Office of Student Conduct, Rights & Responsibilities Self – Study Executive Summary for Program Review Fall 2008

During the Fall 2008 semester, The Office of Student Conduct, Rights & Responsibilities (OSCRR) at the University of San Francisco conducted its Internal Program Review.

Components of the internal review included:

- Council for the Advancement of Standards (CAS) in Higher Education Self-Assessment for Student Conduct Programs
- Ten Guiding Principles for Campus Judicial Officers
- The Association of Student Judicial Affairs (ASJA) Ethical Principles and Standards of Conduct
- Review of Strategic Initiatives based on benchmarking efforts.

Areas of strength and improvement were identified through analysis of the four above components of the self-study.

OSCRR STRENGTH AREAS

- **Case Management:** the department manages many complicated and sensitive cases in a purposeful and holistic way.
- **Consultation:** it is evident through the increase in staff and faculty consultations that there has been an increase in collaboration between OSCRR and staff and faculty. Several departments within all of the schools and colleges are relying on OSCRR for guidance and support.
- **Crisis Response/Management:** a supportive community has been created through its coordination of the division's Crisis Management Team. Once the Deans Team was reconfigured, the Assistant Dean of Students recognized the importance of restructuring the Crisis Management team**.** The team meets weekly to process situations, plan coordinated responses, and review policies and procedures. The Crisis Management team has also taken part in emergency response training and professional development opportunities.
- **Program Development:** in order to better serve our students and community and to honor the mission and values of the University of San Francisco, time was spent to re-align and clarify our organizational structure.

- **Goals/Mission Alignment:** in fulfilling the responsibility of enforcing the Standards of Nonacademic Conduct, OSCRR provides a supportive community for students through an educational and development approach.
- **Collaboration:** through intentional efforts that concentrate on creating university partnerships and a great deal of proactive outreach OSCRR educates many people about the overall operations of the office and the importance of student conduct and crisis management.

OSCRR AREAS THAT COULD BE IMPROVED

- **Sanctions:** continue to evaluate the effectiveness of educational sanctions.
- **Training:** continue to improve training for all staff that play a role in the conduct and crisis management/response process.
- **Program Evaluation, Assessment & Research :** while OSCRR conducts regular program and service evaluations, the need exists to increase the quantity and update the quality of the evaluations to measure student learning outcomes
- **Proactive Efforts:** more involvement in student & family programming. Increase earlier intervention with students.
- **Neighborhood Relations:** there has been an increase in neighborhood complaints regarding USF students. Need to spend time determining next steps in working with the broader external community.
- **Use of conduct boards:** re-evaluate use of conduct boards**.**
- **Human Resources:** increase in staff to focus on proactive educational efforts (i.e. BMI's) and outreach to campus and broader community.

OSCRR AREAS THAT SHOULD BE IMPROVED

- **Technology:** continue to improve/acquire technology to enable better tracking of cases and crisis management. Better use of existing technology to help serve our students.
- **Tracking:** continue to improve tracking of both case management and crisis management.
- **Non-university life faculty and staff outreach:** continue to increase efforts to better educate faculty and staff on role of OSCRR.
- **Enhanced follow-up:** provide more in-depth follow-up to students and community.
- **Conduct Code:** continue to improve code. Although current code is based on the model code issues have been identified.
- **Facilities:** continue to improve office lay-out and locate space that is accessible 24 hours a day seven days a week for meetings.
- **Emergency Response Protocols & Procedures (ERP's):** continue to evaluate and improve ERP's**.**

OSCRR TOP PRIORITY IMPROVEMENT AREAS

The following information was identified from the Could/Should Improve lists stated above. The top priority areas for improvement of the OSCRR program were:

- **Technology:** continue to improve/acquire technology to enable better tracking of cases and crisis management. Better use of existing technology to help serve our students.
- **Tracking :** continue to improve tracking of both case management and crisis management.
- **Training:** continue to improve training for all staff that play a role in the conduct and crisis management/response process.
- **Non-university life faculty and staff outreach:** increase efforts to better educate faculty and staff on role of OSCRR.
- **Enhanced follow-up:** provide more in-depth follow-up to students and community.
- **Conduct Code:** continue to improve code. Although current code is based on the model code issues have been identified.
- **Emergency Response Protocols & Procedures (ERP's):** continue to evaluate and improve ERP's**.**