

URGE

Unlearning Racism in Geoscience

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URGE Complaints and Reporting Policy for Texas A&M University

This is what was found by TAMU College of Geosciences at College of Geosciences at Texas A&M on policies for handling complaints, the reporting process, resources, and possible outcomes. Some information was public; answers that were only found through follow up with contacts are noted.

- **The link(s) to the reporting policy at our organization are here:**
 - <https://geosciences.tamu.edu/diversity-climate/programs-resources/index.html> - College of Geosciences, TAMU; includes links to University-level policy (link to Faculty and Staff procedures appears broken)
 - There is an annual diversity and accountability report published online by the College of Geosciences. The last one linked is 2019.
 - [Link](#) - Organization, Company, University Policies
 - [Link](#) - Department, Lab, Division, Advisor or Supervisor Policies
 - Are reporting policies regularly reviewed? What is the process for changing policy?
 - Reporting processes are reviewed as needed.
 - Are the rates of reporting made publicly available (e.g. # of reports each year)?
 - Reporting data is available at this [link](#)
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- **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
 - Who are the designated individuals/positions for reporting incidents?
 - There is a university-level Faculty Ombuds Officer (<http://faculty-ombuds.tamu.edu/>) and a Student Ombuds Officers (<https://us.tamu.edu/Students/Undergraduate-Ombuds> and <https://grad.tamu.edu/New-Current-Students/Ombudsperson#>).
 - Can reports be made online? Where?
 - Yes. One mechanism for anonymous reporting is the “Tell Somebody” site: <https://tellsomebody.tamu.edu/> When filling out the form, the submitted can choose not to fill out the contact information.
 - Yes. The “Stop Hate” site also has an anonymous reporting tool: <https://stophate.tamu.edu/fileareport/> where contact information is optional.
 - Yes. The Campus Community Incident Form also has contact information optional: https://cm.maxient.com/reportingform.php?TexasAMUniv&layout_id=1



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- Title XI reports: <https://titleix.tamu.edu/make-a-report/>
- Step in and Standup against sexual harassment also has reporting links, but appear to duplicate other resources above:
<https://stepinstandup.tamu.edu/report.html>
- Hate and Bias report form: <https://stophate.tamu.edu/fileareport/>
May be anonymous.
- Who do in-person and online reports go to? Who has access to see reports?
 - Tell Somebody goes to the “Special Situations Team”:
<https://tellsomebody.tamu.edu/sst/> which includes existing authorities from the Dean of Faculties, Human Resources, Counseling and Psychological Services, Disability Resources, Student Life, Academic Affairs, International Student Affairs, Residence Life and other offices. It appears that the “Stop Hate” reporting form also goes to this team, but the site only says “a copy is emailed to a team for appropriate review and necessary action.”
 - Main contact about the process and the team is: Dr. Anne Reber, Dean of Student Life, at 979-845-4728 or by email at a-reber@tamu.edu.
 - The Campus Community Incident Report goes to: “a designated authority based on the status of the person engaging in the alleged misconduct. For instance, reports of student misconduct will be reviewed by the Student Conduct Office or Department of Student Affairs in Qatar, reports of staff misconduct by Human Resources, and reports of faculty misconduct by the Dean of Faculties office.”
 - Title IX reports: Jennifer Smith, JD; Assistant Vice President and Title IX Officer; (979) 458-8407; civilrights@tamu.edu
- Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization?
 - Tell Somebody states “Confidentiality cannot be guaranteed for reports submitted through this site. State law determines confidentiality.”
 - The Title IX reporting site link with information on how to report an incident to the police, but it is optional and up to the complainant.
- Who are the designated individuals/positions for reporting incidents?
 - Within the department, the department head is responsible. At the university level, the Office for Diversity handles reports
 - There is a university-level Faculty Ombuds Officer (<http://faculty-ombuds.tamu.edu/>) and a Student Ombuds Officers



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(<https://us.tamu.edu/Students/Undergraduate-Ombuds> and <https://grad.tamu.edu/New-Current-Students/Ombudsperson#>).

- Can reports be made online? Where? **Yes**, [Link](#) Anonymously? **Yes**
 - Who do in-person and online reports go to? Who has access to see reports?
The Office for Diversity and Dean of Student Life
 - Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization?
 - Police are involved in emergency situations and as needed
-
- **What are the outcomes or consequences for reported individuals?**
 - The Campus Community Incident Form states some actions that may occur following a report. Depending on the information provided one of the following actions may be taken (https://cm.maxient.com/reportingform.php?TexasAMUniv&layout_id=1):
 - No Action: Incidents that fall outside of university jurisdiction, do not involve a current student or employee, or have a lack of evidence. If the reporting party is unable to specifically identify the alleged offender(s), it is likely that no action will be taken.
 - Further Investigation: Initial reports filed may require further follow up by university officials. The more detail-specific information supplied via the Campus Community Incident Report form will assist in a more timely resolution to the conflict outlined. If further investigation is necessary, the individual submitting the report may be contacted by a university official to provide more information.
 - Mediation: Some reports which reach the university involve possible violations of regulations, but clearly are the result of an unresolved, on-going dispute between individuals. Other reports do not involve violations of regulations or fall outside University jurisdiction, but they too reflect disputes. In either of these situations, the students may be referred to mediation. Mediation is a voluntary process which utilizes an impartial, neutral third party who acts as a facilitator to help the parties reach a mutually acceptable accord. The university will provide a trained mediator to work with the parties involved.
 - Charges Issued for students: Reports filed may lead to alleged violations of University Student Rules and charges will be issued to accused students. Accused students will be contacted and a student conduct hearing will be held to resolve the conflict.

 - Follow-up by supervisor, training (bias, etc.), disciplinary action, termination.



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- Who decides the outcomes/consequences? What is the process?
- Are reports tracked? Yes/No How are they tracked? By who?
- Are repeated complaints escalated to a disciplinary board? What is the process?
- Follow-up by supervisor, training (bias, etc.), disciplinary action, termination.
- Who decides the outcomes/consequences? What is the process?
 - Outcomes are decided by the Office for Diversity and departments
- Are reports tracked? Unsure How are they tracked? Unsure
- Are repeated complaints escalated to a disciplinary board? What is the process?

Repeated complaints can be escalated

- **What resources are available for individuals reporting?**

These are listed as resources on the Tell Somebody site:

- **Counseling and Psychological Services:** <https://caps.tamu.edu/>
- **Student Health Services:** <https://shs.tamu.edu/>
- **Office of the Dean of Student life:** <https://studentlife.tamu.edu/>
- **Office of the Dean of Faculties:** <http://dof.tamu.edu/>
- **Title IX Office:** <https://titleix.tamu.edu/>
- **Office of Student Life (Stop Hazing):**
<https://studentlife.tamu.edu/sco/stophazing/>
- Counselors or advocates, especially those of the same race, ethnicity, and gender.
- Automatic or requested investigation of potential impact on grades or evaluations.
- Protection against retaliation or repercussions, accommodations for continuing work/courses, option for pass/fail or outside assessment.
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 - Automatic or requested investigation of potential impact on grades or evaluations.

Protection against retaliation or repercussions, accomodat

- **What resources are available to groups raising issues or proposing changes?**

- **Unsure of the resources that are available.**
- Petitions of # signatures trigger a town hall, meeting with organizational leadership, or policy change. What is the follow-up process for town halls and meetings?
- Working groups or committees with power to change or propose changes to policy.
- Cultural surveys, regular or only after wide-spread reports or high-profile incidents.
- Leadership proactively asks students and/or staff for input on how to improve.

Something that we can add:

Departmental Ombudsperson: a senior faculty member that is from a DIFFERENT department

- Not everyone is comfortable talking to the college ombudsman



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- Person would be trained to do the job
- This is also PART of but NOT IN ADDITION to their current service load.
- The university allows students to peacefully demonstrate on campus. Discussions with the campus police are encouraged to ensure safety
- The University has a Commission on Diversity, Equity, and Inclusion
- Surveys can be sent universitywide following a high profile incident. An example of this is the survey the University sent regarding the removal of the Sul Ross Statue

Leadership proactively asks students and/or staff for input on how to improve.

Police are involved in Title IX if students choose to press charges. Mandatory reporters typically are not asked to call police unless they are concerned that someone is in danger themselves or a danger to others.