

**CENTER FOR STUDENT CONDUCT ~ MATRIX OF CHANGES**

<b>PAST PRACTICE &amp; POLICY</b>	<b>WHAT HAS CHANGED</b>	<b>WHAT WILL CHANGE</b>
<p>Conduct hearings were run by faculty chairs with variable levels of training, experience, and understanding of the Code and due process. Hearing panels were not permitted to dismiss cases on the basis of procedural violations, and there was no mechanism to have these violations addressed prior to an appeal.</p>		<p>Hire an Independent Hearing Officer (IHO) with experience in legal due process requirements and hearing procedures. The IHO will oversee and ensure a consistent procedural process, mediate issues, and manage logistics of the hearing process. The position will be posted by mid September with an anticipated start date of January 1.</p>
<p>The process for students to request a timeline extension was not in writing or easily accessible.</p>		<p>Extension requests from staff and students will go to the IHO. Information regarding the process will be outlined on the conduct website and staff will make information available to students.</p>
<p>The timeline process per the Code of Conduct was complex, creating significant confusion.</p>		<p>Changes to the Code will be clear on timeline for staff and students. IHO will oversee &amp; ensure effective timeline process.</p>
<p>Panel hearings were scheduled on Thursday afternoons and student schedules were often in conflict. This practice created a need to constantly reschedule hearings in order to accommodate student schedules.</p>	<p>Hearings can now be held on other days of the week to minimize student schedule conflicts.</p>	<p>The IHO will schedule hearings, taking the responsibility away from the Center for Student Conduct staff. The IHO will also have the authority to informally settle a case prior to a hearing.</p>
<p>The staff made some errors regarding FERPA, the federal legislation that protects the privacy and confidentiality of student records.</p>	<p>All staff have completed required campus FERPA training as well as two webinars offered through ASCA (Association for Student Conduct Administrators); the office has also taken necessary steps to be in full compliance with FERPA.</p>	<p>Every 6 months staff will be required to complete a FERPA refresher course, and every new employee will be required to attend FERPA training.</p>
<p>Communication and outreach to students and/or to those who refer students to the center was insufficient.</p>	<p>Multiple electronic forms (e.g. incident report form, record request form, expungement request form) should be available via the website by September 16.</p>	<p>Website is being updated &amp; outreach materials/workshops are being developed for fall and spring semester; student committee members are going to assist in educational outreach.</p>
<p>First-time academic misconduct violations were resolved inconsistently: some led to a conduct record and some did not.</p>	<p>The academic misconduct PowerPoint &amp; workshop materials have been updated; faculty can now request a workshop using an online form.</p>	<p>Materials/presentations to educate faculty on the conduct process are being created. Referral forms have been simplified.</p>
<p>Ongoing professional development &amp; skill building opportunities for staff (hearing officers) were insufficient due to budget cuts.</p>	<p>All staff are participating in a comprehensive training program to be completed at the end of September.</p>	<p>A comprehensive training course has been designed and implemented for all hearing officers.</p>

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Training for hearing panels needed updating.	Training module for hearing panels has been updated.	A comprehensive training course for hearing panels will be completed in late September.
There was no formal training for staff and/or hearing panel members on matters related to allegations of sexual misconduct.	Staff participated in webinar that educated staff on revised federal policies and procedures related to sexual misconduct and the rights of alleged victims and alleged perpetrators.	Work closely with Title IX and other campus experts to provide training for staff and hearing panel members
Administrative practices: backlog in cases created delays in responding to emails, phone calls & messages; student record requests not always processed in a timely fashion.	New office practices dictate that all messages will be returned within 48 hours and staff will be responsible for maintaining communication with students in the conduct process.	
Insufficient capacity of office to deal with number of cases	Staffing has been upgraded by one additional person; students accused with minor violations will go through an expedited process that does not involve having to meet with a staff member.	
There was a lack of consistency in terms of which sanctions would lead to a "reportable" student record and which would not.		The Code of Conduct will be revised to allow for either reportable or non-reportable warnings to be given as a sanction.
Students involved in the conduct process were unclear about their rights and basic procedures.	Students are given information on their rights and responsibilities prior to their meeting with a hearing officer.	Information about the process and students' rights will be outlined in an easy to understand manner on the website and other outreach materials.
The office sent multiple, overlapping letters to students regarding their conduct cases, creating confusion and uncertainty.		Students will receive a single letter with specific information about the violations they may have committed and the sanction that will be applied if the student does not participate in the process.
Two parallel filing systems (paper & electronic) caused internal administrative problems and unnecessary difficulties finding relevant student files as well as a proliferation of hard-copy files for students with multiple cases.		There will be one electronic file system; purchasing should be completed by late October and training for staff should occur in November/December with implementation to begin January 2012.
The process for expunging records was not clearly communicated and unknown to students unless they asked.	An online form will be available on the CSC website by September 16 that will allow students to submit their request electronically.	The process for students interested in having their records expunged will be clear, accessible and communicated through new forms and additions to the center's website.
Decisions about retention of records were inconsistent and not transparent to students.	Staff have been trained in the record purging process.	Records will be maintained for shorter periods of time, unless required by law, and the process for purging records will be put into writing.

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Hearing panel chairs made decisions regarding students' legal representatives/advisors ability to speak on their behalf during hearings (the Code of Conduct gives the hearing panel the right to decide how an advisor will participate in a hearing.)		The IHO will determine the role of advisors at conduct hearings on a case-by-case basis upon consideration of relevant factors.
The "standard of proof" concept was defined in the conduct process as "greater than 50%."	All staff have been trained in how to properly apply "more likely than not" and knowing when it is appropriate to drop cases that do not meet the standard. Staff have also been given the discretion to drop cases that do not meet the standard of proof to move forward.	The "standard of proof" will be clearly defined in the Code as "more likely to be true than not," dropping the "greater than 50%" standard.