

# Department of Student Conduct and Community Standards

## Administrative Activities Review

### August 2018

#### **Mission**

The Department of Student Conduct and Community Standards (SCCS) is committed to promoting student development and a community environment that is both safe and conducive for learning. We achieve this mission by:

- Educating students about their rights and responsibilities as members of our campus community.
- Educating faculty and staff about the Code of Student Conduct and the conduct process.
- Promoting accountability and responsible behavior from all students.
- Preserving a balance between the needs of individuals and the campus community.
- Treating each member of our community with respect while ensuring university procedures are followed.

#### **Goals**

- Develop and implement educational programs that promote respect, accountability, good decision making, and personal development.
- Incorporate educational conversations and sanctions into the conduct process that promote personal development and positive behavior change.
- Participate in University wide committees and initiatives that promote student development and personal growth.

The mission and goals of SCCS complement the mission of the institution by fostering education in students, faculty, staff, and our community related to civic responsibility, community expectations, safety, and advising in all areas related to the Code of Student Conduct. The services we provide, both formal and informal, including our educational sanctions, are designed with learning and development in mind for all parties involved: students, faculty, staff, and administrators.

#### **Services**

SCCS is the sole entity responsible for enforcing the Code of Student Conduct and facilitating a campus wide student conduct program that addresses all academic and nonacademic student misconduct that occurs on and off campus. The department achieves this through the following key functions and services:

- **Consultations:** SCCS consults with and advises members of the campus community on a daily basis concerning student behavior, university policies and procedures, and the student conduct process. The goal of the consultation service is to aid the campus community in addressing student behavior in an efficient and appropriate manner while adhering to university policy and procedures. The majority of consultations result in a referral to SCCS for resolution.
- **Student Referrals:** SCCS receives referrals from members of our campus community (students, faculty, staff, police, etc.) requesting the department address student issues and misconduct that may have violated the Code of Student Conduct. These referrals are reviewed in detail to determine the potential violation(s) of the Code of Student Conduct and the appropriate method to address the student issue or behavior.

- **Investigations:** SCCS is required to conduct fair, impartial, and thorough investigations into student misconduct. This requires the department to work closely with many members of our community to collect evidence and information concerning the alleged misconduct. SCCS is required to create and maintain detailed investigative notes and reports for each case. The length and scope of each investigation is unique to each individual case and is directly correlated to the severity and complexity of the issues reported and number of individuals involved.
- **Student Meetings:** SCCS conducts both formal and informal meetings with respondents, complainants, witnesses, and members of the campus community to explain the conduct process, collect information pertinent to an investigation, and resolve issues of student misconduct. Due to the nature of our investigative work it is often necessary to conduct multiple meetings with individuals participating in the conduct process to gather and review information throughout the investigation process.
- **Formal Hearings:** SCCS coordinates and facilitates the formal hearing and appeal processes as outlined in the Code of Student Conduct for cases that could not be resolved between the student and student conduct administrator through the student meeting process. These formal hearings and appeal processes require a significant amount of time and resources to coordinate and facilitate. In addition, the department is responsible for the recruitment and training of the 35 members of our campus community (faculty, staff, and students) who serve on these formal hearing panels.
- **Resolutions/Sanctions:** SCCS incorporates educational conversations and interventions throughout the student conduct process and issues sanctions that promote a safe campus community, personal development, and positive behavioral change.
- **Education and Outreach:** SCCS conducts educational programming and outreach for faculty, staff, and students covering numerous topics that promote responsible behavior, support personal development and educate the campus community on the Code of Student Conduct and the student conduct process.
- **Records:** SCCS is responsible for maintaining, verifying, and preparing confidential student conduct records and information for release through background checks, records requests, and reports which are federally mandated or requested by the university.

SCCS prioritizes the essential services listed above based on the severity of the incident(s) referred and the impact on the safety and security of the individual(s) and the campus community.

### **Critical Partners**

SCCS collaborates with faculty, staff, and campus and community members to build relationships which enhance the effectiveness of the student conduct process and the services, resources, and educational opportunities provided to students. Critical partners include:

- **Referral and Investigation:** Faculty and Staff, Department of Residence Life and Housing, Dean of Students Office, Title IX Coordinator, University of Akron Police Department, City of Akron Police Department, City of Akron Municipal Court, Summit County Criminal Court, PFOC/Locking Systems, Zip Card Office, Information Technology Services(IT), Wayne Branch Campus
- **Formal Hearings and Appeals:** University Hearing Board Members, Vice President of Student Affairs (Vice President/Presidential Reviews), Office of the President (Presidential Suspensions/Presidential Reviews), Office of General Counsel (1219/Crime of Violence Hearing Process/Records Redaction/Advise of policies/procedures)

- **Resolution/Sanctions/Support Services:** University Counseling Center, Office of Accessibility, Rape Crisis Center, Zip Assist, University Libraries
- **Education and Outreach:** New Student Orientation, Akron Experience Course, Sexual Assault and Violence Education (SAVE) Team, Department of Student Life

**Customers or End-Users of Service**

The customers or end-users of services offered by SCCS include:

- The faculty, staff, students, and community members that have referred a student for misconduct.
- Members of our community that have been impacted by student misconduct in the classroom, in their living environment, or in the campus community.
- The students that have been referred for misconduct, or the complainants, advisers and witnesses who have gone through or participated in the student conduct process.

**Key Performance Analysis**

Number of Students Referred for Alleged Misconduct				
July 1 - June 30				
2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
567	592	652	611	647

*Number of Students Referred for Alleged Misconduct. This table illustrates the total number of students referred to Student Conduct and Community Standards for a variety of formal and informal conduct processes including but not limited to fact finding meetings, hearing boards, educational conferences, and informal academic misconduct referrals.*

Number of Individuals Impacted by Alleged Misconduct				
July 1 - June 30				
2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
1010	800	1215	1124	946

*Number of Individuals Impacted by Alleged Misconduct. This table illustrates the total number of individuals impacted by alleged misconduct and includes but is not limited to responders, witnesses, and complainants.*

Number of Violations Investigated				
July 1 - June 30				
2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
810	834	1007	937	929

*Number of Violations of the Code of Student Conduct Investigated. This table illustrates the total number of violations of the Code of Student Conduct reported/investigated by Student Conduct and Community Standards. Students referred to Student Conduct and Community Standards can be investigated on more than one violation of the Code of Student Conduct depending on the complexity of the referral.*

**Analysis:** Together the three metrics above demonstrate the volume and complexity of the investigations conducted by SCCS. Although there has been a decline in enrollment SCCS has continued to experience a high volume of complex cases as demonstrated above.

Number and Type of Sanctions Issued					
July 1 - June 30					
	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
Educational Sanction (workshop, course, assessment, paper, etc.)	275	289	549	455	437
Administrative Fees	255	213	356	314	306
Fines	139	121	221	194	185
Restitution	23	15	12	10	5
Community Service	26	21	21	16	11
Counseling Sanction	42	30	41	22	11
Restricted Access, Privilege, No Contact	84	67	82	46	13
Academic Consequence (failure of assignment, failure of course, etc.)	75	96	100	122	167
Housing Probation	13	11	8	17	3
Housing Suspension	25	40	38	16	0
Housing Dismissal	18	8	4	4	1
Formal Warning	229	212	345	316	348
University Probation	228	206	334	289	286
University Deferred Suspension	11	17	8	19	23
University Suspension	10	10	6	7	2
University Dismissal	9	9	11	12	9

**Number and Type of Sanctions Issued.** This table illustrates the number of times each type of sanction has been issued to a student.

Repeat Offender Rate					
July 1 - June 30					
2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	Over All 2013-2018
3.8%	2.6%	4.8%	4.5%	1.6%	3.5%

**Repeat Offender Rate.** This table illustrates the percentage of students that repeat the same violation of the Code of Student Conduct more than once during the reporting period.

**Analysis:** Together the two metrics above demonstrate the types of resolutions/sanctions that are issued to students and the impact the process has made on positive behavioral change as demonstrated by the low repeat offender rate.

Educational Outreach					
July 1 - June 30					
	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
Number of Programs	90	100	94	87	89
Number of Participants	4,300	4,396	4,114	5,499	6,842

**Educational Outreach.** This table illustrates the total number of educational programs and attendance each year for all educational outreach conducted by Student Conduct and Community Standards including but not limited to department tabling, classroom presentations, orientation presentations, and faculty and staff trainings.

**Analysis:** SCCS has increased participation in its educational outreach by roughly 59% over the past five years. This increase is largely due to the partnership developed with New Student Orientation, University of Akron Police, Student Conduct and the Dean of Student's Office to offer a mandatory program to the incoming freshman class prior to the start of classes that addresses Safety, Student Conduct, and Title IX (SC9 Workshop) and the implementation of initiatives related to Alcohol Awareness and Sexual Assault Awareness.

**Brief Assessment**

- **Strength**
  - SCCS continues to demonstrate the educational impact it has working with students through the student conduct process as evidenced by the low repeat offender rate.
  - SCCS has increased efficiency and participation in educational programs without increasing the overall number of programs by developing partnerships that enable the department to interact with more participants at one time.
- **Challenge**
  - Meeting the demands of ongoing changes to federal guidance and mandates as it relates to student conduct processes, procedures, and due process, as well as the demand on departmental resources as it relates to the significant amount of time and resources that are needed to manage Title IX investigations.
- **Opportunity**
  - SCCS is invested in continuing to develop partnerships with academic departments to offer educational programs to faculty and staff concerning academic misconduct and general conduct processes.

**Resources**

- **Personnel:** SCCS reports through the Divisions of Student Affairs to the Vice President for Student Affairs. The departmental organizational chart is located in Appendix A. SCCS has three full time professional staff members and one support staff member. The table below outlines the key functions of each position.

Title	Key Functions	Number of Positions
Director	<ul style="list-style-type: none"> <li>• Direct the daily activities of the department, supervise and train staff and hearing board members, manage department resources and budget</li> <li>• Develop policies and procedures, collect data and report statistics</li> <li>• Facilitate student conduct meetings and hearings, investigate student misconduct including Title IX investigations, maintain student conduct records</li> <li>• Administer and maintain Maxient Software</li> <li>• Serve on university wide committees and initiatives</li> </ul>	1
Assistant Director	<ul style="list-style-type: none"> <li>• Coordinate educational programming and outreach</li> <li>• Assist advising, training, and supervising hearing board members and interns</li> <li>• Assist developing policies and procedures, collecting data and reporting statistics</li> <li>• Facilitate student conduct meetings and hearings, investigate student misconduct including Title IX investigations, maintain student conduct records</li> <li>• Serve on university wide committees and initiatives</li> </ul>	1
Coordinator	<ul style="list-style-type: none"> <li>• Facilitate student conduct meetings and hearings, investigate student misconduct including Title IX investigations, maintain student conduct records</li> </ul>	1

	<ul style="list-style-type: none"> <li>• Assist developing policies and procedures, collecting data and reporting statistics</li> <li>• Serve on university wide committee and initiatives</li> </ul>	
Administrative Secretary	<ul style="list-style-type: none"> <li>• Provide administrative support for the department</li> <li>• Schedule appointments and maintain calendars</li> <li>• Create and maintain confidential student records</li> <li>• Process records requests and background checks</li> </ul>	1

- **Financials:** A line-item summary of the department's budgeted and actual expenses over the past five years is located in Appendix B. SCCS has two accounts, (200680 – general fund) and (200681 – fee/fine account). SCCS has steadily reduced operating costs over the past five years in account 200680. This was achieved by making small changes to our operations such as eliminating printers in offices by using a central printer/copier, hiring student assistants that have work study grant funds, and moving training expenses to the fee/fine account. The fee/fine account, 200681, does not receive any support from the general fund. Revenue in this account is generated through fees and fines charged to students that have been found responsible for violating the Code of Student Conduct. This account is used to pay part of the cost of the Maxient Conduct Software, fund mandatory staff training, purchase student educational materials, and to purchase equipment and technology for our formal hearing rooms.
- **Equipment and Technology:** The work of SCCS requires standard office equipment and technology (computer, phone) for each of the positions listed above as well as a departmental Xerox copier/printer. Unique to our department are the following:
  - **Maxient -** SCCS is responsible for highly sensitive information which must be maintained with the strongest levels of security and adherence to confidentiality. Our department has an ongoing, contractual agreement with Maxient, the leading expert and resource for student conduct management systems. Maxient enables us to record, track and store all information related to our student conduct files. We are able to create our own online reporting forms which are tailored to the needs of our campus, send correspondence to individuals involved in the student conduct process, generate robust analysis of cases, access extensive audit trails of user activity and monitor sanction completion.
  - **Formal Hearing Equipment –** SCCS is responsible for facilitating all aspects of the informal and formal hearing process. In the case of a formal hearing, our department is responsible for assisting respondents, complainants, witnesses and the members of the hearing board with technology that supports a fair and just process. Our formal hearing space requires wired and wireless internet access, video conference capabilities through WebEx, a speakerphone with multiple line access, a computer with VGA projection, sound and video screen capabilities. In cases that are highly sensitive or the physical presence of one of the parties is not possible, we must be able to provide equitable accommodations and alternate means for participation through phone, video conference, etc.
- **Space:** SCCS was relocated to Simmons Hall Room 302 and has benefited from being in very close proximity to the Counseling & Testing Center. This allows us to assist students in crisis or walking students over to establish support with this resource. Simmons Hall, third floor is less

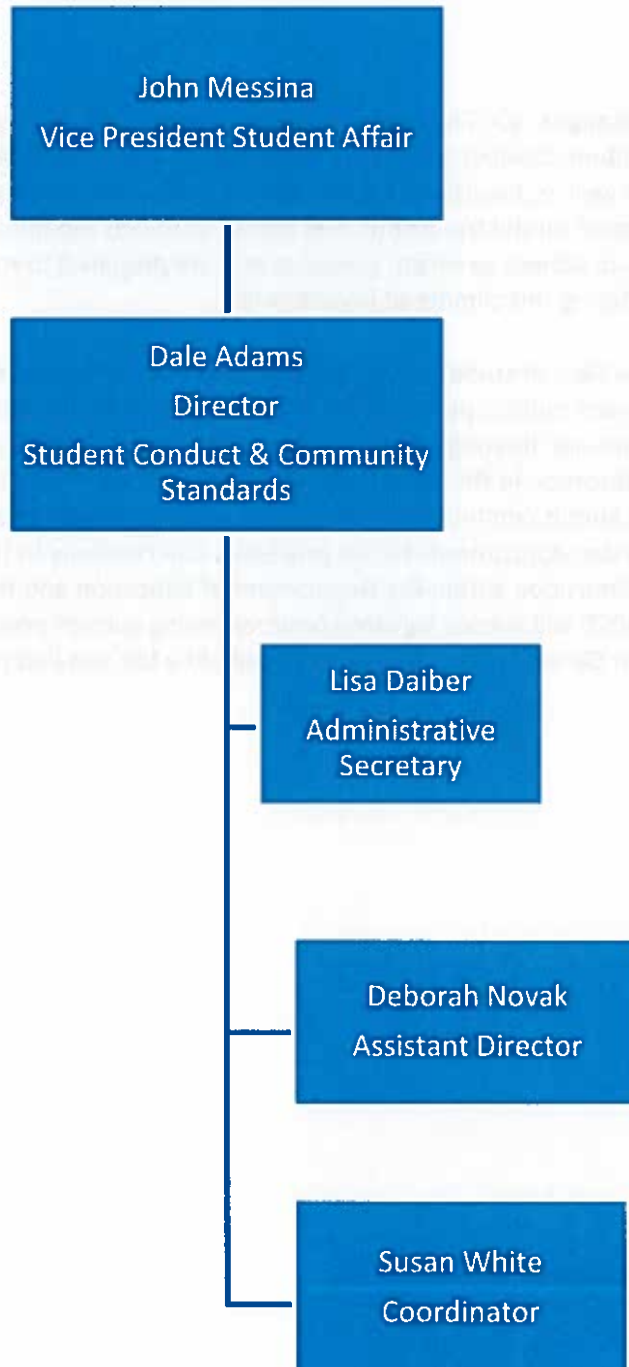
travelled by everyday foot traffic providing the student privacy when coming to our office. Our office requires a large reception area to accommodate students, advisors and members of our hearing board committee upon arrival. Each of the hearing officers requires an office with a door due to the needs for privacy and security of sensitive information and disclosure. The formal hearing board space requires a large meeting area with a conference table able to accommodate at least 10 people. Our current space enables us to separate parties if needed due to the nature of the complaint or protective interventions. Our office also has multiple exits and entrances to enable us to clear spaces and move individuals safely without disrupting processes.

### **Future Plans**

- **Potential Changes:** SCCS has spent the past year and will continue the process of revising the Code of Student Conduct to reflect best practices and current trends in the field of student conduct, as well as, incorporating the ongoing changes being made to federal guidance. In addition, based on the trends outlined below, SCCS has modified its standard operating procedures to adhere to recent guidance and are prepared to make additional changes as necessary during this climate of uncertainty.
- **Trends:** The field of student conduct continues to evolve and become more complex as federal regulations and public opinion weigh in on due process concerns and best practices for Title IX investigations and hearings. Recently, there has been an increase in litigation against institutions of higher education in the state of Ohio and the 6<sup>th</sup> Circuit Court of Appeals regarding due process in campus conduct procedures. These decisions are impacting current practices and may result in further adjustments to our processes and revisions to the Code of Student Conduct. Due to the transition within the Department of Education and the continually changing guidance, SCCS will remain vigilant about reviewing current practices and will work closely with the Office of General Counsel in order to uphold a fair and just process for all parties.

**Appendix A**

**Department of Student Conduct and Community Standards  
Organizational Chart**





## Appendix B

<b>Student Conduct and Community Standards</b>										
<b>General Fund Account 2-00680</b>										
<b>Pool Account</b>	<b>2014 Total Budget</b>	<b>2014 Expended</b>	<b>2015 Total Budget</b>	<b>2015 Expended</b>	<b>2016 Total Budget</b>	<b>2016 Expended</b>	<b>2017 Total Budget</b>	<b>2017 Expended</b>	<b>2018 Total Budget</b>	<b>2018 Expended</b>
5100- Administration	73,759.34	73,759.30	103,751.30	103,750.33	145,307.66	145,307.66	163,160.87	163,160.31	160,642.06	160,641.50
5200- Full Time Staff	72,240.44	72,239.16	50,195.19	50,195.89	24,278.33	24,278.33	24,073.39	24,070.16	25,061.91	25,061.71
5300- Graduate Assistant	12,500.00	10,613.03	12,500.00	10,639.32	12,358.28	12,358.28	2,736.00	518.86	-	-
5600- Fringe Benefits	70,563.17	70,563.17	74,734.92	74,734.92	70,472.60	70,472.60	80,242.74	80,242.74	74,018.50	74,018.50
<b>Total Compensation</b>	<b>229,062.95</b>	<b>227,174.66</b>	<b>241,181.41</b>	<b>239,320.46</b>	<b>252,416.87</b>	<b>252,416.87</b>	<b>270,213.00</b>	<b>267,992.07</b>	<b>259,722.47</b>	<b>259,721.71</b>
5400- Student Assistants	7,555.77	3,304.81	7,536.62	4,751.41	3,339.36	3,109.76	3,826.07	2,580.82	6,038.81	3,438.81
5700- Supplies & Services	18,531.44	14,865.17	11,470.75	11,470.75	5,797.78	5,797.78	6,025.90	5,777.61	6,057.00	4,958.89
6300- Communications	4,765.46	3,132.08	2,612.94	2,612.94	2,351.66	2,351.65	2,823.12	2,701.18	-	-
7000- Travel & Hospitality	3,311.12	511.88	3,062.20	2,784.09	16.20	16.20	1,035.73	1,035.73	740.67	-
7040- Hospitality	-	-	-	-	-	-	-	-	259.33	259.31
<b>Total Other Costs</b>	<b>34,163.79</b>	<b>21,813.94</b>	<b>24,682.51</b>	<b>21,619.19</b>	<b>11,505.00</b>	<b>11,275.39</b>	<b>13,710.82</b>	<b>12,095.34</b>	<b>13,095.81</b>	<b>8,657.01</b>

<b>Student Conduct and Community Standards</b>					
<b>Fees &amp; Fines Account 2-00681</b>					
	<b>2014 Actual</b>	<b>2015 Actual</b>	<b>2016 Actual</b>	<b>2017 Actual</b>	<b>2018 Actual</b>
<b>Revenue</b>	11,808.25	14,080.50	28,324.19	23,728.06	23,758.69
<b>Expense</b>	6,038.87	9,822.34	16,446.18	12,213.31	7,159.98
<b>Balance</b>	5,769.38	4,258.16	11,878.01	11,514.75	16,598.71

STATEMENT

STATEMENT OF FINANCIAL POSITION

AS AT 31 DECEMBER 2014

ASSETS	LIABILITIES	EQUITY
<p>Current assets</p> <p>Trade receivables</p> <p>Trade payables</p> <p>Other receivables</p> <p>Other payables</p> <p>Prepaid expenses</p> <p>Accrued income</p> <p>Accrued expenses</p> <p>Inventory</p> <p>Cash and bank balances</p>	<p>Trade payables</p> <p>Trade receivables</p> <p>Other payables</p> <p>Other receivables</p> <p>Prepaid expenses</p> <p>Accrued income</p> <p>Accrued expenses</p> <p>Inventory</p> <p>Cash and bank balances</p>	<p>Share capital</p> <p>Reserves</p> <p>Retained earnings</p>
<p>Non-current assets</p> <p>Property, plant and equipment</p> <p>Intangible assets</p> <p>Investments</p> <p>Deferred tax assets</p>	<p>Deferred tax liabilities</p> <p>Provisions</p> <p>Other liabilities</p>	<p>Share capital</p> <p>Reserves</p> <p>Retained earnings</p>
<p>Total assets</p>	<p>Total liabilities</p>	<p>Total equity</p>

STATEMENT OF FINANCIAL POSITION

AS AT 31 DECEMBER 2013

ASSETS	LIABILITIES	EQUITY
<p>Current assets</p> <p>Trade receivables</p> <p>Trade payables</p> <p>Other receivables</p> <p>Other payables</p> <p>Prepaid expenses</p> <p>Accrued income</p> <p>Accrued expenses</p> <p>Inventory</p> <p>Cash and bank balances</p>	<p>Trade payables</p> <p>Trade receivables</p> <p>Other payables</p> <p>Other receivables</p> <p>Prepaid expenses</p> <p>Accrued income</p> <p>Accrued expenses</p> <p>Inventory</p> <p>Cash and bank balances</p>	<p>Share capital</p> <p>Reserves</p> <p>Retained earnings</p>
<p>Non-current assets</p> <p>Property, plant and equipment</p> <p>Intangible assets</p> <p>Investments</p> <p>Deferred tax assets</p>	<p>Deferred tax liabilities</p> <p>Provisions</p> <p>Other liabilities</p>	<p>Share capital</p> <p>Reserves</p> <p>Retained earnings</p>
<p>Total assets</p>	<p>Total liabilities</p>	<p>Total equity</p>