with my parents about the arbitration."*

*"Yes, I was because I felt he was not judging me, like he was on my side, trying to help."*

Student panelists and resolution officers are usually sent evaluation forms after each panel and resolution officer arbitration. Feedback is requested on the arbitration process and for suggestions on areas that need further clarification in future training sessions. Training sessions for student panelists and resolution officers are modified to incorporate many of the suggestions made by their peers. No evaluations from resolution officers nor student panelists were available this year.

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:**

*“I planned to write out answers that I thought would please you. Then, after reading the [assigned] article, I came up with a better idea – honesty. I didn’t hold back any feelings in this paper. I learned more than I anticipated, thank you. To my surprise, I learned a great deal from this article.”*

*“ I have committed an immoral act and the main question that sticks with me, and that should haunt all people that engage in immoral activities is, why? Why act immorally? One sacrifices long-term joy for short-term pleasure. There are no gains; only losses. The answer precedes the question: do not act immorally.”*

*“After writing this paper, I have learned that some actions taken by me, which may not seem to me to be harmful, have far-reaching effects and implications. I regret causing the ITD office any inconvenience due to my negligence, and I hope that others will similarly understand and take to heart the privilege of using computing resources on-campus.”*

*“From these experiences with the court system and the university disciplinary system, I learned that even though second chances are given to some people, one must still, in a sense, earn it. My clean record will only exist if I earn the right for it be cleaned by following my probation guidelines. My continued enrollment will only exist if I earn the right to go to school here by staying an upstanding citizen of the university community. To earn these rights, I plan to continue to do what I have been doing since my arrest. Focus on school, stay out of trouble, and remain a responsible adult. Even though trying to be above the law may be in some way thrilling, it is not worth the pain and suffering you will sustain as well as those that were hurt in your criminal acts.”*

## ACCUSED STUDENTS - A PROFILE

### Accused Students

OSCR handled complaints filed against eighty-nine (89) students between July 1, 2001 and June 30, 2002. Table I depicts the gender, class year, and school or college of the accused students. About seventy-two percent (72%) of the complaints were filed against male students. Sixty-seven (67) complaints were filed against freshman or sophomore students, representing 75% of all complaints. Twenty-two junior and senior students were accused, totaling 25% of all complaints. Graduate students were the least likely to be accused of a violation and did not account for any percentage of accused students. Of the complaints filed against undergraduate students, 81% of complaints were filed against undergraduate students in the College of Literature, Science, and the Arts or students in the School of Engineering. In 2001, these schools accounted for approximately 79% of the University's total undergraduate enrollment and 51% of the University's total enrollment.

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

	Number Accused	Percent
<b>Gender</b>		
Male	64	72%
Female	25	28%
<b>Total</b>	<b>89</b>	<b>100.0%</b>
<b>Class Year</b>		
Freshman	39	44%
Sophomore	28	31%
Junior	13	15%
Senior	9	10%
Graduate Student	0	0%
<b>Total</b>	<b>89</b>	<b>100.0%</b>
<b>School or College</b>		
Art	5	6%
Business Administration	2	2%
Engineering	23	26%
Kinesiology	2	2%
LS&A	49	55%
Music	3	3.5%
Nursing	3	3.5%
Residential College	1	1%
SILS	1	1%
<b>Total</b>	<b>89</b>	<b>100.0%</b>

## Students Found Responsible

Students were found responsible for 118 violations. 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 five years of the Statement 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. Consistent with this trend, between July 1, 2001 and June 30, 2002, upper class students (16) were found responsible less often than first and second year students (64). Illegally possessing, using or distributing, manufacturing, or selling alcohol or other drugs was one of the more frequent offenses (38) with most violations committed by first and second year students. Although more of the alcohol violations (32) 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	5	3	2	0	0	10
Sexual assault or sexual harassment	1	0	0	0	0	1
Hazing, stalking, or harassment	1	1	0	0	0	2
Possessing, using, or storing firearms, explosives, or weapons	2	0	0	0	0	2
Tampering with fire or other safety equipment or setting unauthorized fires	1	0	0	0	0	1
Illegally possessing, using or distributing, manufacturing, or selling alcohol or other drugs	17	15	6	0	0	38
Intentionally and falsely reporting bombs, fires, or other emergencies	0	2	0	0	0	2
Stealing, vandalizing, damaging, destroying, or defacing property	3	10	1	2	0	16
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	3	7	6	9	0	25
Failing to leave University-controlled premises	0	0	0	0	0	0
Violating state or federal law	0	2	1	0	0	3
Misusing, failing to comply with, or jeopardizing Code procedures, sanctions, etc.	3	0	0	0	0	3
Violating University computer policies	0	0	0	1	0	1
<b>TOTAL</b>	<b>36</b>	<b>40</b>	<b>16</b>	<b>12</b>	<b>0</b>	<b>104</b>

## 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 eight (8) cases and staff in eighty-one (81). 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
<b>Student</b>	<b>8</b>
Art	1
LS&A	5
Nursing	1
Rackham	1
<b>Faculty</b>	<b>0</b>
<b>Staff</b>	<b>81</b>
Career Planning and Placement (CPP)	1
Department of Public Safety (DPS)	29
Information Technology Division (ITD)	1
Office of Student Conflict Resolution (OSCR)	3
School of Social Work	1
University Housing	45
<b>Total</b>	<b>89</b>

The gender of students who filed complaints is summarized in Table L. An equal number men and women filed complaints.

**Table L - Gender of Complainants**

Gender*	Number
Male	4
Female	4
<b>Total</b>	<b>8</b>

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

## OUTREACH

Between July 1, 2000 and June 30, 2001, the Office of Student Conflict Resolution continued outreach efforts by giving presentations, assisting with training for various groups and departments across campus, and participating in university resource fairs.

OSCR staff attended resource fairs including Festifall, the Fall 2000 Rackham Graduate School Orientation Resource Fair, and the Winter 2002 Resource Fair sponsored by the Student Activities and Leadership (SAL) office. New students and residence staff were the target audience. The purpose of the resource fairs was to give students a positive introduction to the Statement and to provide a framework through which to view OSCR. It further aided in increasing awareness of the *Statement of Student Rights and Responsibilities* as well as awareness of the resources and support available through the office. Graduate student interns and staff members staffed the fairs.

During the Winter 2002 semester, OSCR engaged in a variety of public relations activities to promote its new location. In September 2001, OSCR moved from the Fleming Building to G121 South Quad in an effort to offer its services in a more student-friendly and accessible location. During January and February 2001 then, OSCR hosted an Open House series at which pizza was provided and copies of the Statement were available for student visitors. To publicize the Open House, the Director of OSCR and graduate student interns hosted a table for several weeks during the lunch hour in the MUG at the Michigan Union. An advertisement was placed in the *Michigan Daily* as well to promote the Open House, along with flyers posted in residence halls and table tents created for distribution and display in the dining facilities of residence halls.

OSCR staff also reached out to the University community in ways other than those listed above. In the past, OSCR has published "University Policies Affecting Students," a comprehensive booklet with policies and procedures all students need to know. This year, however, the policies were moved to an on-line website, hosted by OSCR. OSCR created promotional bookmarks for distribution at new student orientations to publicize the new website and location of the policies. In addition, OSCR staff collaborated with New Student Programs on the ResRep Summer Orientation skit to introduce new students to University offices and services.

Further, the Director of OSCR and the Intakes and Investigations Coordinator met with a number of individuals and groups throughout the year to discuss the Statement, the conflict resolution process, and community values. These groups included student government groups, such as the Michigan Student Assembly (MSA) and government groups at LSA and Rackham. The Director met with University units as well to promote OSCR, including the Department of Public Safety (DPS), academic advisors at the School of Engineering and the Campus Conflict Resolution Network (CCRN), a consortium of conflict resolution services at the University of Michigan. The Intakes and Investigations Coordinator spoke with University Housing staff members, such as at Hall Directors and Assistant Hall Directors (AHD) trainings, as well as with ResComp employees.

## TRAINING

### **The Resolution Board**

The Resolution Board (Board) for the Statement 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 Statement 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 Statement 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 2001 term to prepare for training taking place in January 2002. Thirty-six (36) students were trained as Board members for the 2002 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. Twenty-nine (29) resolution officers were selected for the 2002 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 Statement 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. The second week following training, new board members attended an in-service program. The in-service featured the movie, *12 Angry Men*. Returning board members also attended the in-service and helped to lead a discussion about important aspects of the arbitration process.

## OFFICE STAFF

The Office of Student Conflict Resolution was staffed with three professional and administrative staff members, the Director of the Office and the Intake and Investigation Coordinator, and an administrative assistant position who handled the front desk responsibilities. In addition, three graduate students interns and four undergraduate students worked on a variety of projects.

## SUMMARY

Between July 1, 2001 and June 30, 2002, the Statement 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, 594 contacts between July 1, 2001 and June 30, 2002, 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 Statement; the case load for OSCR doubled in 1997 to one hundred and thirty-two (132), increased again in 1998 to one hundred and sixty-one (161), decreased in 1999 to eight-six (86), and decreased further to seventy-nine (79) in 2000. Between July 1, 2001 and June 30, 2002, eighty-nine (89) students were formally charged under the Statement; representing a slight increase in the number of cases this year in comparison to last year. Some of the decrease in the number of cases may be explained by a change in OSCR's reporting period which occurred in 2002. 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 wishes 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.

