

**Governors State University**  
 Student Affairs and Enrollment Management: Reaching Vision 2020

**Focus Area: Community Standards and Student Advocacy**

**Leader(s): Nikki Witt Penwell, Coordinator of Community Standards**

**Implementation Year: Results and Analysis for 2016 – 2017 Objectives**

**Goal 1: Evolve, administer, and assess the Community Standards program to ensure for a thorough, transparent, and fair student-centered process that advances a campus culture of civility and the highest levels of ethical student behavior.**

<b>Objective 1:</b>	<b>Continue to fairly and consistently adjudicate alleged violations of Student Code of Conduct</b>
<b>Action Items</b>	<ol style="list-style-type: none"> <li>1. Improve adherence to conduct process timeline to ensure due process for students; run biweekly reports on case timeline</li> <li>2. Update conduct letters to students to reflect transparent and accessible language</li> <li>3. Create retention policy and process for various records within student conduct (case files, and other data), including process for students to request records expungement</li> <li>4. Increase percentage of students attending administrative hearings</li> <li>5. Reduce recidivism</li> <li>6. Work collaboratively with University Housing to update residential conduct code</li> </ol>
<b>Desired Outcomes and Achievements</b> (Identify results expected)	<p>Increase efficiency and effectiveness of conduct process</p> <p>Ensure due process and transparency for students</p> <p>Reduce recidivism</p> <p>Increased hearing attendance</p>
<b>Achieved Outcomes and Results</b>	<ol style="list-style-type: none"> <li>1. AY 2016-17 shows a downward trend for conduct activity, especially in regard to conduct committee hearings (decrease of 21 committee hearings).</li> <li>2. Majority of cases were adjudicated within a 2-week timeline. The average time of 12 days from incident to adjudication of the incident for conduct hearings and disciplinary conferences in AY 2016-17. This does not reflect the time between the hearing and the decision letter notification.             <ol style="list-style-type: none"> <li>a. Conduct cases time to adjudication is approximately 9 days. Cases with appeals and incidents that had delayed adjudication due to winter break were not included in this calculation.</li> </ol> </li> <li>3. Conduct letters were updated to reflect student-centered language, alleged violations, and findings of responsibility for each violation.             <ol style="list-style-type: none"> <li>a. These changes led to an increase in students opening letters regarding conduct cases. In 2016-17, 59.3% of letters sent to students through Maxient were opened, up from 56.8% on 2015-16.</li> <li>b. Time to student review of letters in Maxient decreased significantly from academic year from 4.5 days in 3 days.</li> </ol> </li> <li>4. Policies regarding retention of student conduct records were reviewed (Policies 4, 12) and consultation with Registrar regarding transcript notations of disciplinary records.</li> <li>5. Increase in student participation in conduct process through attendance at hearings.             <ol style="list-style-type: none"> <li>a. Disciplinary Conference attendance increased to 47 % in AY 16-17 from 34 % in AY 15-16</li> <li>b. Administrative hearing attendance increased to 83% from 67%</li> <li>c. Conduct Committee hearing attendance dropped slightly from 89 to 86 percent, but was accompanied by a significant reduction in the number of committee hearings</li> </ol> </li> <li>6. Significant reduction in repeat violations of Abuse (Verbal), Abuse (Physical), Drugs, and Disorderly Conduct in AY 2016-17, indicating the process is largely effective in</li> </ol>

	<p>educating students about the policies, the impact of their behaviors, and alternate behaviors.</p> <p>a. An increase in repeat violations of the Alcohol policy is also accompanied by a reduction in overall Alcohol violations.</p> <p>7. Updated University Housing Residential Code of Conduct in May 2017 to ensure clear, accessible policy language</p>
<p><b>Analysis of Results</b> (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)</p>	<p>Overall, cases were addressed in a timely manner with increased participation from students. Outcomes were met by editing Maxient system software messages to students, updating letters, and making outreach calls to students regarding hearings. In addition, Community Standards allowed students an opportunity to reschedule which increased participation but also extended the case timeline in some instances.</p> <p>Next year, we look to further reduce the timeline for disciplinary conferences and increase participation in disciplinary conferences with the goal of early intervention about housing policies. Community Standards will be handling the administrative scheduling of housing cases next year and this should support greater adherence to timeline.</p> <p>In addition, incidents that occur near the end of the fall semester should be adjudicated promptly instead of waiting until spring semester. If students are not on-campus or in the area, phone or video hearings can be utilized. Finally, creating a written policy for records request and retention is a priority for AY 2017-18.</p>

<b>Objective 2:</b>	<b>Implement comprehensive and ongoing training for Administrative Hearing Officers and Student Conduct Committee members</b>
<b>Action Items</b>	<ol style="list-style-type: none"> <li>1. Continue to provide comprehensive training at the start of the academic year and ongoing training throughout year</li> <li>2. Complete assessment of training programs yearly through formal written assessment and informal needs assessment</li> <li>3. Utilize assessment information to revise training programs yearly</li> <li>4. Collaborate with campus colleagues to provide topic specific training for panelists (i.e. Title IX, Intercultural Affairs, Disability Services, Mental Health)</li> </ol>
<b>Desired Outcomes and Achievements</b> (Identify results expected)	<p>Increase knowledge of and comfort with hearing and community standards processes.</p> <p>Increase consistency across hearing officers/committee and ensure consistent messaging across campus</p>
<b>Achieved Outcomes and Results</b>	<ol style="list-style-type: none"> <li>1. Trainings were conducted for the Administrative Hearing Officers and the Student Conduct Committee in August 2016. In late fall, the decision was made to reduce the hearing officers to a core group including Community Standards and University Housing staff to allow for greater consistency in the hearing process.</li> <li>2. Informal feedback from the conduct committee led to additional training sessions, including mock hearings to review procedure and question generation. <ol style="list-style-type: none"> <li>a. Committee members requested more advance communication and preparation prior to hearings</li> <li>b. Individual meetings were conducted with 3 committee members for additional training.</li> <li>c. No formal training assessment was conducted.</li> </ol> </li> <li>3. Spring 2017 conducted focus group with conduct committee members to gain feedback about the code and hearing process. Data will be used to inform Fall 2017 training.</li> <li>4. Collaborative trainings were not scheduled in AY 2016-17</li> </ol>

<p><b>Analysis of Results</b> (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)</p>	<p>The training focused outcomes were partially met in AY 2016-17, due to shifting priorities in the management of case assignment and resolution. Prior to fall 2017, it is essential to review the AHO structure and develop training for a core group of hearing officers.</p> <p>In addition, the conduct committee would benefit from additional training on procedures, question development, and topics such as bias related incidents. Observations of student representatives on the conduct committee also indicated a need for specialized training given their unique role. Finally, implementing a formalized training assessment will allow for further analysis of training needs.</p>
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<p><b>Objective 3:</b></p>	<p><b>Improve utilization of Maxient to track and report Community Standards data</b></p>
<p><b>Action Items</b></p>	<ol style="list-style-type: none"> <li>1. Develop and distribute how-to guides for various Maxient user groups</li> <li>2. Evaluate current statistics and analytics in Maxient. Connect with campus stakeholders on what information they would like to have available</li> <li>3. Assign user groups within Maxient to ensure appropriate data access</li> </ol>
<p><b>Desired Outcomes and Achievements</b> (Identify results expected)</p>	<p>Increase hearing officer familiarity and ease of use within Maxient Reduce timeline and errors in use of Maxient</p>
<p><b>Achieved Outcomes and Results</b></p>	<ol style="list-style-type: none"> <li>1. Developed and distributed how-to guides for Maxient users as hearing officers, student concerns committee members.</li> <li>2. Requested additional analytics from Maxient support staff to enhance reporting functions specific to GSU conduct process. Worked closely with University Housing to create analytics that meet needs for housing reports.</li> <li>3. Reassigned all Maxient users to appropriate group restrictions to enhance privacy of student information.</li> </ol>
<p><b>Analysis of Results</b> (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)</p>	<p>Significant time was spent improving the utilization of Maxient in AY 2016-17. Community Standards staff reviewed all cases from AY 2015-16 to ensure accurate categorization and reporting.</p> <p>Updating the system settings in Maxient has allowed for more streamlined and accurate reporting of information about conduct. Next year, the goal is to create reference guides for the administrative and management settings in Maxient and continue to explore additional uses for Maxient.</p>

<p><b>Objective 4:</b></p>	<p><b>Provide alternative means to formal conduct proceedings for resolving student conflict</b></p>
<p><b>Action Items</b></p>	<ol style="list-style-type: none"> <li>1. Implement Peer Review Board for low-level housing violations in partnership with University Housing</li> <li>2. Explore restorative justice approaches to conflict resolution through partnership with faculty in restorative justice</li> </ol>
<p><b>Desired Outcomes and Achievements</b> (Identify results expected)</p>	<p>Increase peer-to-peer feedback regarding community standards; provide leadership opportunity for students; reduce case load for hall director</p>
<p><b>Achieved Outcomes and Results</b></p>	<p>1a. This objective was not accomplished in AY 16-17 following further discussion with University Housing. Currently, the 1-1 interaction with students about disciplinary conferences provides the Residence Hall Director with valuable opportunities for relationship building and check in regarding academics and housing issues.</p>

	<p>1b. Provided peer leadership opportunities and increased peer-to-peer interaction about community standards by engaging student representatives of the Student Conduct Committee with Integrity and Responsibility Week.</p> <p>2. Restorative justice conflict resolution initiatives were included via reflective writing and the use of restorative questioning in conduct hearings. However, no formal initiatives were introduced into the conduct process.</p>
<p><b>Analysis of Results</b> (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)</p>	<p>Creating alternative methods to resolve student conflict and increasing peer-to-peer interaction were partially achieved goals. In the coming year, these goals would benefit from renewed focus by engaging students, staff, and faculty who have expertise in conflict resolution. Introducing conflict resolution services such as mediation and conflict coaching will empower students to learn new strategies for addressing conflict.</p>

<p><b>Objective 5:</b></p>	<p><b>Enhance partnerships with key stakeholders to ensure effective communication and timely sharing of information</b></p>
<p><b>Action Items</b></p>	<ol style="list-style-type: none"> <li>1. Weekly meetings with University Housing to discuss ongoing cases and current processes</li> <li>2. Housing/Community Standards debrief/planning meeting each semester</li> <li>3. Meeting with Athletics to specify process for sharing information regarding student athlete involvement in community standards &amp; impact of disciplinary probation</li> <li>4. Meeting with Public Safety to discuss reporting process and Clery data</li> </ol>
<p><b>Desired Outcomes and Achievements</b> (Identify results expected)</p>	<p>Improved collaboration; increase clarity about processes working with Athletics &amp; Public Safety; greater sense of collegiality and investment in Community Standards process from stakeholders</p>
<p><b>Achieved Outcomes and Results</b></p>	<ol style="list-style-type: none"> <li>1. Met weekly with Director and Assistant Director of University Housing to discuss cases</li> <li>2. Collaborated with University Housing to compile end of semester and end of year reports utilizing Maxient analytics</li> <li>3. Met with Athletics staff to discuss notification of athlete involvement in conduct process. Developed and implemented Champions of Character workshop for 40+ student athletes in April 2017.</li> <li>4. Met with Chief of Police Public Safety to review Clery reporting obligations and provided 2015 Clery Data for Annual Security Report.</li> </ol>
<p><b>Analysis of Results</b> (Where outcomes met? Exceeded? Progress towards goal. Implications for AY17 Objectives.)</p>	<p>Community Standards works closely with University Housing on a near-daily basis as the majority of incidents occur in Prairie Place. In the coming year, Community Standards will serve as the intake for all incident reports, which will require strong communication with University Housing.</p> <p>Areas for further growth include creating written process for Athletics notification, enhancing Champions of Character programming for student athletes, and creating a standing meeting with Public Safety to share information regularly.</p>