



STUDENT LIFE

OFFICE OF STUDENT CONFLICT RESOLUTION
UNIVERSITY OF MICHIGAN

Annual Report 2013-2014



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The Year

During the 2013-2014 academic year, the Office of Student Conflict Resolution (OSCR) continued to provide a variety of programs and services designed to support a safe, just, and peaceful community, while helping Michigan students learn how to manage and resolve conflict peacefully. As in previous years, OSCR offered a full spectrum of conflict resolution pathways including Conflict Coaching, Facilitated Dialogue, Shuttle Negotiation, Social Justice Mediation, and Restorative Justice Circles, as well as the Arbitration process described in the *Statement of Student Rights and Responsibilities* and the Adaptable Conflict Resolution for Alcohol and Other Drugs (ACR-for-AOD) Program.

In addition to OSCR's services, OSCR supported the rollout and administration of the new UM Policy on Sexual Misconduct by Students which went into effect on August 19, 2013. Per that Policy, OSCR assigns to each case a Resolution Coordinator who works closely with the Investigator, the Title IX Coordinator, and others throughout the process. OSCR is also responsible for facilitating the sanctioning and informal resolution processes outlined in this policy, as well as the appeals process. See the Student Sexual Misconduct 2013-2014 Annual Report for more information:

<http://studentsexualmisconductpolicy.umich.edu/content/university-michigan-policy-sexual-misconduct>. This data is outlined in the Annual Report produced by the Title IX Coordinator here: <http://hr.umich.edu/oie/TIXannualreport-11.24.2014-FINAL.pdf>.

OSCR spent considerable time in 2013-2014 adjusting to a continued increase in the number of alcohol and other drug (AOD) matters being managed in the ACR-for-AOD program. In total, 465 AOD matters were addressed in the ACR-for-AOD program during the 2013-2014 academic year, compared with 404 the previous year. This represents a 13% increase in the ACR-for-AOD program this academic year.

Meanwhile, OSCR continued to lead at the forefront of student conduct and conflict resolution nationally. OSCR staff members were called upon during the year to consult, educate, and engage with stakeholders locally and nationally on topics ranging from mediation and conflict coaching to restorative justice approaches to student sexual misconduct.

The report that follows provides additional detail regarding OSCR's 2013-2014 accomplishments, programs, and services, while also providing the annual disclosure of reported violations of the *Statement of Student Rights and Responsibilities* and their resulting sanctions or interventions.

The Mission

Build Trust

OSCR builds trust by conducting an operation that is educationally focused, student-driven, and community-owned through:

- Supporting the amendment process of the *Statement of Student Rights and Responsibilities* that is revised and approved by students, faculty and staff; and
- Collaborating with students, student groups, student leaders, and campus departments.

Promote Justice

OSCR promotes justice by facilitating conflict resolution for the Michigan community and creating a just and safe campus climate through:

- Administering the *Statement of Student Rights and Responsibilities* with compassion, integrity, and fairness; and
- Implementing related university policies and developing procedures that provide adaptable conflict resolution.

Teach Peace

OSCR teaches peace by serving as a campus resource for conflict management through:

- Providing proactive and preventive educational programming for students, student groups, and campus departments; and
- Striving to set the national standard for campus conflict resolution.

The Team

Nacho Alarcon, Graduate Intern

Claudette Brower, Office Supervisor

Erisa Caka, Conflict Resolution Facilitator

Katie Fleming, Conflict Resolution Facilitator

Allison Gallardo, Graduate Intern

Antoyrie Green, Conflict Resolution Facilitator

Chrissy Harkless, Financial Specialist

Robert Heyn, Conflict Resolution Facilitator

Casey Hill, Conflict Resolution Facilitator

Josh Hurlburt, Conflict Resolution Facilitator

Farhan Iqbal, Conflict Resolution Facilitator

Kanda Jordan, Graduate Intern

Celeste Kinney, Conflict Resolution Facilitator

Jessica Kirchner, Program Specialist, FCR

Carrie Landrum, Program Manager, ACR

Sandy Lymburner, Records Specialist

Aniesha Mitchell, Program Manager, FCR

Maggie Norton, Conflict Resolution Facilitator

Courtney Rivet, Conflict Resolution Facilitator

Denise Robb, Graduate Intern

Victoria Ruiz, Conflict Resolution Facilitator

Damiana Sorrell, Conflict Resolution Facilitator

Cherry Tolbert, Conflict Resolution Facilitator

Myc'Kell Toney, Conflict Resolution Facilitator

Stacy Vander Velde, Associate Director

Jay Wilgus, Director

Tangela Woodley, Conflict Resolution Facilitator

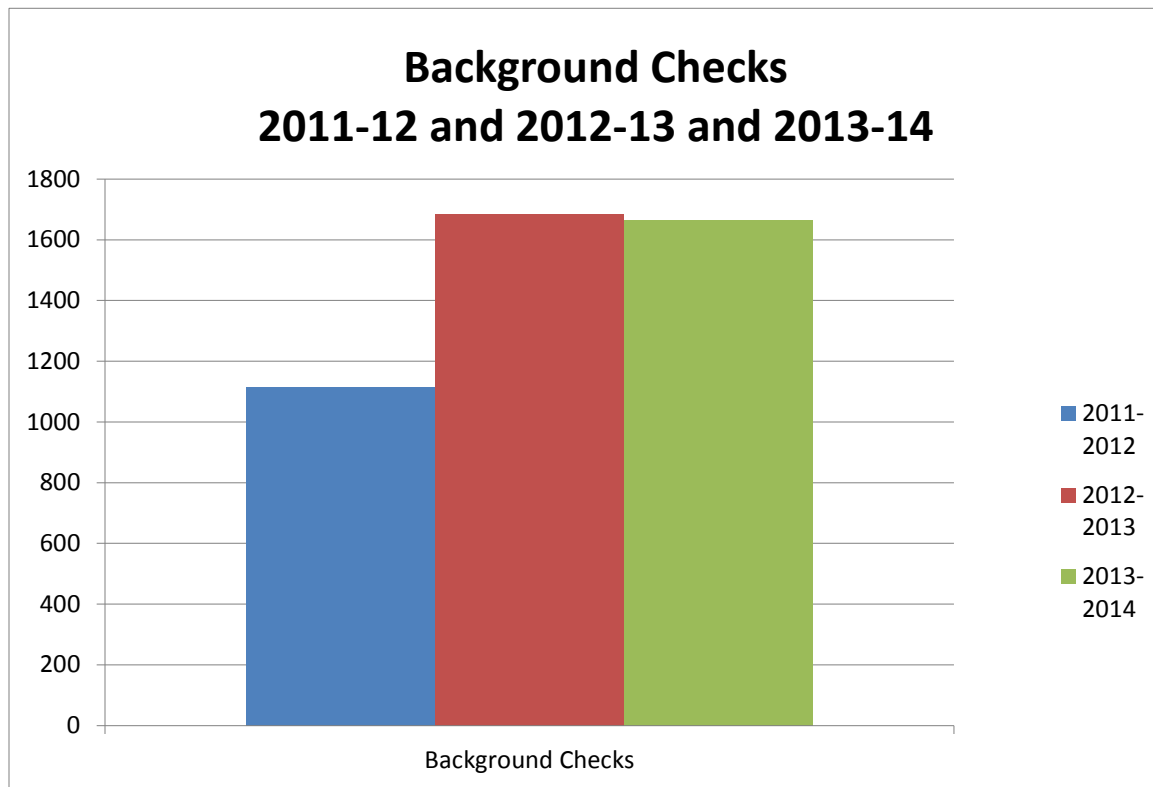
Joe Zichi, Program Manager, ACR-for-AOD

The Accomplishments

OSCR is proud to report the following key accomplishments from the 2013-2014 academic year:

Direct Client Interaction and Service

- Facilitated resolutions under the Policy on Sexual Misconduct by Students.
- Provided conciliation and mediation services for the Beyond the Diag Off-Campus Housing Program.
- Compiled, finalized, and published robust Student Life Facilitation Training Manual.
- Increased the number of restorative justice circles and complainant-respondent meetings within Formal Conflict Resolution program.
- Processed 1666 requests for student record information. This represents a 1% decrease from last academic year. We receive the majority of our requests from the Center for Global and Intercultural Study (CGIS) prior to study abroad trips. We have noticed there is growing interest from various academic units in background checks, and so we anticipate we will see a steady increase in the coming years.



Outreach

- Provided Faculty representation at the Association for Student Conduct Administration summer training institutes: the Donald D. Gehring Academy (2.0) and the Student Organizations Institute.
- Responded to 32 inquiries from institutions nationally seeking our expertise on campus conflict resolution.

- Organized and implemented a Restorative Justice Symposium and Dialogue of over 60 registered participants (about 30% of whom were non-University affiliates). Presenters included several local experts.
- Facilitated MLK Day dialogue with OSCR Advisory Board.
- Selected to present results of national survey on sanctioning practices in student sexual misconduct cases at Student Life Research Symposium.
- Responded to 38 campus outreach requests, covering 11 Residence Education functions, 4 University-wide resource fairs, and 9 academic trainings/workshops. This represents a 24% increase from previous years.
- 126 students expressed interest in ongoing events during the aforementioned events.
- Posted advertisements in the Diag promoting OSCR's programs and services to students

Administration

- Provided 40 hours of training to OSCR student and professional staff that included motivational interviewing, social justice education, facilitation skills, and theoretical underpinnings of OSCR's mission, services, and objectives.
- Provided annual training to new Student Panelists and Resolution Officers in a manner consistent with OSCR's mission, services, and objectives.
- Hosted monthly in-services for OSCR staff that provided continuous learning opportunities related to OSCR's services or special topics.
- Supervised four graduate student interns from student affairs programs at other campuses.
- Participated in various professional development opportunities, including: Association for Student Conduct Administration (ASCA) national conference and other events, Big 10 Student Conduct Administrators Conference, ASCA state drive-in meetings, and the Gehring Academy for Student Conduct Administration.
- Served as divisional/institutional delegate to the Core Planning Team responsible for developing and implementing a permanent student sexual misconduct policy.
- Coordinated case debriefing meetings with key stakeholders regarding student sexual misconduct matters.
- Provided extensive trainings to Appeals Board members and select Resolution Officers on Sexual Misconduct Policy.
- Completed annual purging and shredding of case files pursuant to OSCR's Record Retention Policy;
- Compiled substantial documentation in response to inquiries by the U.S. Department of Education's Office for Civil Rights.

The Programs and The Numbers

The Spectrum Model

As discussed in previous annual reports, the conceptual framework for OSCR's programs and services is the *Spectrum Model*. The *Spectrum* is a continuum of conflict resolution processes, or "pathways," designed to permit parties to a conflict, rather than a potential policy violation, drive the conflict resolution process.



*Figure developed by Schrage & Thompson, 2008.

OSCR invites participants to make an informed choice regarding the pathways above through three major program areas: FCR, ACR, and ACR-for-AOD. Details regarding each program are provided below.

Formal Conflict Resolution (FCR)

The FCR process is available when a student is reported to have violated the *Statement of Student Rights and Responsibilities*. Both the complainant (the party reporting the violation) and the respondent (the student named in the complaint) have an opportunity to meet with an OSCR staff member to discuss their options to resolve the conflict, and both are entitled to have an advisor present at any meetings with OSCR.

During the 2013-2014 academic year, 71 matters were managed under the FCR program. Details regarding the number/type of reported violations, along with information about the number of instances in which a student was found responsible for the reported violation, are shown in Table C below. Details regarding the number/type of sanctions applied in those matters are shown in Table D below.

Adaptable Conflict Resolution (ACR)

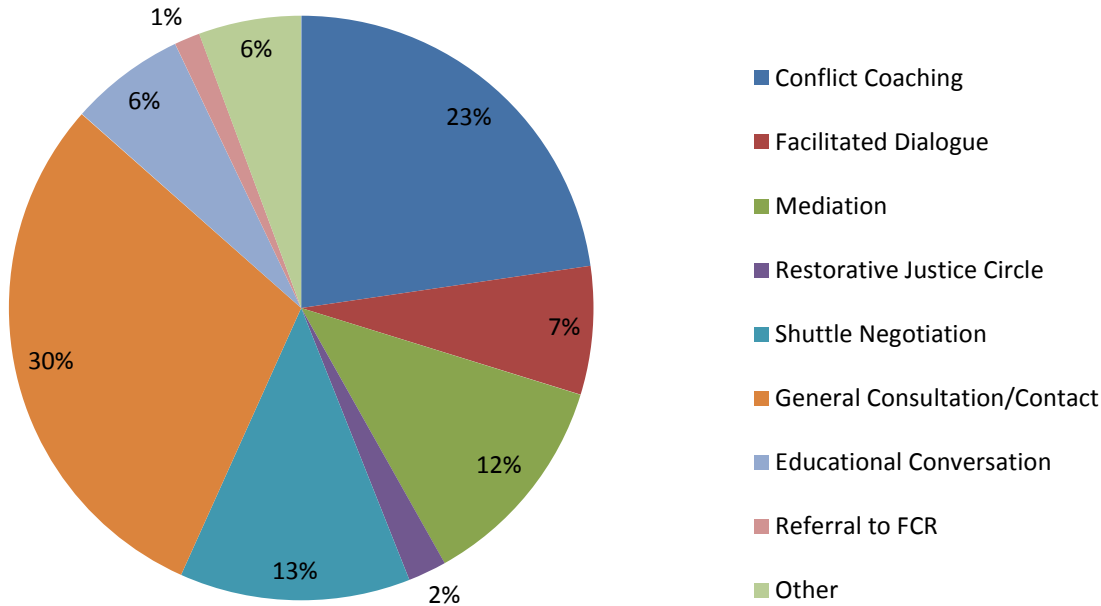
ACR processes are available when parties experience conflict and would like to resolve the matter in an informal way. ACR pathways allow each individual involved in a conflict to have significant influence over the process and substantial control over any outcome, including whether or not a resolution is reached at all. Pathways in ACR include Conflict Coaching, Facilitated Dialogue, Shuttle Negotiation, Social Justice Mediation, and Restorative Justice Circles. During the 2013-2014 academic year, 107 matters were managed under the ACR program. Those matters involved a total of 258 students and 12 student organizations.

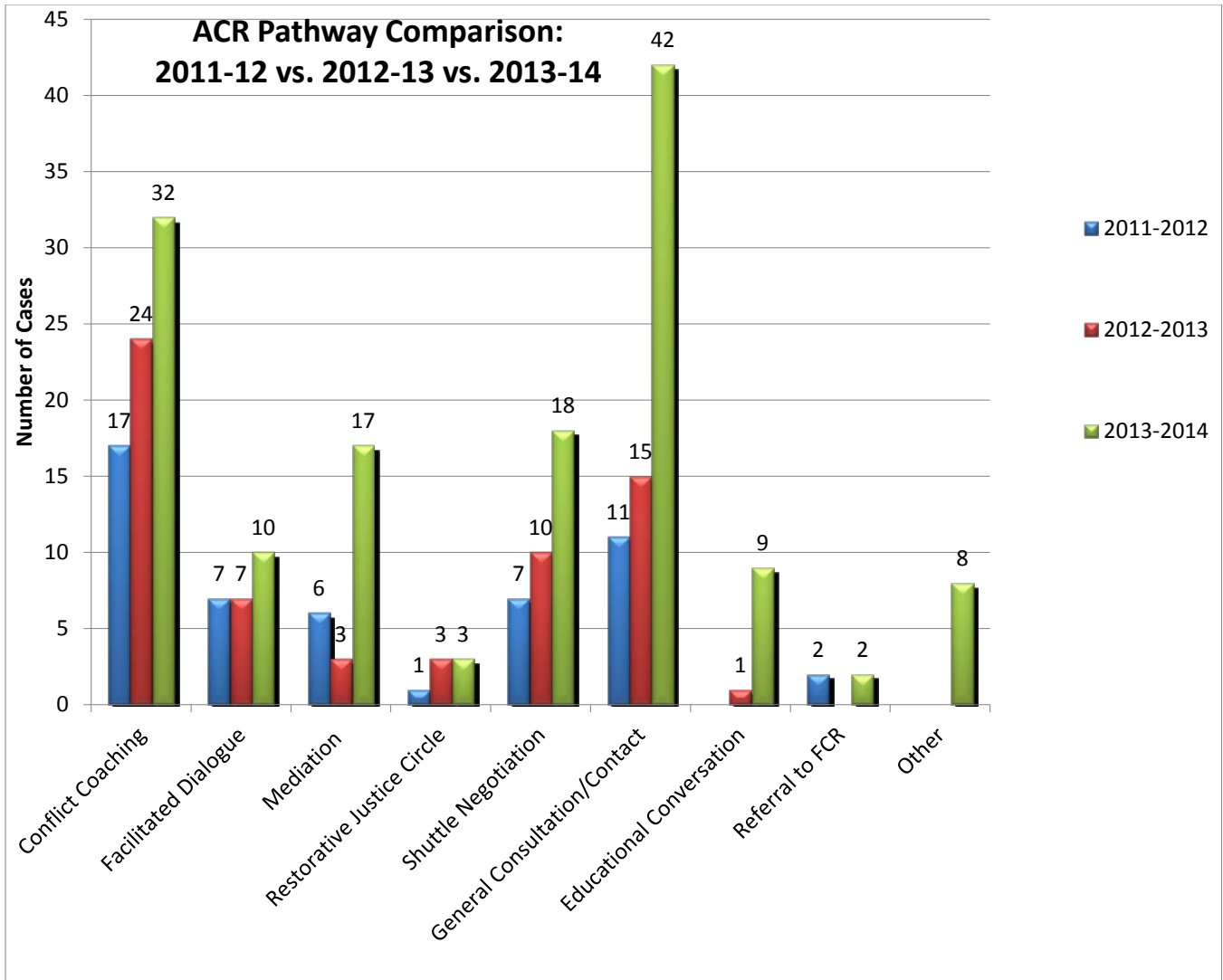
Table A.

Pathways Used in ACR Program	
Conflict Coaching	32
Facilitated Dialogue	10
Mediation	17
Restorative Justice Circle	3
Shuttle Negotiation	18
General Consultation/Contact	42
Educational Conversation	9
OTHER	8
Referred to FCR	2
<i>Total</i>	<i>141*</i>

*This number is greater than the total number of matters addressed (i.e. 56) because some matters utilized more than one pathway.

2013-2014 ACR Pathways Utilized





Adaptable Conflict Resolution for Alcohol and Other Drugs (ACR-for-AOD)

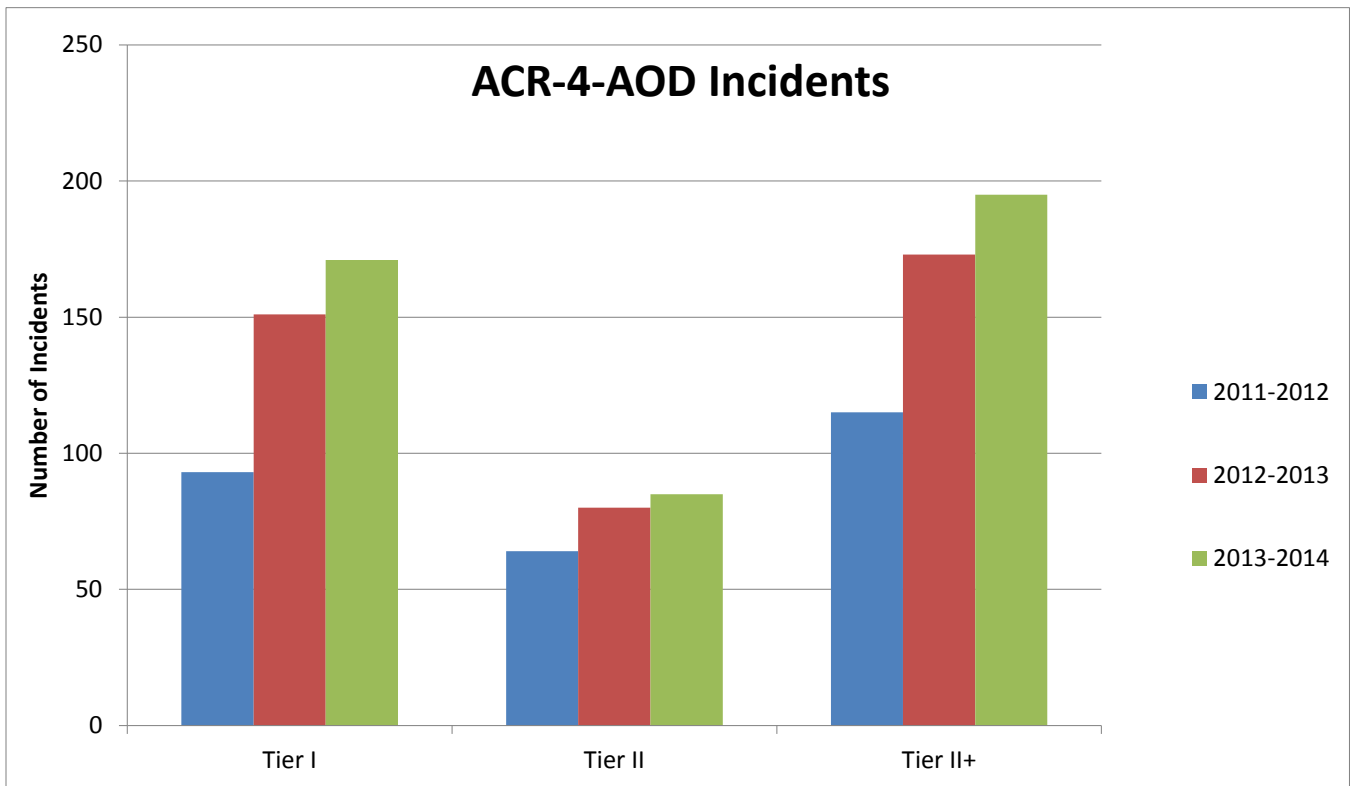
OSCR’s ACR-for-AOD program allows students to address alcohol or other drug-related incidents in a safe, private setting without incurring a disciplinary record. While all ACR-for-AOD meetings involve certain key elements, the exact content and outcome of a student’s ACR-for-AOD meeting(s) will depend upon the nature of the incident and the student’s specific needs. A typical ACR-for-AOD meeting involves, among other things, reviewing the *Statement of Student Rights and Responsibilities*, discussing the incident and the student’s general AOD usage, and exploring campus resources.

OSCR categorizes all ACR-for-AOD incidents into one of three tiers (Tier I, Tier II, and Tier II+) which determine the sub-pathway of an ACR-for-AOD incident. Tier I is reserved for a first-time AOD incident. Tier II includes second-time non-transport incidents or first-time transports that have occurred off campus. Tier II+ includes first-time transports from a residence hall and second time incidents in housing involving residents. While these guidelines are true for most cases, each case is reviewed individually and may fall into different categories (for example as determined by the impact of the incident on our University community).

During the 2013-2014 academic year, 465 matters were managed under the ACR-for-AOD program as described in Table B below. Details regarding the number/type of sanctions applied in those matters are shown in Table D on page 13.

Table B.

AOD Related Statement Violations By Tier (Alcohol Only)	
Tier I	171
Tier II	85
Tier II+	195
<i>Total</i>	451*



Report of Actions

Per the *Statement*, “When students choose to accept admission to the University, they accept the rights and responsibilities of membership in the University’s academic and social community. As members of the University community, students are expected to uphold its previously stated values by maintaining a high standard of conduct... Students are expected to comply with published University policies. The following behaviors, for example, contradict the values of the University community and are subject to action under the *Statement*.” During the 2013-2014 academic year, OSCR received and processed 600 reported violations of the *Statement* as described in Table C below.

Table C.

Reported Violations of the <i>Statement of Student Rights and Responsibilities</i>	Total
<p><i>A. Physically harming another person including acts such as killing, assaulting or battering</i></p> <ul style="list-style-type: none"> ○ 4 Responsible ○ 2 Not Responsible ○ 3 Complaint Withdrawn ○ 1 Case Dismissed ○ 1 Unresolved: 	11
<p><i>B. Engaging in sexual misconduct as defined by the University's Student Sexual Misconduct Policy. Students who are reported to have experienced or engaged in sexual misconduct are subject to the resolution procedures outlined in the Student Sexual Misconduct Policy. *</i></p>	see Student Sexual Misconduct Annual Report
<p><i>C. Hazing</i></p>	0
<p><i>D. Stalking, harassing, or bullying another person--physically, verbally, or through other means.</i></p> <ul style="list-style-type: none"> ○ 3 Responsible ○ 1 Complaint Withdrawn ○ 2 Cases Dismissed 	6
<p><i>E. Perpetrating domestic violence / intimate partner violence (as prohibited in University of Michigan General University Policies and Procedures.)</i></p> <ul style="list-style-type: none"> ○ 1 Responsible ○ 1 Complaint Withdrawn 	2
<p><i>F. Possessing, using or storing firearms, explosives or weapons on University controlled property or at University events or programs</i></p>	0
<p><i>G. Tampering with fire or other safety equipment or setting unauthorized fires property or at University events or programs</i></p>	0
<p><i>H. Illegally possessing or using alcohol**</i></p> <ul style="list-style-type: none"> ○ 171 (Tier I) Responsible ○ 85 (Tier II) Responsible ○ 195 (Tier II+) Responsible ○ 6 No Charges 	515

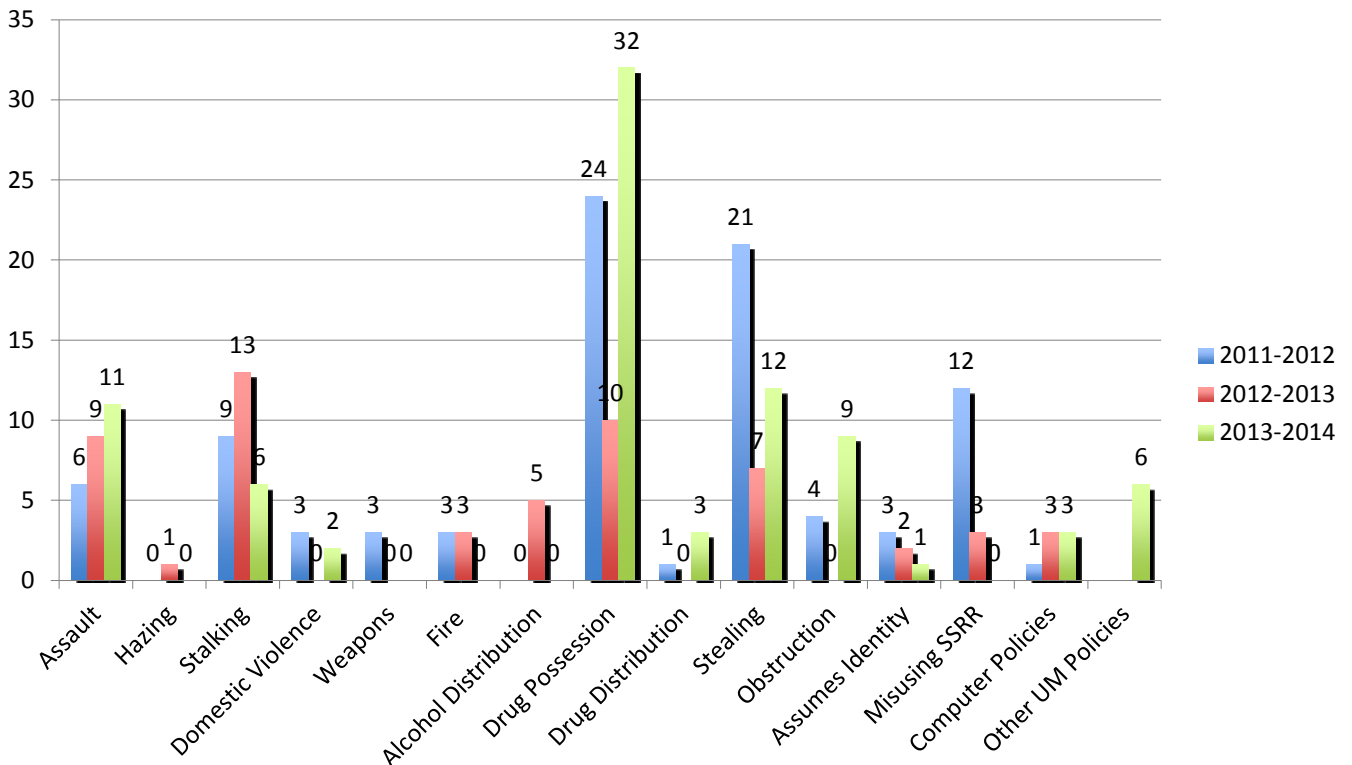
<ul style="list-style-type: none"> ○ 7 Referred to ACR4AOD ○ 1 Complaint Withdrawn ○ 21 (FCR) Responsible ○ 6 Not Enrolled ○ 6 Case Dismissed ○ 1 Formal Arbitration ○ 1 Student Panel Arbitration ○ 1 Referred to ACR ○ 10 Referred to FCR ○ 1 Referred to UM-Flint ○ 2 Referred to Law School ○ 1 Unresolved, In Progress 	
<i>I. Illegally distributing, manufacturing or selling alcohol</i>	0
<i>J. Illegally possessing or using drugs**</i> <ul style="list-style-type: none"> ○ 2 (Tier I) Responsible ○ 11 (Tier II) Responsible ○ 7 (Tier II+) Responsible ○ 3 Case Dismissed ○ 5 (FCR) Responsible ○ 3 (FCR) Not Responsible ○ 1 Not Enrolled 	32
<i>K. Illegally distributing, manufacturing or selling drugs</i> <ul style="list-style-type: none"> ○ 1 (FCR) Responsible ○ 2 Not Enrolled 	3
<i>L. Intentionally and falsely reporting bombs, fires, or other emergencies to a University official</i>	0
<i>M. Stealing, vandalizing, damaging, destroying or defacing University property or the property of others</i> <ul style="list-style-type: none"> ○ 2 (FCR) Responsible ○ 8 Complaint Withdrawn ○ 1 Unresolved, In Progress ○ 1 Resolved through ACR 	12
<i>N. Obstructing or disrupting classes, research projects, or other activities or programs of the University or obstructing access to University facilities property or programs (except for behavior that is protected by the University's policy on Freedom of Speech and Artistic Expression)</i> <ul style="list-style-type: none"> ○ 4 Responsible ○ 5 Complaint Withdrawn 	9
<i>O. Making, possessing or using any falsified University document or record; altering any University document or record, including identification cards and meal cards</i>	0
<i>P. Assuming another person's identity or role through deception or without proper authorization. Communicating or acting under the guise, name, identification, email address, signature or indicia of another person without proper authorization, or communicating under the rubric of an organization, entity or unit that you do not have the authority to represent</i> <ul style="list-style-type: none"> ○ 1 Responsible 	1

Q. Failing to leave University controlled premises when told to do so by a police or security office with reasonable cause	0
R. Conviction, a plea of no contest, acceptance of responsibility, or acceptance of sanctions for a crime or civil infraction (other than a minor traffic offence) in state of federal court if the underlying behavior impacts the University community	0
S. Misusing, failing to comply with, or jeopardizing Statement procedures, sanctions, or mediated agreements, or interfering with participants involved in the resolution process	0
T. Violating University computer policies <ul style="list-style-type: none"> ○ 2 Not Responsible ○ 1 Complaint Withdrawn 	3
Other U-M Policy Violations <ul style="list-style-type: none"> ○ 6 Complaint Withdrawn-students were inside football stadium 	6
TOTAL Reported Violations Received and Processed by OSCR in 2013-2014	600

*All data related to Sexual Misconduct Violations is captured in the U-M Policy on Sexual Misconduct by Students Annual Report published by the Office for Institutional Equity

**A portion of reported violations in this category were managed through the ACR-for-AOD program.

Statement Violations 3 Year Comparison



Sanctions or Interventions

As described in the *Statement*, sanctions or interventions that are designed to promote the University's educational mission are applied to students who accept responsibility for a reported violation, or who are found responsible for a violation through a *Statement* process. "Sanctions/interventions may also serve to promote safety or to deter students from behavior which harms or threatens people or property or is motivated by bias because of membership in a group listed in Section 2 [of the *Statement*]. Some behavior is so harmful to the University community or so deleterious to the educational process that it may require more serious sanctions/interventions such as removal from housing, removal from specific courses or activities, suspension from the University, or expulsion."

During the 2013-2014 academic year, the following sanctions/interventions were utilized with students who were found responsible, or who accepted responsibility, for a reported violation, these sanctions are inclusive of the sanctions/interventions under the *Statement*.

Table D.

Sanction/Intervention Type	Total
<p><i>A. Formal Reprimand:</i> A formal notice that the <i>Statement</i> has been violated and that future violations will be dealt with more severely.</p> <ul style="list-style-type: none"> ○ 4 Behavioral Contract ○ 3 Formal Reprimand 	7
<p><i>B. Disciplinary Probation:</i> A designated period of time during which the student is not in good standing with the University. The terms of probation may involve restrictions of student privileges and/or set specific behavioral expectations.</p> <ul style="list-style-type: none"> ○ 34 General 	34
<p><i>C. Restitution:</i> Reasonable compensation for loss, damage, or injury to the appropriate party in the form of community service or service learning, money, or material replacement.</p> <ul style="list-style-type: none"> ○ 5 Apology Letter ○ 2 Financial Restitution 	7
<p><i>D. Restriction from Employment at the University:</i> Prohibition or limitation on University employment.</p>	0
<p><i>E. Class/Workshop Attendance:</i> Enrollment and completion of a class or workshop that could help the student understand why certain behavior was inappropriate.</p> <ul style="list-style-type: none"> ○ 227 Brief Alcohol Screening and Intervention for College Students (BASICS) ○ 59 Assessment for Substance Abuse Patterns (ASAP) ○ 10 Individual Marijuana Education Program (IMEP) ○ 10 EChug ○ 9 Other Alcohol/Drug Intervention ○ 2 Conflict Coaching ○ 5 Recommended Counseling ○ 13 Other Workshop Attendance ○ 1 Sexual Harassment Training 	336
<p><i>F. Educational Project:</i> Completion of a project specifically designed to help the student understand why certain behavior was inappropriate.</p> <ul style="list-style-type: none"> ○ 25 Reflection Essay ○ 25 Educational Project ○ 3 Reflection/Reintegration Meetings ○ 4 Check in Meeting with OSCR Staff ○ 4 Review and Evaluation Meeting 	61
<p><i>G. Service:</i> Performance of one or more tasks designed to benefit the community and help the</p>	395

<p>student understand why certain behavior was inappropriate.</p> <ul style="list-style-type: none"> ○ 190 Community Connection Meeting with Hall Director ○ 186 Restorative Measures Through Community Connection Meeting ○ 7 Community Service ○ 1 Community Circle Agreement ○ 1 Sanctioning Circle ○ 10 Other 	
<p><i>H. University Housing Transfer or Removal:</i> Placement in another room or housing unit or removal from University housing.</p> <ul style="list-style-type: none"> ○ 1 University Housing Contract Termination ○ 4 University Housing Warning ○ 2 University Housing Follow-Up Meeting 	7
<p><i>I. Removal from Specific Courses or Activities:</i> Suspension or transfer from courses or activities at the University for a specified period of time</p> <ul style="list-style-type: none"> ○ 1 Other 	1
<p><i>J. No Contact:</i> Restriction from entering specific University areas and/or all forms of contact with certain person(s).</p> <ul style="list-style-type: none"> ○ 1 Restriction from Contact with Certain Person(s) 	1
<p><i>K. Suspension:</i> Separation from the University for a specified period of time or until certain conditions are met.</p> <ul style="list-style-type: none"> ○ 3 Voluntary Separation 	3
<p><i>L. Expulsion:</i> Permanent separation from the University.</p>	0

The Year Ahead

Areas of focus for OSCR in 2014-2015 will include:

- Searching for and selecting a new Director for the Office of Student Conflict Resolution and other open staff positions in the office.
- Associate Director will provide leadership and support in absence of a Director
- Working with campus partners to evaluate the UM Policy on Sexual Misconduct by Students and continue to educate the campus community about it.
- Continuing ongoing education and outreach about OSCR programs and services.
- Commitment to building a safe and just educational environment for all students through the education, prevention, and response efforts pertaining to student conduct and conflict management matters.
- Commitment to managing risk while promoting social and restorative justice and student learning.

Build Trust. Promote Justice. Teach Peace.