

**BOARD OF REGENTS**  
**EASTERN MICHIGAN UNIVERSITY**

**RECOMMENDATION**

**MONTHLY REPORT & MINUTES**  
**STUDENT AFFAIRS COMMITTEE**

**ACTION REQUESTED**

It is recommended that the Student Affairs Committee Agenda for April 22, 2016 and the Minutes of February 5, 2016 be received and placed on file.

**STAFF SUMMARY**

The April 22, 2016 agenda for the Student Affairs Committee includes an update on Student Government Priorities, an update on Student Leader Group Priorities, a report on Student Homelessness, and an Ombuds and Disability Resource Center Spotlight.

In addition, several announcements will be made.

**FISCAL IMPLICATIONS**

None

**ADMINISTRATIVE RECOMMENDATION**

The proposed action has been reviewed and is recommended for Board approval.

  
University Executive Officer

3/31/16  
Date

**Eastern Michigan University**  
Board of Regents  
Student Affairs Committee

April 22, 2016  
10:00 – 10:45 a.m.

Room 201  
Welch Hall

Agenda

- |  |  |
|--|--|
| 1. Approval of agenda and February 5, 2016 minutes | Regent Stapleton                           |
| 2. Student Government Priorities update            | Steven Cole &<br>Anjali Martin             |
| 3. Student Leader Group Priorities update          |  |
| 4. Student Homelessness                            | Ellen Gold, Steven Cole,<br>Brialle Ringer |
| 5. Ombuds and Disability Resource Center Spotlight | Chiara Hensley                             |
| 6. Announcements                                   |  |

Eastern Michigan University  
Board of Regents  
**Student Affairs Committee**  
Minutes of February 5, 2016

**MEMBERS PRESENT**

Regents: Dennis Beagen, Mary Treder Lang

Administration: Reggie Barnes, Ellen Gold, Lucas Langdon, Calvin Phillips, Ray Quiel

Students: Nakayla Clark, Steven Cole, Kathryn Giroux, Laura Livernois, Muneez Patel, Connor Rivera

**GUESTS**

Administration: (as signed in) Caryn Charter, Margaret Crouch, Ken Dobson, Leigh Greden, Esther Gunel, Geoff Larcum, Mary Larkin, Lisa Lauterbach, Winifred Martin, Dar Mayweather, Stacie McMullen, Sarah Kersey Otto, Carl Powell, Vicki Reaume, Becca Timmermans, Wade Tornquist, Chad Wing, Jeanette Zalba,

Students: Rebecca Frank, Anjali Martin

Regent Beagen convened the meeting at 10:45 am. The minutes from December 8, 2015 were approved.

**LGBT Campus Pride Index**

Mary Larkin, Program Coordinator of the LGBT Resource Center, presented details about the Campus Pride Index 2.0. The purpose of the Campus Pride Index is to set forth a national standard of LGBT and Ally inclusive policies, programs and practices. The objective is to offer an ongoing, effective measurement tool to improve the quality of life for LGBT and Ally people on college/university campuses and to assist campuses in becoming more LGBT-friendly. The criteria for inclusion includes Policy Inclusion, Support & Institutional Commitment, Academic Life, Student Life, Housing, Campus Safety, Counseling & Health and Recruitment & Retention Efforts. Eastern Michigan University currently has a score of 4/5 on the Campus Pride Report Card.

Regent Beagen asked about the size of the Eastern Michigan University LGBT Advisory Committee, and if it includes any members of the community. Mary replied that the committee consists of 12-15 people, and that Jason Morgan serves as the representative from the Ypsilanti community.

**Title IX at Eastern Michigan University**

Calvin Phillips, Associate Vice President of Student Affairs, shared details about the new Title IX Coordinator position. Melody Werner began working in the position on June 19, 2015. The mission of the Title IX Coordinator is to be the single point of contact for complaints about sexual harassment or sexual assault, provide help and remediation for complainants, train the EMU campus on Title IX

rights and responsibilities, manage complaints and investigations, and manage EMU compliance with Title IX. Three committees have been established – the Sexual Assault Response Team; Advocacy, Training, and Education; and Research and Assessment. Melody will provide ongoing training to faculty, staff, and students about Title IX rights and responsibilities.

There is currently a pool of 10 EMU employees who volunteered to be Title IX investigators. A two-day training was held on campus, and these employees can now be assigned to investigate Title IX complaints. Regent Beagen asked about the time commitment for investigators. Calvin replied that it depends on the case. Some cases must be processed quickly and this can have an impact on the volunteer's regular workload.

A Sexual Misconduct Policy is being developed. This policy will include Title IX-specific (and OCR-required) language and concepts. The total number of Title IX incident reports in 2014-15 was 47. The number of Title IX incident reports to this point of 2015-16 is 70. Increased awareness regarding what a violation is, and where to report a violation, has led to increased reporting. Regent Treder Lang asked how the numbers reported at EMU compare to other universities. Calvin replied that they are comparable.

#### **The SMART (Sexual Misconduct Awareness and Reporting Tools for a Safer EMU Community) Project**

Ellen Gold, Assistant Vice President of Student Well-Being, presented details about a \$53,926 sexual assault prevention grant awarded to EMU by the State of Michigan. This grant will be used for social norms marketing, development of a website and SMART project publications, during the time period November 2015 to August 2016. Representatives from many areas on campus worked together to write the grant. The purpose and objectives are to increase help-seeking behaviors and reduce the stigma for seeking support and reporting incidents; reduce negative attitudes and myths about sexual assault victim blaming; increase the number of campus members who know about the EMU sexual misconduct policy, reporting protocol, and available resources; and create a coordinated campus network to promote sexual assault prevention, education, and victims' rights.

Regent Beagen asked if other institutions usually have a full time Title IX investigator. Ellen replied that usually institutions as large as EMU have a dedicated investigator, with backup support. When doing investigations, consistency is very important. We must be careful about adding work to a full-time staff member's workload.

#### **Addressing Sex Discrimination at EMU**

Margaret Crouch, representing the EMU Women's Commission, stated that the aim is to develop a campus-wide initiative to address sex discrimination on campus. This initiative would include training, education and infrastructure. Staff members have been working on a \$300,000 Department of Justice grant. This grant has several mandatory requirements, including: create a coordinated community response, including both organizations external to the institution and relevant divisions of the institution; establish a mandatory prevention and education program about sexual assault, domestic violence, dating violence, and stalking for all incoming students (first year and transfer) that includes a mechanism that verifies that all incoming students receive training; train all campus law enforcement to respond effectively to sexual assault, domestic violence, dating violence, and stalking;

train all members of campus disciplinary boards to respond effectively to situations involving sexual assault, domestic violence, dating violence, and stalking. The grant would also require the implementation of universal prevention strategies, providing victim services and advocacy, and the participation in ongoing technical assistance. This grant is due on March 3, 2016, with development scheduled for 2016-17, and implementation scheduled for 2017-2020. The grant writing committee feels optimistic that EMU will receive this grant. The goal is to include these topics in the curriculum of classes.

#### **Student Government Priorities Update**

Steven Cole and Anjali Martin shared updates regarding some of the issues Student Government has been working on. These issues include Student Homelessness; the Athletic Commission, which is meeting biweekly through March 2016, with plans to share a data-driven report before the end of the semester; Student Wellness, including continued suicide prevention work, benchmarking CAPS services to peer institutions, and the need for dedicated capital to improve the Rec/IM facility. Steven and Anjali also shared highlights of recent and upcoming Student Government sponsored events.

Regent Beagen congratulated Steven and Anjali and thanked them for their commitment to Eastern Michigan University.

The meeting adjourned at 11:23am.

Respectfully submitted,

Michele Rich  
Student Affairs Committee Recording Secretary



# SG Priority Update



Board of Regents Meeting April 2016

## Completed Objectives and Projects

- ☞ Sexual Assault Prevention Initiatives
- ☞ Mental Health Stigma Elimination
- ☞ Campus Climate Update
- ☞ Athletic Commission

# Campaign Promises

- ☞ IT Printers and WiFi
- ☞ Tuition Rebate Program
- ☞ Building Renovation Projects
- ☞ Public Safety Initiatives







## Thank You and Introductions

### Thank you:

- Faculty
- Staff
- Administration
- Regents
- Executive Council
- SG Executive Staff
- 102<sup>nd</sup> Senate
- SG Advisors
- Everyone we've worked with this year

### Incoming Student Government Executive Team:

- Tanasia Morton: Student Body President Elect
- Joshua Starr: Student Body Vice President Elect



Student Affairs Committee of the Board of Regents  
April 22, 2016

Briefing Note: Attached *Student Affairs Spotlight Report*

The attached report is included in documents for this meeting in conjunction with the discussion entitled, "Ombuds and Disability Resource Center Spotlight." The report itself will not feature substantially in the discussion, but provides much detailed background information on both of these offices, should the reader wish to investigate beyond what is presented.

Student Affairs

# SPOTLIGHT REPORT

2016

Office of the Ombuds (OoO)  
&  
Disability Resource Center (DRC)

Presented By:

Chiara Hensley, Ed.D.  
Assistant Vice President for  
Student Affairs

Julia Heck, M.A.  
Case Management Coordinator  
Office of the Ombuds

# About This Report

It is with great pride and excitement that we as the Office of the Ombuds and Disability Resource Center present you with this Spotlight on the work being conducted in this area. This report is a culmination of the past several years within these offices, as well as highlighting where these offices envision themselves in the next three years. These past few years have been marked by great changes within both of these offices as we strive to improve the services we offer to the EMU community.

In this report you will find information about these offices services, programs, improvements, and goals for future growth. Both of these offices are currently in the process of assessing and identifying areas of improvement in services, programming, and operational management. This year has been a busy year, full of learning and growth, which makes us that more excited to see what the next several years have in store for the Office of the Ombuds and the Disability Resource Center here at EMU.



**EASTERN**  
MICHIGAN UNIVERSITY  
*Education First*





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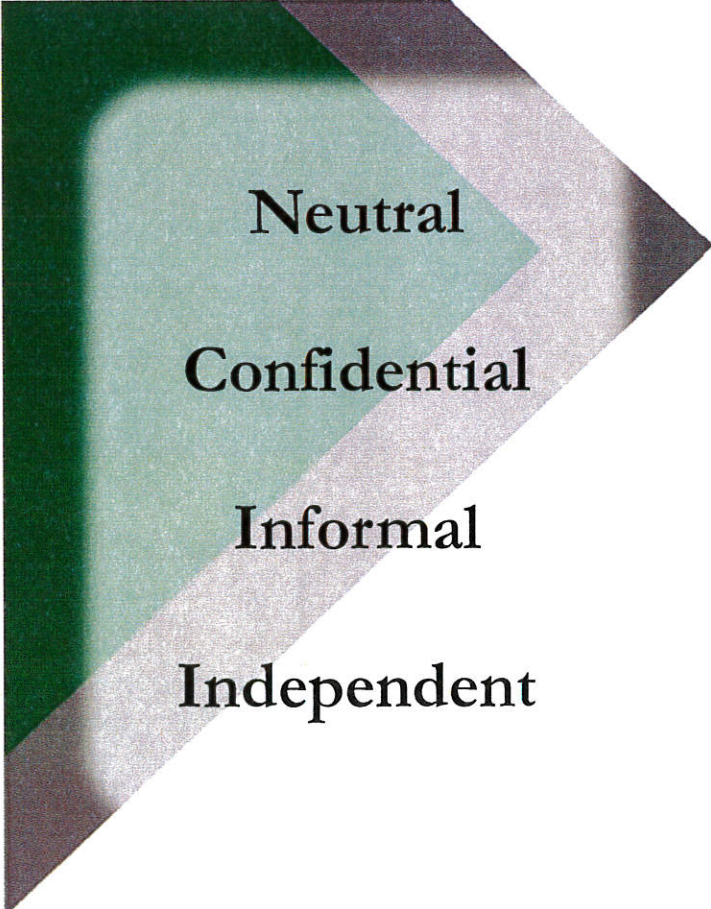
# Office of the Ombuds

## REBUILD . REBRAND . REINVENT .

Over the past three years, the Office of the Ombuds has strategically dedicated time to resolving, and developing university wide processes for managing student complaints and concerns. This time has been spent developing operational processes, collecting relevant data, implementing innovative case management procedures, educating the campus community about Ombuds practices and principles as they relate specifically to EMU, advancing institutional effectiveness through policy review initiatives, and contributing to the larger professional field which directly impact EMU's student success, retention, and degree completion initiatives.

### Key Operational Transitions

Advocacy Services	➔	Neutral Concern Resolution Services
Paper Operational Procedures/ File Management	➔	Electronic Operational Procedures/ Case Management Systems
University Ombuds	➔	Office of the Ombuds
Antiquated Practices/Unaligned with EMU's needs, goals, and strategic plan.	➔	Data, Pedagogy, and Theory Driven Practices aligned with EMU's needs, goals, and strategic plan.



Neutral  
Confidential  
Informal  
Independent

The Office of the Ombuds helps students navigate difficult conflicts they face through understanding and effectively applying policy and process to ensure they are able to make the most educated and beneficial educational decisions for themselves to support their forward movement in reaching graduation and successful career mobility after leaving EMU.

The unique placement of the Office of the Ombuds allows for resolution and improvement of a significant nature with regard to individual cases, systemic processes, and University policies. The Office supports collaboration and consultation about conflicts as an alternative to confrontation and unhealthy debate that results in complaints with no resolution or contribution to the advancement of effective protocol.

The role of the Office of the Ombuds is to ensure adherence to EMU policy, confirm due process as it relates to institutional protocol, assist with resolution and prevention of both academic and non-academic concerns, and to make appropriate data based recommendations to the Office of the Provost.



# 3 Year Plan

## GOALS FOR GROWTH

### Year 1 2015-2016

#### Operational Processes and Procedures

- Ombuds Program Growth
  - ⇒ Ombuds Charter
  - ⇒ Ombuds Policies & Procedures Guide
- Ombuds Office Staff Handbooks
- Website Enhancement
- Annual Reporting & Data Collection
  - ⇒ Annual Report
  - ⇒ Newsletter/Bulletin
- Case Management Processes
  - ⇒ Purging Case Materials
  - ⇒ Streamline Advocate/Simplicity use
- New Services
  - ⇒ Ombuds Hand-Off
  - ⇒ Policy Review
- MI Caucus Support

### Year 2 2016-2017

#### Program/Services Evaluation & Assessment/Improvement Plan

- Ombuds Benchmarking
  - ⇒ CO-OP Ability
  - ⇒ MI Caucus Involvement
  - ⇒ Policy Benchmarking Template
- Ombuds Comprehensive Program Evaluation & Improvement
- Complain resolution process development for University units
- Ex-Officio Committee Involvement
  - ⇒ Committees related to University Policy & Process Decisions

### Year 3 2017-2018

#### Institutionalization, Growth, and Leadership in the Profession

- Student Programming Improvement
  - ⇒ Professional Development Programming
  - ⇒ Educational Workshop Series
  - ⇒ Learning Outcomes & Student Experience
- Develop Campus Poll
  - ⇒ Institutional Assessment
- Advance EMU transition to Restorative Justice model
- Collaboration Across Campus
  - ⇒ Faculty Development Center
  - ⇒ Faculty Senate
  - ⇒ Human Resources
  - ⇒ University Housing
  - ⇒ Academic Departments
  - ⇒ Orientation



# Services

## Student/Guest/Visitor/Parent/Other Services

### Confidential Consultation

The Office of the Ombuds provides consultation only services. The Ombuds will serve the individual by providing information and assisting with exploration of various resolution options and developing action plans to pursue resolution on an individual basis. In a confidential consultation, no action is taken by the Office of the Ombuds. In this form of Ombuds assistance, the visitor shares and discusses questions and concerns in order to gather advice about how best to proceed with resolving a matter independently.

### Active Resolution

The Ombuds will serve the visitor by providing information and assisting with exploration of various resolution options, and developing action plans to pursue resolution as facilitated by the Office of the Ombuds. In an active resolution, action is taken by the Office of the Ombuds. With this form of Ombuds assistance, the visitor shares and discusses questions and concerns in order to gather advice about how best to proceed with resolving a matter in collaboration with the Office of the Ombuds. The Office of the Ombuds will speak with both the visitor as well as any and all relevant university personnel and other individuals related to the case in order to ensure resolution. Active resolution means case content and any information shared by a visitor may be used throughout the resolution process and in consultation with University Officials with a legitimate educational interest, to conduct a comprehensive review of the case and determine the appropriate resolution.

## Faculty/Staff Services

### Ombuds Hand-Off Consultation

The Office of the Ombuds provides consultation only services. The Ombuds will serve the faculty/staff by providing information and assisting with exploration of various resolution options and developing action plans to aid in managing conflict situations. In a confidential consultation, no action is taken by the Office of the Ombuds. In this form of Ombuds assistance, the faculty/staff shares and discusses questions and concerns in order to gather advice about how best to proceed with resolving a matter independently.

### Ombuds Hand-Off Referral

The Office of the Ombuds serves the student/guest/visitor/parent/other that is being referred to the office by the faculty/staff member. The Ombuds will serve the individual being referred by providing information and assisting with exploration of various resolution options and developing action plans to pursue resolution on an individual basis.

## Policy Review Service

The Office of the Ombuds is launching a new service in response to requests to review department policies and processes. Over the past year we have become aware of departmental desires to have services available to them for systematic and critical policy reviews to aid in enhancing student and program experiences. We see this as a proactive way we can work collaboratively with departments to aid you in ensuring your policies and processes are clearly articulated and ensure due process for all involved.

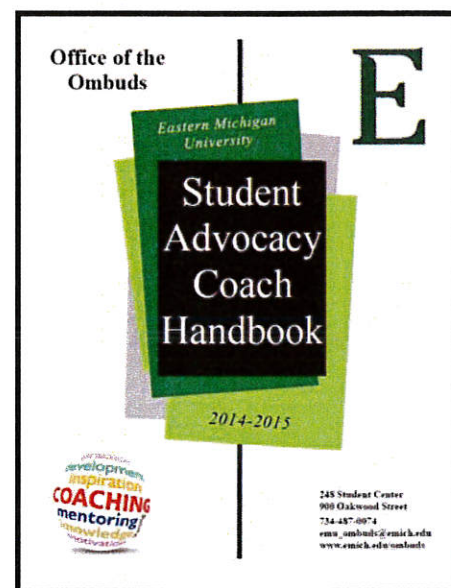


# Student Advocacy Coach Program

The Office of the Ombuds developed the Student Advocacy Coach (SAC) program to assist the University Ombuds with providing better services to students in need of help representing themselves throughout the Student Conduct & Community Standards process to ensure fair and equitable practice with regard to EMU policy and procedure. SACs help students by amplifying their voice, clarifying their issues, and providing an impartial, listening ear to guide them through university processes.

SACs include students, staff, and faculty that have volunteered their time to:

- Help students formulate appropriate questions, understand professionalism, and best prepare themselves to present their concerns.
- Assist students in evaluating and assessing a variety of options to address their concerns.
- Provide a confidential environment where students can feel respected and where they can be candid and forthright.
- Assist in conducting campus workshops surrounding conflict resolution and self-advocacy.
- Assist the Office of the Ombuds in creating a helping network for students.



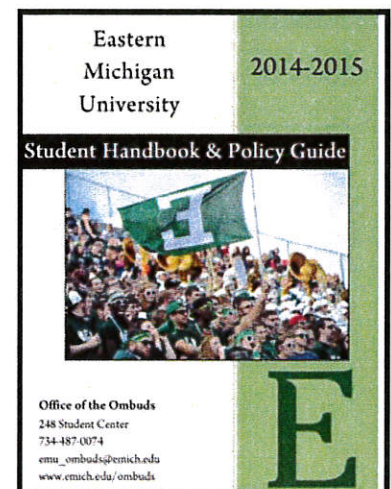
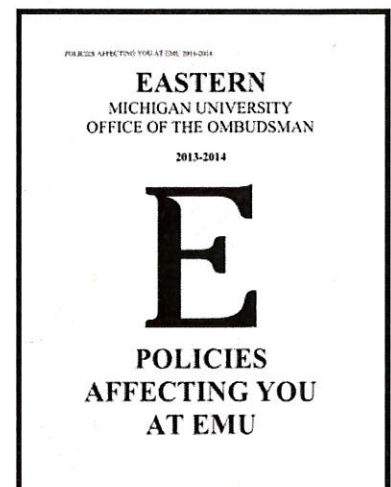
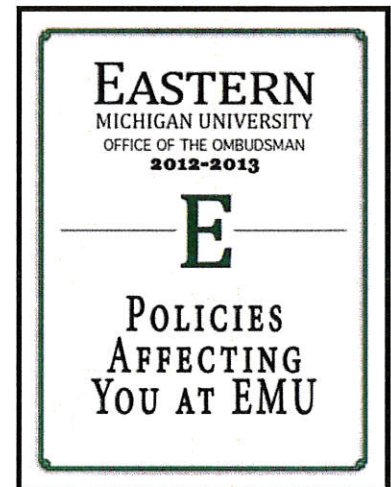
## MI Caucus of Educational Ombuds

In May 2015, EMU hosted the first annual Michigan Caucus of Educational Ombuds. We were very excited to be able to show other Ombuds from around the state of Michigan our amazing campus and share the work that our office is doing to support EMU and the Ombuds profession.



# EMU Student Handbook

- Advanced dramatically over the past three years
  - 2012-2013 - Newprint Edition
  - 2013-2014 - Microsoft Word Edition
  - 2014-2015 - Adobe PDF Edition; Alphabetized with Active Hyperlinks, Resource Guides, and a Glossary of Terms
- 2015-2016 marked a major milestone for EMU with the transition of the Student Handbook to a web-based platform
  - Tabs including University Policy, University Resources, the Academic Calendar, a Glossary of Terms, and a Frequently Asked Questions page
  - [www.emich.edu/studenthandbook](http://www.emich.edu/studenthandbook)





# Disability Resource Center

## TRANSITION . CHANGE . EVOLUTION .

The past three year has been a time of great transition and development for the Disability Resource Center. At present staffing shortages and the lack of leadership have resulted in the need for swift and dramatic changes and improvements to DRC services, goals, mission, vision, and operational practices.

Advancing this work has required EMU to evaluate current university policies and practices directly related to ADA accommodations, benchmarking best practices within the field nationally and internationally, building relationships with professional organizations and ADA policy makers, as well as strengthening relationships across campus and promoting community outreach and engagement.

The ultimate goal for the DRC over the next three years is to rebuild, rebrand, and reinvent the way in which the university community engaged with and utilizes the Disability Resource Center at EMU.

It is our vision that EMU's DRC can be a model of excellence not only with in the region, but the state, national, and international communities alike.



DISABILITY RESOURCE CENTER  
Disability Advising & CATE Lab

The Disability Resource Center is a welcoming space for students who identify themselves as requiring ADA accommodations for a registered disability.

The Disability Resource Center works collaboratively with the EMU campus community to promote an inclusive and accessible campus environment for all. As such, our responsibility is to promote accessibility while facilitating social justice awareness.

# 3 Year Plan

## GOALS FOR GROWTH

### Year 1 2015-2016

#### Operational Processes and Procedures

- DRC Comprehensive Program Evaluation & Improvement
- DRC Benchmarking
- Website Enhancement
- DRC Program Guide
  - ⇒ Establish Learning, Service, & Operational Outcomes
  - ⇒ Vision & Mission
  - ⇒ Annual Plan
- Office Processes & Procedural Operations Manual
  - ⇒ DRC Student Checklist
  - ⇒ Communication Methods in High-Risk Cases
  - ⇒ Timeline Protocols
- Annual Reporting & Data Collection
  - ⇒ Annual Report
  - ⇒ Newsletter/Bulletin
  - ⇒ Improvement Ideas

### Year 2 2016-2017

#### Program/Services Evaluation & Assessment/Improvement Plan

- DRC Program Evaluation & Improvement
- DRC Benchmarking
- Office Processes & Procedural Operations Manual
  - ⇒ Management & Policies Manual
  - ⇒ Staff Handbooks
- Committee Involvement
  - ⇒ Committees related to University Policy & Process impacting DRC students
- Annual Reporting & Data Collection
  - ⇒ Annual Report
  - ⇒ Newsletter/Bulletin
  - ⇒ Improvement Ideas

### Year 3 2017-2018

#### Institutionalization, Growth, and Leadership in the Profession

- Student Programming Improvement
  - ⇒ Professional Development Programming
  - ⇒ Educational Workshop Series
  - ⇒ Learning Outcomes & Student Experience
- Campus Wide Assessment
- Advance EMU transition to Restorative Justice model
- Collaboration Across Campus
  - ⇒ Faculty Development Center
  - ⇒ Faculty Senate
  - ⇒ Human Resources
  - ⇒ University Housing
  - ⇒ Academic Departments
  - ⇒ Orientation

**Office of the Ombuds  
Disability Resource Center**

**2016  
SPOTLIGHT  
REPORT  
Student  
Affairs**

**Contact Information:**

**Office of the Ombuds**  
248 Student Center  
734.487.0074  
[emu\\_ombuds@emich.edu](mailto:emu_ombuds@emich.edu)  
[www.emich.edu/ombuds](http://www.emich.edu/ombuds)

**Disability Resource Center**  
246 Student Center  
734.487.2470  
[drc@emich.edu](mailto:drc@emich.edu)  
[www.emich.edu/drc](http://www.emich.edu/drc)