

March 4, 2020

President Gellman-Danley
Higher Learning Commission
230 South LaSalle Street, Suite 7-500
Chicago, IL 60604-1411

Dear President Gellman-Danley,

Two years into my leadership of the University of New Mexico and a year after the Higher Learning Commission site visit on reaffirmation of accreditation, I am happy to report that UNM has made significant progress along the path of improving a range of university processes. The strength of internal and external review afforded by accreditation has contributed directly to this progress. This interim report addresses how we have strengthened, centralized, and streamlined data management relative to student complaints in a way that has allowed us to take specific actions to improve student access and university accountability. It also details our updating of our credit-hour statement and updating of access to student outcomes and other vital information via a consumer information link from the university homepage.

My leadership team and I and, indeed, the entire faculty, staff, and Regents at the University of New Mexico, are proud of our ongoing work to improve university systems with the goal of incorporating best practices and, most importantly, supporting our diverse population of students in pursuing their academic dreams. We appreciate this opportunity to demonstrate that the university meets high standards and continues to engage in self-study and improvement.

Sincerely,



Garnett S. Stokes
President

CC: Dr. Jeff Rosen, Vice President for Accreditation Relations

Institution: The University of New Mexico

Chief Executive Office: President Garnett Stokes

Date Submitted: March 4, 2020

Action: An Interim Report due 3/4/2020 on institutional response to student complaints, publication of student outcomes, and development of a comprehensive credit hour policy.

Federal Compliance Issues:

- Institutional Response to Student Complaints
- Publication of Student Outcomes
- Credit Hour Policy

Areas of Focus:

1. Institutional Records of Student Complaints: The team recommends a report of student complaints received, tracking and resolution and how the information has been used to improve programs and services for the last 5 years. The institutional report is expected to include all academic, student conduct, and other student complaints reaching the major unit or division level in the complaint process (i.e., Provost, Deans, Dean of Students, etc.).

2. Publication of Student Outcomes: The team recommends a report of action taken and supporting documentation that UNM has addressed the issues of lack of accessibility from the home page to consumer information including clear information on student outcomes easily understood by the public.

3. Credit Hour Policy: The team and federal compliance reviewer recommend a report delineating a more comprehensive credit hour policy statement that addresses expectations for out of class preparation time, laboratory and studio work, internships, practica, experiential learning, online and hybrid courses, or other non-classroom learning activities.

Overall Timeline

The following report contains references to important dates relevant to the completion of actions and planning for future actions. For an overall timeline of UNM's response, we have also provided a

["Timeline of Actions"](#) in the appendix.

1. Institutional Records of Student Complaints

To address this core component fully, UNM created a Student Concerns Committee convened by the Office of the Provost and EVP for Academic Affairs four times each academic year. The committee reviews trends in complaints and conduct across the reporting units, and confirms implementation of institutional and unit remedies consistent with trend analysis. The units represented on the committee have consistently maintained and reviewed records of student complaints and grievances internally and the Office of Equal Opportunity and the Clery Act Compliance Officer (who liaises with the UNM Police Department) have also consistently both maintained and reviewed records while also publishing annual reports. However, beginning in 2019, the Student Concerns Committee (SCC) has facilitated integration of reporting, analysis, and oversight through meetings and a Combined Annual Institutional Report of Student Complaints and Actions. The SCC meets in the first week of February, May, September, and December and provides a combined annual report by the end of the first quarter of the calendar year.

The Student Concerns Committee (SCC) collects reports relative to two streams of student complaints:

1) academic student grievances that have been elevated (per University Faculty Handbook Policies D175 and D176 and per the UNM Student Pathfinder) beyond informal resolution with an individual faculty member and/or departmental chair to formal resolution by a college, school, or branch.

Staff, faculty, and administrators (including staff in university student affairs and services centers and chairs, associate deans, and deans) refer academic student grievances to the appropriate level of the grievance process: informal resolution with faculty member and subsequently chair; formal grievance to associate dean of academic school/branch/college; appeal to Office of the Provost (note: a change to D175 and D176 proposed in 2020 may add an additional level of appeal to the Board of Regents);

2) complaints, concerns, and reports of discrimination or other harm relative to membership in a protected class, which are referred (per federal law and university policy) to UNM's Office of Equal Opportunity for review, possible investigation, and action.

Staff, faculty, and administrators (including staff in university student affairs and services centers and chairs, associate deans, and deans) receive training and/or advocacy information to contact or refer potential complaints, concerns, and reports of discrimination or other harm relative to membership in a protected class to UNM's Office of Equal Opportunity. Undergraduate and graduate students receive orientations and training (Gray Zone Training on Title IX protections and sexual misconduct) that includes information about support, reporting, and advocacy centers. Referral or direct complaint occurs through a variety of widely published intake methods (whistleblower hotline and site, OEO intake web applications, phone numbers and e-

mail contact broadly published and linked by all UNM resource centers, Dean websites, the Student Health and Counseling Services (SHAC), and direct contact with OEO personnel) as well as referral relationships with entities such as the Division of Equity and Inclusion, Dean of Students, Ombuds, UNM's student resource centers, colleges/schools/branches, SHAC, and the Campus Assessment Response Education team (CARE).

The Student Concerns Committee is made up of the following membership with the following intake, tracking, and resolution responsibility:

1. Academic Student Grievances:

Associate Provost for Student Success in the Office of the Provost and EVP for Academic Affairs: maintains a student academic grievance database ("Student Feedback App") that tracks reporting and resolution of all student grievances elevated to a college/school/branch level or to Office of the President or Office of the Provost. Prior to creation of the application in 2018, major units tracked grievances internally. The Associate Provost for Student Success is responsible for: assuring that colleges/schools/branches and Office of the President enter information in the database and resolve grievances through referral or action in a timely way; considering student appeals of college/school/branch decisions; and reviewing information in the data base for appropriate time to resolution and for broad trends needing institutional attention.

Registrar: maintains intake and a database of grade petitions to the Registrar, which are reviewed and addressed by the Faculty Senate Admissions and Registration Committee.

2. Complaints, concerns, and reports of discrimination or other harm relative to membership in a protected class:

Director of the Office of Equal Opportunity and ADA Coordinator: The University has policies that prohibit all forms of discrimination and retaliation, to include sexual harassment, a form of gender discrimination that is prohibited by state and federal law (including, but not limited to Title IX of the Education Amendments of 1972). The prohibition includes sexual violence, which is considered a severe form of sexual harassment. The Office of Equal Opportunity (OEO) is the neutral campus entity designated to ensure compliance with all University policies that apply to civil rights including investigations of civil rights violations. OEO maintains records of all reports of potential discrimination or other harm relative to membership in a protected class, provides university-wide trainings relative to OEO and Title IX protections and reporting, advocates for a diverse and inclusive campus environment, acts as the American with Disabilities Act coordinator, investigates complaints, provides a series of actions per university and federal policy to ensure protection of protected classes and education and/or sanction of individuals in violation, and engages in regular reporting including compliance with the Clery

Act. OEO publishes a cumulative annual report on its website <https://oee.unm.edu/assets/docs/2019-oee-annual-report.pdf>. OEO was charged with implementation of a 2016 Department of Justice agreement to address sexual misconduct on campus. On December 10, 2019, the Department of Justice noticed UNM that it had successfully met all of the terms of the agreement and was released from DoJ monitoring.

Clery Act Compliance Officer. This officer reports on crime statistics, administers a safety program, provides a crime prevention inventory, and ensures compliance with several important safety and reporting policies. The Clery Act Compliance report continues to become further compliant with federal regulations, as it has been evaluated by the Clery Center the past three years. The CACO provides training to numerous Campus Security Authorities (CSAs) across the University, which included training all of the point people responsible for compiling Clery statistics and data.

Dean of Students: The Dean of Students is comprised of multiple functional areas related to student conduct, student advocacy, student well-being, and student crisis. It includes the Center for Financial Capability, the Lobo Food Pantry, the Lobo Respect Advocacy Center dedicated to providing training, support, and intake of complaints all relative to sexual misconduct and/or hate/bias, collaboration with the Campus Assessment Response Education (CARE) team, and leadership of the UNM Task Force on Safety. The Campus Assessment Response Education (CARE) team, made up of representatives from the Dean of Students' Office, Student Health and Counseling Services, the Accessibility Resource Center and UNM Police, provides ideas and resources for addressing student behaviors or experiences that are of concern, intake for reporting of such behaviors or experiences, and action relative to these behaviors or experiences including crisis support and intervention.

Each unit represented by this membership maintains records of complaints, including tracking and resolution. The combined report of this committee is published by the end of the first quarter of the calendar year.

UNM is providing the following evidence relative to this component:

- [The Combined Annual Institutional Report of Student Complaints and Actions \(2019\)](#)
- [Student Feedback Application – Coordinator Manual 12-11-2019](#)
- [StudentFeedback_Application-Notes_11-22-2019](#)

2. Publication of Student Outcomes

To address this core component, UNM has created a consumer information link (<https://www.unm.edu/consumer-information/>) on the home page (unm.edu):



The "Consumer Information" link refers users to a Student Outcomes and Consumer Information webpage. This page organizes access to appropriate information (reported according to state and national definitions) developed by institutional units, including Offices of the Bursar, Enrollment Management, and Institutional Analytics:

UNM / Home / Consumer Information

Student Outcomes and Consumer Information

General Information

- Tuition and Fee Rates
- Peer Institutions
- FERPA Information

Student Enrollment Information

- Enrollment by Major
- Freshmen Information
- All Enrollment Information
- Office of Equal Opportunity Data Trend Report

Overall Student Outcomes

- Retention Rates
- Graduation Rates First Year Cohort Tracking
- Graduate Degrees Conferred
- Time to Degree by Major/College
- Graduation Exit Survey pre and post-graduation
- Employment Statistics School of Law
- Average Salary after Graduation
- Academic Program Review
- Higher Learning Commission Accreditation
- External Accreditation of Programs

Specific College/Program Outcomes

- UNM Physical Therapy Program Outcome
- College of Nursing Outcomes
- School of Pharmacy Outcomes
- MA Clinical Mental Health Counseling Outcome
- College of Education Outcomes
- School of Law Bar Pass Rate
- HSC Graduation Rates by College

Information about Student Financial Assistance (transfer)

- Financial Aid Terms and Conditions
- Financial Aid Fact Book
- Financial Responsibility Agreement
- Financial Aid Rights and Responsibilities
- Satisfactory Academic Progress Policy

Health and Safety (transfer)

- NCES Crime Report

Student outcomes relative to critical metrics such as retention, time to graduation, and degrees conferred are available in easy to read and interpret tableau visualizations of IPEDS data developed by the Office of Institutional Analytics and linked on this page. Office of the Bursar tuition and fee rates are also linked on the page along with multiple additional sources of information of interest to consumers.

UNM is providing the following evidence relative to this component:

- [The UNM Consumer Information Webpage \(PDF\)](#)

3. Credit Hour Policy

In February 2019, the Federal Compliance Reviewer identified concerns about insufficient evidence of a comprehensive policy on credit hour assignment; evidence submitted presented "expectations for class time (and not homework) as they related to the credit hours awarded and did not address online delivery or other formats."

To address this core component, UNM's Office of the Registrar has developed a more detailed credit hour policy statement providing expectations for class time, including homework, and covering online delivery and other UNM course formats. This comprehensive official university policy on credit hours will be published in the 2020-21 UNM Catalog and in 2020-21 UNM branch campus catalogs, as follows:

MODALITIES OF INSTRUCTION, DEFINITIONS, AND CLASS HOUR AND CREDIT HOUR INFORMATION

MODALITIES OF INSTRUCTION are identified as follows.

DEFINITIONS

Classroom or direct faculty instruction. This consists of direct instruction or guided interaction, which includes but is not limited to, in person or online lectures, seminars, discussions, art and design studios, supervised group work, and examinations.

Equivalent amount of work can include, but is not limited to, activities such as clinicals, field, laboratory work, internships, practica, studio work, ensemble, music, and other academic work.

Out-of-class student work. This consists of time students spend outside of classroom or direct faculty instruction to fulfill course objectives, which includes but is not limited to reading assignments, working out problems, preparing for exams, online and face-to-face group work, writing paper(s) and working on project(s)."

CLASS HOURS AND CREDIT HOURS

For all modalities of instruction, UNM's assignment and award of credit hours conforms to commonly accepted practices in higher education in accordance with federal regulations 34 CFR 602.24(f).

The minimum requirements for assigning one (1) semester credit hour consists of one (1) 50-minute period of classroom or direct faculty instruction and a minimum of two (2) hours of out-of-class student work each week of the semester, or at least an equivalent amount of work as established by the degree granting college.”

The additional clarity in this statement provides a consistent set of definitions for reviewers at all levels of the institution to apply in examining courses and curriculum. The UNM “**Schedule Type Glossary**,” describing individual types of courses and available on the Registrar resources page that faculty and staff consult as they develop curricular changes further bolsters clarity and compliance. Because of our extensive review practices, UNM courses have not been deficient in alignment of work to academic credit. As the Federal Compliance Reviewer noted, “Despite an insufficiently detailed policy, all courses and programs reviewed were within the bounds of standard educational practice in the assignment of credit hours.” We attribute our consistent standards of academic rigor to the exhaustive review processes in place for all new courses and degree programs, consistent practices of the Registrar and Enrollment Management, as well as to annual reviews of faculty, course-level assessment, Academic Program Review, and adherence to regulations enforced by the New Mexico Higher Education Department (including specific statute for the lower-division general education program), external program accreditors (for example, ABET), and the State Authorization Reciprocity Agreement (SARA) for online courses and programs. These are described in Criteria 3 and 4 of the 2018 UNM HLC Accreditation Report.

UNM is providing the following evidence relative to this component:

- [HLC_UNM-Credit-HR-Statement_2-20-2020](#)
- [C3-4_UNM-Assurance-Argument_02-26-2019](#)
- [Registrar_Job-Description_02-21-2020](#)
- [Schedule-Type-Glossary_05-25-12_revision](#)

President Garnett Stokes, Provost James Holloway and members of the University of New Mexico community appreciate the opportunity provided by the Higher Learning Commission Interim Report to clarify policies and procedures. The university is deeply committed to ensuring that students, faculty, staff and community members benefit from transparent, responsive, and equitable interactions with the university that are governed by high internal standards and compliance with our accrediting body.

UNM Timeline of Actions Relative to Interim Report

Student Complaints

UNM houses OEO complaints in one division and academic grievances by unit. UNM develops a unified grievance system (Student Feedback App) application for tracking academic complaints.

8/1/19: Policy and Procedures Sub-Committee begins to develop oversight structure and more units trained on App use.

2/7/20 and Student Concerns Committee (SCC) consolidates reports and findings and initiates overall analysis.

3/4: Submission of Combined Report in interim report.

Quarterly review by SCC; continued expansion and use of Student Feedback App.

Credit-Hour Policy

UNM Faculty Senate adopts a revised Carnegie definition compliant credit hour policy.

Interim registrar considers possible models.

Registrar consults on and develops a more thorough policy for future publication in UNM Catalog.

3/4: New policy language submitted in interim report.

Early June: publication of new registrar policy in UNM catalog.

Student Outcomes

UNM houses student outcomes on the Office of Institutional Analytics site, yet this is not linked to homepage.

Academic Affairs and Enrollment management consider models from other institutions.

Enrollment management, bursar, Office of Institutional Analytics builds single linked page, which is published on 2/12/20.

3/4: Evidence of consumer information student outcomes page (linked to home page) submitted in interim report.

Office of Institutional Analytics updates outcomes regularly and bursar updates and streamlines tuition and fees pages

Overall response

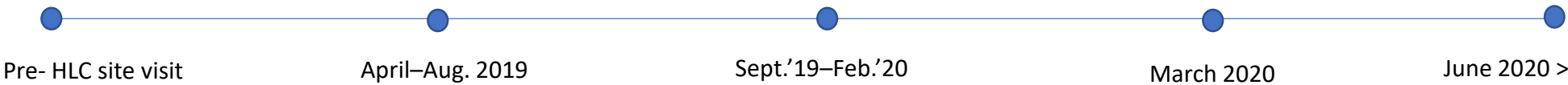
UNM provides comprehensive report to the Higher Learning Commission

4/1 and 4/4: Academic Leadership review of site visit, goal setting and assignment of responsibilities; 4/25-5/1: strategizing relative to report and data centralization.

UNM onboards new leadership team and begins modeling new financial forecasting and providing continuing governance support and orientation.

3/4: Completion of interim report; completion of all remedies relative to Athletics fiscal management and oversight; planning for documentation of governance improvement.

Continuous improvement, esp. on governance and budget strategic planning



Student Concerns Committee

Combined Annual Institutional Report Of Student Complaints and Actions

March 1, 2020



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1. EXECUTIVE SUMMARY OF FINDINGS AND ACTIONS

UNM addresses student academic complaints, student complaints based on membership in a protected class, and student security concerns through timely and responsive measures and with a focus on continuous improvement of information sharing, reporting, individual remedy, and institutional action. In 2018, in preparation for a site visit and reaffirmation of accreditation, UNM's Office of the Provost and EVP for Academic Affairs improved processes for centralized data sharing, tracking, analysis, and reporting of student complaints and grievances and developed an application to facilitate this. Most notably, this process has led to improved communication and analysis across the units responsible for academic grievances, on the one hand, and reports to the Office of Equal Opportunity, on the other. While acknowledging that many complaints may have both an academic and an OEO component, we remain committed to supporting students in accessing the two different paths of complaint *as different paths* because of the different kinds of expertise necessary to protect academic judgment, student academic success, student experience, and civil rights. We have identified room for improvement in training academic units in migrating from internal tracking systems to use of the Office of the Provost "Student Feedback Application." Early adopters, such as the College of Arts & Sciences, which is also the largest unit, have logged more complaints and resolutions than later adopters such as the Anderson School of Management. Overall, an analysis of student complaints reveals the following trends that have led to implementation of the following actions.

Student Academic Complaints or Grievances

In this analysis, elevated student academic grievances are defined via the formal criteria developed in Faculty Handbook Policies D175 (undergraduates) and D176 (graduates) as well as the Student Pathfinder. D175 and D176 provide for students to elevate a grievance to the level of a college or school only when they do not feel that discussion with a faculty member and informal resolution mediated by a chair have not been successful. Grievances are entered into the UNM Student Feedback Application when they have been elevated to the college or school level. The Student Feedback Application also captured general and often anonymous complaints (68) made directly to the Office of the President on a broad range of issues. In the case of anonymous complaints, it was impossible to offer an avenue to resolution. UNM has records of 234 grievances in the Student Feedback App for the period from 2012 to 2019, with the much higher number of grievances entered into the system for 2018 (82 as compared to 1 in 2012) reflecting adoption of the centralized system. The system registered some harassment (6), ADA (3), and discrimination (1) complaints, all of which were referred to the Office of Equal Opportunity. Grade concerns (43 not anonymous), followed by faculty conduct or other instructor issue (23 not anonymous) concerns and then advising concerns (18 not anonymous) represented the largest clusters by type. Time to resolution was generally a week, although grievances appealed to multiple levels (associate dean to associate provost) or grievances resulting in an OEO referral took more time to resolve.

Action

Grade and milestone concerns:

In 2014-15, several complaints by graduate students resulted in the College of Arts & Sciences requesting that all departments with graduate programs in the college develop, publish, and submit to the college new or revised graduate manuals including timelines and requirements for milestones and completion of degree. This initiative has led to continuous improvement in clarifying milestone and degree requirements and in communicating them to students and faculty in the College.

In general, analysis of student grievances related to grade concerns suggests that these complaints stem from failures in communication rather than from a failure to apply academic judgment appropriately and fairly. To respond broadly to challenges around miscommunication, we have launched an initiative in coordination with the APLU-Student Experience Project to analyze lower-division syllabi and to provide guided workshop support to faculty in revising syllabus language for clarity and inclusiveness. New faculty development workshops now provide sessions on understanding how first-generation and structurally disadvantaged students experience classroom expectations. The Associate Provost for Faculty Development leads a multi-session "Chairs School" providing, among other resources, techniques for appropriate mediation of student concerns about faculty.

Faculty conduct concerns that proved to have merit and did not fall under the jurisdiction of the Office of Equal Opportunity were generally resolved by Associate Deans or deans through educational sessions for the faculty member. In one case, an adjunct faculty member chose to resign, and in another case the student was supported in identifying and transferring into a new course section.

The Associate Provost for Student Success addressed concerns about miscommunication which did not rise to the level of ADA violations and OEO referral by organizing a faculty feedback session to the Accessibility Resource Center (ARC) in October of 2019. Some students with qualified disabilities had expressed concerns that faculty were not being responsive to their accommodations. In the feedback session, faculty communicated that ARC letters about qualified accommodations were not always clear and worked with the Director of ARC to develop unambiguous accommodations letters.

Petitions for grade or degree changes to the Registrar for consideration by the Faculty Senate Admissions and Registration Committee:

The Registrar collects paper petitions and administers consideration, resolution, and grade or degree changes approved by the Faculty Senate Admissions and Registration Committee. In AY 2018-19, the Registrar began summarizing petition records, allowing insight into the past academic year. The Committee considered 141 petitions between September 2018 and June 2019, denying 4 petitions, deferring 12 petitions, and

approving the remainder. The majority of petitions were for retroactive grade changes to address a student's illness or other unforeseen circumstance. An additional cluster of petitions focused on retroactive withdrawal, also related to illness or unforeseen circumstances.

Action

The petition process is thorough, well-administered, and overwhelmingly results in student petitions being approved. However, the data indicate that average resolution time since January of 2019 varies between two and 309 days, with an average time of 69 days. Lags in addressing petitions may be attributed to absence of meetings during the summer, as well as, perhaps, slow faculty-response time. The Registrar will work with the committee to improve resolution time. The Registrar has also undertaken a review of withdraw policies at UNM and at peer institutions to determine whether the structure and relative permissiveness of our withdraw policy is effective in supporting student degree completion.

Bursar Complaints:

Bursar complaints are resolved in the Office of the Bursar and in consultation with financial aid. Better tracking will enable more analysis of concern trends.

Action

Engage Office of the Bursar in tracking complaints using the Student Feedback Application.

Advising:

In 2013-14, UNM recognized the challenges that students faced in gaining access to discipline-specific and timely advising. These challenges generated numerous complaints. UNM reorganized the structure of advising so that students work with an advisor specific to their major of choice and also improved the advisor to student ratio to 1 to 325 or better, so that it is well within the NACADA standard. Advising is organized by college or school with direction from a college/school or student services director and then is federated under the Office of Advising Strategies. The Office of Advising Strategies provides professional development opportunities and extensive workshops and ongoing assessment to support improved knowledge and advising strategies in the advising community as well as responsiveness and change to student complaints and concerns.

Specific advising concerns registered in the Student Feedback Application were addressed through consultation of advising notes on student interactions and led to a range of remedies implemented by advising directors sometimes in coordination with a college/school associate dean. In some cases, advisor notes demonstrated that

appropriate advising had been offered but the student elected to ignore the advice. In one case, mis-advisement led to a student repeating a course. When this was discovered, the student was given scholarship compensation. In another case, an advisor responsible for mis-advisement was referred to supplementary training but chose to resign before completing it. Two potential FERPA violation cases were addressed with supplementary training.

Student Complaints based on Membership in a Protected Class

In general terms with respect to formal investigations, faculty and staff constituted respondents in roughly a quarter each of all cases between 2016 and 2018 while students constituted respondents in about half of all cases. Of the 59 total formal Office of Equal Opportunity investigations that resulted in findings of policy violations between 2016 and 2018, students were respondents in 34, or approximately 58 percent of the cases. The respondents in the majority of formal investigations that resulted in policy violation findings consisted of students, White males, and individuals who were not affiliated with Athletics or Greek life. The Office of Equal Opportunity has experienced an increase in complaints, with the greatest rise occurring in 2015 and 2016, when the office was reorganized and expanded and UNM developed increased outreach, reporting and advocacy mechanisms in relation to the agreement between the Department of Justice and UNM on sexual misconduct. The caseload for complaints from students, faculty and staff has risen from 147 in 2014 to 731 in 2018. Of the total complaints made between 2014 and 2018, sexual harassment constitutes 42%, complaints related to gender or sex constitute 14.9%, complaints related to race constitute 7%, and complaints related to disability constitute 4.1%. Data for the first half of 2019 indicate that out of 191 Title IX complaints in the period, 37% pertain to sexual harassment.

Action

In 2016, UNM responded to an agreement with the Department of Justice to provide a comprehensive response to sexual misconduct on campus. In 2017, OEO began receiving and documenting all allegations of hate-bias incidents and hate crimes in conjunction with UNMPD. OEO will utilize this data to develop climate and civil rights training and identify “hot-spots” where hate- bias incidents more frequently occur. In 2017, OEO created deputy Title IX Coordinators in Athletics, Human Resources, Provost’s Office, and Residence Life and Student Housing and the Health Sciences Center. In 2018, OEO updated University Administrative Policy 2720 (Discrimination), 2740 (Sexual Misconduct), and 3110 (ADA Accommodation) to reflect best practices and updated civil rights law. OEO also translated policies 2720 and 2740 into Spanish, making the policies available to Spanish language speakers. In 2018, the OEO added new values to the EthicsPoint case management system in order to better track alternate outcomes of cases. In 2018, OEO spearheaded and participated in several ADA initiatives. OEO updated University Administrative Policy 3110 (Accommodations for Faculty and Staff) and participated in the creation of a Universal Design Policy

(5320). In 2019, UNM was released from the Department of Justice agreement. UNM re-committed to continuing work to reduce instances of sexual misconduct and Title IX violations on campus (action statements derived from OEO data trend report).

Security

Clery Crime Statistics for the period 2016-2018 point to an increase in the number of rapes on campus (from 15 in 2016, to 18 in 2017, to 24 in 2018) (increase in number measured may be a function of increased reporting), and a continuing issue of motor vehicle theft (from 174 incidents in 2016, to 222 in 2017, to 133 in 2018). Hate crime incidence is between two and four cases rising to the legal definition per year. The incidence of burglary averages 34 across the three-year period and the incidence of aggravated assault averages 16 per year. UNM has prioritized increased safety measures on campus and funding for these measures in response to Clery Crime Statistics couple and a deep concern about the overall safety of UNM students, faculty and staff.

Action

The university's interface with the Albuquerque urban environment, at a time when Albuquerque suffers from high vehicle theft and robbery rates, is the focus of a considerable initiative led by the Security Operations Task Force. The university has added six officers to its campus police force and 80 surveillance cameras around campus. There are plans to add another 170 security cameras to parking lots and garages. The university is developing environmental changes to the campus near Central Ave. and Girard Ave. and Central Ave. and Yale Blvd., two key areas of urban interface, that will promote "safe pedestrian patterns and behavior." UNM has also designed and is issuing a new campus proximity Lobo ID card. The card has embedded proximity technology as well as a magnetic stripe with coded track information that allows access to clearance-restricted buildings and rooms with access granted by department supervisors and building administrators. In a cost-savings measure, the migration to a proximity card has been one of attrition, as departments across campus added physical security devices.

Overall, UNM has identified the need for more faculty development around how students experience or hear their language, especially with respect to grading and course requirements, important milestones, and an equitable opportunity to succeed. Title IX violations or related complaints will continue to draw resources and require ongoing education and advocacy through Gray Area trainings, faculty, staff and leadership trainings, and resource center advocacy and support. In addition, Academic Affairs must support academic units in relying on the centralized Student Feedback Application to track elevated student concerns and must support adoption of cumulative analysis of student complaints by functional units, such as Office of the Bursar.

2. ORGANIZATION AND RESPONSIBILITIES OF THE STUDENT CONCERNS COMMITTEE

To address fully Higher Learning Commission compliance requirements relative to gathering, tracking, addressing and reporting student concerns, UNM created a Student Concerns Committee convened by Office of the Provost and EVP for Academic Affairs four times each academic year. The committee reviews trends in complaints and conduct across the reporting units, and confirms implementation of institutional and unit remedies consistent with trend analysis. The units represented on the committee have consistently maintained and reviewed records of student complaints and grievances internally and the Office of Equal Opportunity and the Clery Act Compliance Officer (who liaises with the UNM Police Department) have also consistently both maintained and reviewed records while also publishing annual reports. However, beginning in 2019, the Student Concerns Committee (SCC) has facilitated integration of reporting, analysis, and oversight through meetings and a Combined Annual Institutional Report of Student Complaints and Actions. The SCC meets in the first week of February, May, September, and December.

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Staff, faculty, and administrators (including staff in university student affairs and services centers and chairs, associate deans, and deans) refer academic student grievances to the appropriate level of the grievance process: informal resolution with faculty member and subsequently chair; formal grievance to associate dean of academic school/branch/college; appeal to Office of the Provost (note: a change to D175 and D176 proposed in 2020 may add an additional level of appeal to the Board of Regents);

2) complaints, concerns, and reports of discrimination or other harm relative to membership in a protected class, which are referred (per federal law and university policy) to UNM's Office of Equal Opportunity for review, possible investigation, and action.

Staff, faculty, and administrators (including staff in university student affairs and services centers and chairs, associate deans, and deans) receive training and/or advocacy information to contact or refer potential complaints, concerns, and reports of discrimination or other harm relative to membership in a protected class to UNM's Office of Equal Opportunity. Undergraduate and graduate students receive orientations and training (Gray Zone Training on Title IX protections and sexual misconduct) that includes information about support, reporting, and advocacy centers. Referral or direct complaint occurs through a variety of widely published intake methods (whistleblower hotline and site, OEO intake web applications, phone numbers and e-mail contact broadly published and linked by all UNM resource centers, Dean

websites, the Student Health and Counseling Services (SHAC), and direct contact with OEO personnel) as well as referral relationships with entities such as the Division of Equity and Inclusion, Dean of Students, Ombuds, UNM's student resource centers, colleges/schools/branches, SHAC, and the Campus Assessment Response Education team (CARE).

The Student Concerns Committee is made up of the following membership with the following intake, tracking, and resolution responsibility:

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Registrar: maintains intake and a data base of grade petitions and resulting actions; grade petitions are reviewed and addressed by the Faculty Senate Admissions and Registration Committee.

Associate Vice President for Student Services: coordinates with resource and advocacy centers and maintains appropriate referral to the academic grievance and the Office of Equal opportunity intake structures.

2. Complaints, concerns, and reports of discrimination or other harm relative to membership in a protected class:

Director of the Office of Equal Opportunity and ADA Coordinator: The University has policies that prohibit all forms of discrimination and retaliation, to include sexual harassment, a form of gender discrimination that is prohibited by state and federal law (including, but not limited to Title IX of the Education Amendments of 1972). The prohibition includes sexual violence, which is considered a severe form of sexual harassment. The Office of Equal Opportunity (OEO) is the neutral campus entity designated to ensure compliance with all University policies that apply to civil rights including investigations of civil rights violations. OEO maintains records of all reports of potential discrimination or other harm relative to membership in a protected class, provides university-wide trainings relative to OEO and Title IX protections and reporting, advocates for a diverse and inclusive campus environment, acts as the American with Disabilities Act coordinator, investigates complaints, provides a series of actions per university and federal policy to ensure protection of protected classes and education and/or sanction of individuals in violation, and engages in regular reporting including compliance with the Clery Act. OEO publishes a cumulative annual report on its

website: <https://oeo.unm.edu/assets/docs/2019-oeo-annual-report.pdf>. OEO was charged with implementation of a 2016 Department of Justice agreement to address sexual misconduct on campus. On December 10, 2019, the Department of Justice noticed UNM that it had successfully met all of the terms of the agreement and was released from DoJ monitoring.

Clery Act Compliance Officer. This officer reports on crime statistics, administers a safety program, provides a crime prevention inventory, and ensures compliance with several important safety and reporting policies. The Clery Act Compliance report continues to become further compliant with federal regulations, as it has been evaluated by the Clery Center the past three years. The CACO provides training to numerous Campus Security Authorities (CSAs) across the University, which included training all of the point people responsible for compiling Clery statistics and data.

Dean of Students: The Dean of Students is comprised of multiple functional areas related to student conduct, student advocacy, student well-being, and student crisis. It includes the Center for Financial Capability, the Lobo Food Pantry, the Lobo Respect Advocacy Center dedicated to providing training, support, and intake of complaints all relative to sexual misconduct and/or hate/bias, collaboration with the Campus Assessment Response Education (CARE) team, and leadership of the UNM Task Force on Safety. The Campus Assessment Response Education (CARE) team, made up of representatives from the Dean of Students' Office, Student Health and Counseling Services, the Accessibility Resource Center and UNM Police, provides ideas and resources for addressing student behaviors or experiences that are of concern, intake for reporting of such behaviors or experiences, and action relative to these behaviors or experiences including crisis support and intervention.

Each unit represented by this membership maintains records of complaints, including tracking and resolution. The combined report produced by this committee is published before the end of the first quarter of the calendar year.

3. ANNUAL REPORT ON ACADEMIC STUDENT GRIEVANCES

From the Office of the Provost & EVP for Academic Affairs, including Student Grade Petitions from the Office of the Registrar.

2020 Academic Affairs Student Grievance Report

March 1, 2020



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SUMMARY

The Student Feedback Application was originally created by the College of Arts and Sciences and a team from UNM IT. The Associate Provost for Student Success began discussions with the Associate Dean of Arts and Sciences in 2018 about expanding the use of the system to all schools, colleges, and branch campuses at UNM. After a period of development, access to the system was extended to coordinators appointed to report on behalf of their college or branch campus. Initial training occurred in December 2018.

The application continues to undergo changes as more users have been added to the system and additional problems are identified and fixed.

Use of the System and Quality of the Records

In March 2019, we provided a sample of complaint records from the College of Arts & Sciences to the peer review team during UNM's comprehensive evaluation. In the year since then, a total of 234 records have been entered. This includes about 180 backlogged records from 2012-2018 as units transferred their record keeping to the centralized database.

All colleges and branch campuses have appointed a coordinator, received access to the system, and training on its use and purpose. All four branch campuses and 8 of 15 schools and colleges have entered student records into the database. Records in most cases contain enough information to demonstrate widespread compliance with UNM policies and procedures.

There were seven records of grievances that were appealed to the Office of the Provost (Records: 34, 77, 78, 79, 81, 86, and 218). In only one of those cases did the decision overturn the earlier college-level decision.

The system will be expanded to include additional non-academic units in the future. The areas that have been identified for addition to the system are all student affairs units reporting to the Associate Vice President for Student Services, the units reporting to Enrollment Management, including the Office of the Registrar and Financial Aid, and the Bursar. Significant changes to the database still need to be built, however, to allow that to happen. Discussions with UNM IT are ongoing.

Student grade petitions (see Section 8) are handled by a separate process managed by the Admissions and Registration Committee and Faculty Senate. The committee rules on individual cases involving falsification of records, grade changes, petitions for waiver of university-wide graduation requirements and special admissions.

NOTES FOR IMPROVEMENT

The Student Feedback Application is a significant improvement over the internal systems that academic units have had in place. The process of consolidating and tracking all student complaints in a central repository is a large undertaking and continues to be a work in progress. A review of the current state of the system reveals the following:

Need for Better Training

The use of the system is uneven. Some units have not only adopted use of the system but have taken advantage of all features of the system, entering intake information at the time the complaint is received, logging updates, uploading documentation, and keeping thorough notes about the resolution of the complaint. The system allows users to track major status changes, including each stage of appeal and decision, as well as secondary activities, such as arranging a meeting between an associate dean and the student, or bringing together a faculty committee to review a student's grievance in advance of a decision.

Training consisted of basic actions—logging into the system, entering student information, and creating a new action. In many cases, it appears that coordinators are unclear about how to use some of the features. Coordinators entering back-dated records have pasted all documents into a single field. For some records no timeline information was included with the description.

The Office of Academic Affairs will create additional training opportunities for coordinators to share best practices for record keeping, and emphasize the importance of capturing information related to following the steps of the grievance policy, noting the administrators, faculty, and staff members involved in resolution, including relevant documentation with record, noting when referrals were made to appropriate offices, and providing students with a course of action.

System Definitions

To aid the coordinators in improving use of the system, more work needs to be done by the Office of Academic Affairs and UNM IT team supporting the application to provide clearer definitions for the various options available for the grievance “type” and “status” options. The team should consider redesigning elements of the interface to prompt coordinators to use actions and upload documentation, which will more accurately capture the time to resolution and the results of attempts to resolve complaints.

Similarly, there appears to be some confusion over the kinds of complaints to be captured in this system. Some records describe complaints that were informal and resolved by an instructor, or by a chair or program director.

Student Grievance Practices

Some smaller colleges or units with non-typical organization appear to be utilizing the system much less than other colleges. Without records, it is difficult to understand what practices are in place or how processes might be improved. The Office of Academic Affairs should follow up with associate deans and those in similar positions to determine whether the right organization and practices are in place for students to submit complaints, refer them to the appropriate level of the organization for support, and manage appeals.

Records of referrals to the Office of Equal Opportunity and Dean of Students' Office were typically clear about the transfer, but in some cases notes about the outcome were not included. We recommend a flag for referrals that will trigger follow-up with OEO or DoS to ensure that grievances were resolved.

Finally, the Office of Academic Affairs should initiate discussions with associate deans and deans of instructions at the branch campuses about time to resolution. In many cases there was insufficient information provided to determine whether there were delays in processing. In other cases, the entire process took 30-60 days, including multiple levels of appeal. We recommend that representatives from all schools, colleges, and branch campuses review their practices for opportunities to improve.

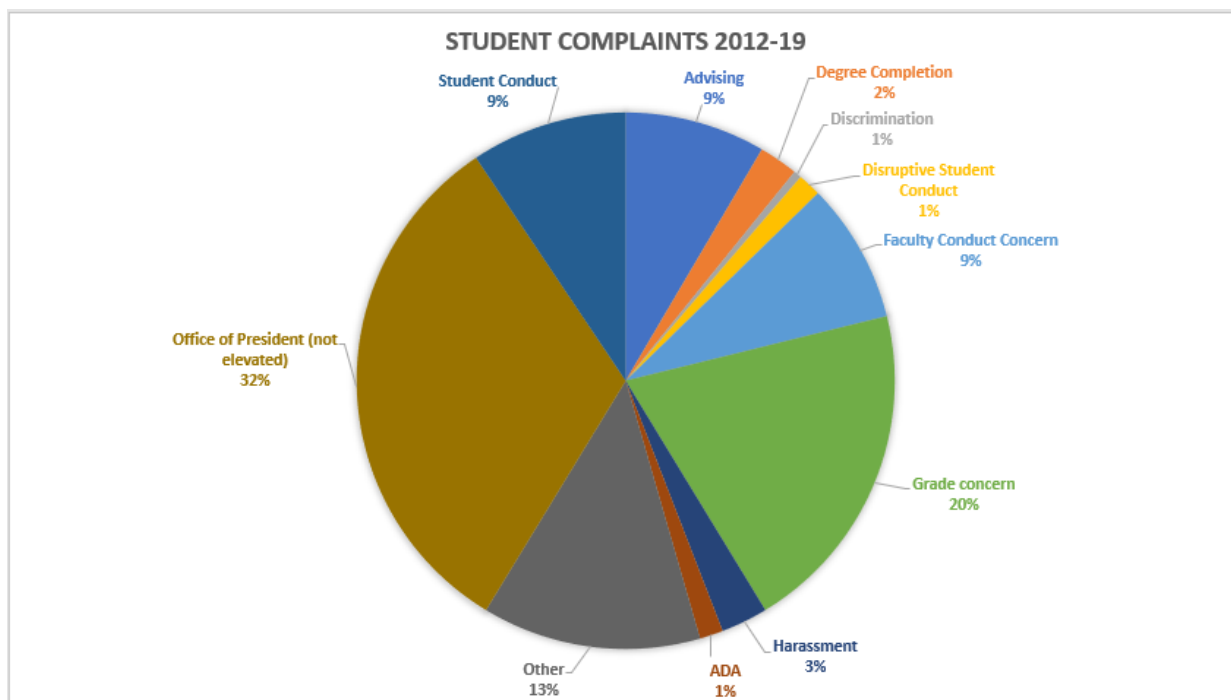
3. COMPLAINTS STATISTICS

Total Student Complaint Records 234

- 2012	1
- 2013	20
- 2014	21
- 2015	19
- 2016	29
- 2017	31
- 2018	82
- 2019	30

Notes: The system was rolled out to all colleges and branch campuses in 2018 and in some cases users did not back-date older complaints. The system shows a spike in complaints for 2018 that isn't completely accurate.

Complaints by Type



Distribution of all complaints in the Student Feedback application database by type.

- Advising Concern	24
- Degree Completion	7
- Discrimination	1
- Disruptive Student Conduct	5
- Faculty Conduct Concern	21
- Grade Concern	48
- Harassment	6

- Other Concern	99	
- ADA Accommodations	3	
- Class Schedule Change	2	
- Environmental Issues	1	(Construction nearby classroom)
- Extenuating Circumstances	2	
- In-Class Injury	1	
- Instructor Other	5	
- Late Processing	1	
- Non-Advisor Advising Issue	3	
- Online Course Difficulty	2	
- Pres. Office Referral	68	
- Registration System Error	3	
- Removed from Program	2	
- Request for Tutor	1	
- Staff Conduct	2	
- Student Employment	1	
- Tuition Refund Request	2	
- Student Conduct Concern	20	

Time to Resolution

- Average for All Complaints	7 days	
- Complaints with no Time to Resolution inadequate timeline information)	62	(26% of all complaints had

The database includes a high number of referral records primarily from the Office of the President. The Office of the President is using the system to track phone and email referrals of students to the departments. Those complaints only become formal complaints when escalated to the college level. Those referrals are happening the same day, so those records are impacting time to resolution. Most complaints are resolved within about one week, however the database also includes a number of outliers. In some cases the delays are explained by a long gap between a college-level decision and the point at which a student decides to appeal to the Office of the Provost. In one case, a student requested that no action be taken until after the semester concluded. Several cases that were elevated to the Office of the Provost required 30-40 days from intake to final resolution. Similarly, grievance cases that were referred to another office for a separate investigation took longer than usual to resolve.

One grievance took 270 days total to resolve, which was the longest by a wide margin. The original incident took place in Spring 2014, but wasn't appealed by the student until December 2015. After the appeal to the college was denied, the student attempted to take the case to the Registrar's Office and the Faculty Senate before it was ultimately appealed to the Office of the Provost in September 2016.

4. ACTIONS TAKEN IN RESPONSE TO GRIEVANCES

The following summaries of changes made are taken from the summaries in the Student Feedback Application reporting spreadsheet “Grievance Tracking-02-24-2020”:

1. There are several examples in which a student submitted a complaint about ADA accommodations. The associate dean in several of these cases found that additional accommodations were warranted and a grade was changed, a quieter lab space was found for the student, or an alternative exam time was granted.
2. A student who had been denied a credit overload during the summer appealed the decision. After a discussion with the associate dean and the student’s advisor, the student was informed of the risks, they accepted, the overload was approved, and the student completed the courses and subsequently graduated.
3. In several cases, students who had committed acts of academic dishonesty had failed the course, then met with the instructor, chair, and associate dean. In situations in which the students appeared to have plagiarized or cheated through confusion about instructions or lack of awareness of citation standards, the penalties were reduced to a failing grade on the assignment in question, rather than a failing grade in the course. The students were informed of the seriousness of their actions.
4. Several records include notes about follow-up between associate deans or program directors with staff, advisors, or faculty about improving the handling of similar situations in the future. This includes issues of timely responses to requests and communication, or issues of staff conduct.
5. Inappropriate conduct by an advisor in two separate complaints prompted action by the supervisor and Director of Advising, who required the advisor to retake training. That advisor left the university before completing training.
6. Students were compensated for errors made by advisors in cases in which the student took a course that should have transferred. After review, the student was compensated for tuition and fees.
7. In two examples, a student who experienced circumstances outside of school was unable to complete courses. After a review by the associate dean, student services, Dean of Students, and Bursar, those students were issued refunds.
8. In one case, a series of student complaints about an instructor’s teaching style prompted discussions between the Dean of Instruction at the branch campus, the division chair, and the instructor. While the course description was updated to clear up confusion for students, the more important result of the discussion was a review of the structure of some specialty certificates being offered, and issues with faculty being spread too thin in the department.
9. A student complaint about difficulty transferring a course led to an effort, at the request of the Dean of Instruction at one of the branch campuses, to connect branch academic advisors with a main campus International Admissions Officer for training on international transfers.
10. One case concerning faculty conduct prompted the Dean of Instruction to require additional ADA training for an instructor, and that instructor resigned from the university.
11. A series of complaints by a group of students indicated severe problems with a particular instructor. The associate dean and department chair reviewed the case and

transferred all students to a new section, and followed up with a performance review for the instructor.

Overall, the records in the Student Grievance database show a balance between college-level and provost-level decision makers to uphold policy as necessary, and an equal willingness to make changes, fix processes, and provide support to students as necessary.

5. SCHOOLS AND COLLEGES

The following section of the report includes notes on the current practices of all schools, colleges, and branch campuses.

College of Arts and Sciences

The College of Arts & Sciences developed the application to manage the academic complaints for all their departments. They have the most mature and comprehensive process. Nearly all records contain thorough notes and a timeline from intake to resolution. The communications to students are attached with clear descriptions of all actions taken, all those involved with the resolution of a complaint, and any information on further appeals and referrals.

Total Records for A&S	37
- Advising Concern	6
- Degree Completion	2
- Faculty Conduct Concern	8
- Grade Concern	18
- Other Concern	3

Time to Resolution

Average for All Complaints	17 days
Complaints without Time to Resolution	3

College of Fine Arts

The College of Fine Arts has no complaints submitted to the system. The new interim dean assigned the new Associate Dean for Faculty and Student Affairs to be the coordinator. Unfortunately, substantial change in leadership in the college over the past two years made it difficult to appoint and train someone to handle CFA complaints. The newly appointed coordinator was sent training materials and was given access to the Student Feedback application. Follow-up is needed.

Total Records for Fine Arts	0
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Anderson School of Management

The Anderson School of Management coordinator has been using the system consistently. There was a recent change in associate dean, and they have just appointed a new coordinator. The records were largely entered from the college's previous logging system, and in most cases the coordinator had not taken advantage of the system's features for capturing timeline information. Overall, the records are clear and demonstrate responsiveness from college leadership to issues within the departments.

Total Records for ASM	13
- Advising Concern	2
- Grade Concern	3
- Harassment	2
- Other Concern	6

Time to Resolution

Average for All Complaints	11 days
Complaints without Time to Resolution	6

College of Education

The College of Education coordinator was recently appointed interim dean for the college. The associate dean was given access and training for use of the system. Five complaint records have been entered to date. Recent turnover in the college has disrupted their use of the system. The records in the system do not capture the timeline of events. Notes are thorough in some cases and less thorough in others. It is not clear, for instance, if a complaint alleging discrimination was referred to OEO. In other records, it is clear that the associate dean met with the relevant chair and faculty in resolving issues that rose to the college level.

Total Records for College of Education	5
- Faculty Conduct Concern	1
- Grade Concern	2
- Other Concern	2

Time to Resolution

Average for All Complaints	(no time to resolution captured)
Complaints without Time to Resolution	5

Graduate Studies

Graduate Studies is a smaller college receiving very few elevated grievances. There are currently three grievances recorded. A new coordinator was appointed within the past year. The records are thorough and detail the steps of procedures that the college followed in resolving complaints. The time to resolution captured below is misleading. One complaint was resolved in two days, another in eight days, and the third complaint, which was appealed to the Office of the Provost, was resolved in 84 days.

Total Records for College of Education	3
- Degree Completion	1
- Other Concern	2

Time to Resolution

Average for All Complaints	31 days
Complaints without Time to Resolution	0

College of Nursing

The College of Nursing has two complaints recorded recently. The college is transitioning to the new system going forward. There was an issue with the system that was blocking the log-ins from the coordinator. The records include a thorough description of who was involved in resolving the disputes and the sequence of actions that took place. The timeline of events was not recorded.

Total Records for College of Education	2
- Student Conduct Concern	1
- Other Concern	1

Time to Resolution

Average for All Complaints	(no time to resolution captured)
Complaints without Time to Resolution	2

College of Pharmacy

The College of Pharmacy is a smaller college (300 students). I spoke with one of the coordinators. They stated that they have not had a complaint escalated to the level of the dean. All complaints over the past five years have been resolved informally. General follow-up is recommended to ensure that college practices are aligned with UNM policy.

College of Population Health

The College of Population Health is a smaller college. They currently have no records entered. The coordinator was trained and given access to the system. Additional follow-up is needed to ensure that the college is responsive to student complaints and that they are logging the resolution process.

College of University Libraries and Learning Sciences

The College of University Libraries and Learning Sciences has no complaints recorded. The college oversees a single small program. The associate dean described the program. It is mostly online and has a program director that receives all complaints that are not resolved between a student and instructor or staff member. Only complaints that are not resolved there would be elevated to the associate dean, and to date there have been no appeals.

Honors College

The Honors College is a small program. The college appointed a coordinator who received access and training materials. No complaints have been recorded yet. The coordinator said that the college saves hard copies of student records and they are willing to transition to the new system. More follow-up is required to complete the transition.

School of Architecture and Planning

The School of Architecture and Planning recorded two complaints in 2019. The college recently appointed a new coordinator. The two records in the system have comprehensive notes about the steps taken to resolve complaints and who was involved in those actions. One record is missing timeline information. The other was resolved in 20 days following the appeal, which included a review by the Office of Equal Opportunity, before the final decision was made.

School of Engineering

The School of Engineering started using the new system in 2019. Five complaints have been entered. The associate dean said that the college didn't have a system for collecting student complaint records in the past. The records entered have thorough notes about the resolution process, who was involved in the resolution, and about the timeline of the resolution.

Total Records for SOE	5
- Faculty Conduct Concern	3
- Grade Concern	1
- Other Concern	1

Time to Resolution	
Average for All Complaints	13 days

School of Law

The School of Law has entered one complaint from September 2019. The record includes a basic description of what happened, but the record has not been updated and no timeline information is present. One of the college coordinators expressed concerns about the administrative overhead of using the system. A discussion with the associate dean indicated that the structure of the college makes it difficult to determine the level of complaint to be recorded, and the college is currently understaffed for handling the intake of grievance records. More follow-up is required.

School of Medicine

The School of Medicine has not entered any student grievance records into the system. The Associate Provost is following up with the Vice Chancellor for Health Sciences on the participation of all HSC units in the system or alternative forms of reporting student grievances, tracking their resolution, and learning from them to make improvements.

University College

University College recently hired an associate dean and appointed her as coordinator for complaint records for the college. The coordinator was given access and training materials. More follow-up is required to assist the college in transitioning their current student logs to the Student Feedback Application.

6. UNM BRANCH CAMPUSES

UNM - Gallup

The University of New Mexico-Gallup branch campus has recorded 7 complaints from 2013-2015. The records contain a significant amount of documentation, however it has been pasted into the intake field. It is difficult to understand what took place or when it took place. More follow-up is needed to share optimal use of the system.

Total Records for UNM-Gallup	7
- Advising Concern	1
- Faculty Conduct Concern	1
- Grade Concern	4
- Student Conduct Concern	1

UNM - Los Alamos

The University of New Mexico-Los Alamos branch campus has 22 recorded complaints. The Los Alamos coordinator was entering records in the test version of the system. Those records will be transferred to the "production" site by IT. The records are very brief summaries. No documentation or timeline is visible. No notes about who was involved in resolving the complaint, or what actions may have been taken to improve things in the future.

Total Records for UNM-Los Alamos	22
- Faculty Conduct Concern	3
- Grade Concern	6
- Other Concern	13

UNM - Taos

The University of New Mexico-Los Alamos branch campus has 13 recorded complaints from 2017-19. The coordinator, the dean of instruction, uses the system regularly. The records are thorough and clear.

Total Records for UNM-Taos	13
- Degree Completion	1
- Discrimination	1
- Disruptive Student Conduct	1
- Faculty Conduct Concern	1
- Grade Concern	1
- Harassment	4
- Other Concern	2
- Student Conduct Concern	2

Time to Resolution

Average for All Complaints	5 days
Complaints without Time to Resolution	4

UNM - Valencia

The University of New Mexico-Los Alamos branch campus has recorded 8 complaints, spanning 2016-2019. The records are clear and thorough with regards to the complaint description, who was involved in its resolution, and how the complaint was resolved. Very

little information on the timeline of events was included, however, so it is difficult to determine whether complaints were resolved in a timely manner.

Total Records for UNM-Taos	8
- Degree Completion	1
- Faculty Conduct Concern	1
- Grade Concern	5
- Other Concern	1

7. OTHER UNITS

As a pilot, two additional units have been added to the system: the Office of Advising Strategies and the Office of the President. The use of these units has been an important source of feedback as the system is improved.

Office of Advising Strategies

The Office of Advising Strategies has recorded six complaints for 2012-2015. The system has been used to capture older complaints records, but it is not possible to calculate time to resolution. Several advising complaints demonstrate that advising is responsive to student complaints, that many manager-level staff were involved in attempting to resolve issues for students, provide additional training for advisors, or make changes to practices.

Office of the President

The Office of the President was added to the database because they received a large number of initial complaints that are then referred to the appropriate department. To manage the high volume of complaints, the coordinator in the Office of the President has developed an internal logging system. We are in the middle of trying to adapt the system to better capture their referral records.

8. STUDENT GRADE PETITIONS

Review of Student Grade Petitions is supported by the University Registrar following Faculty Handbook Policy A6.1.1.

Faculty Handbook A6.1.1.

The Admissions and Registration Committee makes recommendations to the Faculty Senate for the establishment of policies and regulations governing admissions, registration, the grading system, university-wide academic regulations, transference and validation of credits, and university-wide graduation requirements. Additionally, this committee monitors the implementation of these policies and regulations. Through subcommittees, the committee rules on individual cases involving falsification of records, grade changes, petitions for waiver of university-wide graduation requirements and special admissions.

Membership: Ten faculty members, including the chairperson, appointed by the Faculty Senate from at least four colleges or schools on the Albuquerque campus and one from a branch; two student members appointed by the Associated Students of UNM (ASUNM) and the Graduate and Professional Student Association (GPSA), respectively; the Director of Institutional Research; one dean (or designated representative) of a college or school to be elected by the Council of Deans; the Dean of Students; the Vice Provost for Extended University and Dean of Continuing Education and Community Services; the Vice President for Student Affairs or designee; the Director of Undergraduate Admissions; and the Registrar. The terms of office are for two years, set up on a staggered basis so that the terms of five members will expire each year. The chairperson is elected by the Committee.

Process

Grade petitions are received year-round and are facilitated by the Registrar's Office, which coordinates with student and faculty to obtain complete documentation and prepares the completed Grade Petitions for committee review. Petitions are considered complete when student statement, documentation of mitigating circumstances, and faculty statement are all received. Faculty are allowed three weeks to respond to the request for faculty statement. Grade petitions are logged and progress tracked by the Registrar's Office and are not usually considered "elevated" complaints but requests for exception to policy. It has been the Admissions and Registration Committee's custom to meet the first week of the month during the Spring and Fall semesters only. Additional meetings may be scheduled on an as-needed basis. A copy of the form used for Faculty statement is attached. Faculty may respond by email rather than using the form.

Instructions for the Grade Petition Process are located at this link accessed from the Registrar.unm.edu website: https://unm-student.custhelp.com/app/answers/detail/a_id/2074.

- a. Students are informed in #5 that, "The petition (along with instructor comments) will be forwarded to the Grade Petition Subcommittee of the Faculty Senate Admission and Records Committee for review and a decision. This Committee is scheduled to meet in the Fall and Spring semesters only. This means petitions not ready for review at the May meeting will be considered in the Fall semester. When a petition is approved is approved, appropriate modifications will be made to the student record."
- b. The instructions also identify that "...each instructor is contacted and given up to 3 weeks to submit a response." Our practice is that If an instructor does not respond in three weeks, the request is elevated to the Department Chair, who is allowed three weeks to submit a response. If there is not a response from the

Department Chair, assistance may be requested from the Dean of the school or college.

- c. It is also worth noting that processing time may be impacted if a student submits the petition letter but does not provide evidence of mitigating circumstances, as the petition is not considered complete until that documentation as well as the instructor statement is received. Only petitions that are considered complete are sent to the Committee for review.

Paper records of all petitions have been gathered in the past; overall recording and analysis began in AY 2019.

FACULTY SENATE ADMISSIONS & REGISTRATION COMMITTEE DATA SUMMARY - AY2019-20 Grade Petitions by Month & Category (as of 2/10/2020)											
Type of Request (Numbers shown are courses petitioned, not the number of petitioners)	Academic Year 2018-2019										
	Jun-19	May-19	Apr-19	Mar-19	Feb-19	Jan-19	Dec-18	Nov-18	Oct-18	Sep-18	Aug-18
Retro Degree Award	0	0	0	1	0	Did not meet	0	2	2	0	Did not meet
Retro Grade Change Submitted - Approved	0	14	2	4	1		7	2	3	3	
Retro Grade Change submitted - Denied	0	0	0	0	0		0	0	0	0	
Retro Grade Change submitted - Deferred	0	0	0	0	0		0	0	0	0	
Retro Withdraw/Drop submitted - Approved	4	0	6	1	1		18	17	0	0	
Retro Withdraw/Drop submitted - Denied	0	0	1	0	0		0	0	0	0	
Retro Withdraw/Drop submitted - Decision Deferred/Referred	0	0	1	0	0		0	7	1	0	
Allow Reuse submitted - Approved	1	1	4	0	2		5	4	1	2	
Allow Reuse submitted - Denied	0	0	0	0	0		0	0	0	0	
Allow Reuse submitted - Decision Deferred	0	0	0	0	0		0	2	1	0	
Allow Repeat submitted - Approved	0	0	0	0	0		0	0	0	0	
Allow Repeat submitted - Denied	0	0	0	0	0		0	0	0	0	
Retro Change Course Level - Approved	4	0	0	0	0		0	1	1	0	
Retro Change Course Level - Denied	0	0	0	0	0		0	0	0	0	
Retro Expunge Registration - Approved	0	0	0	0	0		0	0	1	0	
Retro Expunge Registration - Denied	0	1	2	0	0		0	0	0	0	
Retro Change Credits - Approved	0	0	0	0	1		0	0	0	1	
Retro Course Change - Approved	1	0	0	0	0		1	0	0	0	
Retro Registration Move Registration (sem to sem)	1	0	0	0	0		0	0	0	0	
Exception to Academic Renewal	0	1	1	0	0		0	1	0	0	
Exception to University Honors Residency Requirement - Approved	0	1	1	0	0		0	0	0	0	
Number of Petitions Considered	11	18	18	6	5		31	36	10	6	

Findings and Action

The vast majority of requests were for simple grade changes or withdrawals due to illness or other unforeseen circumstances. The Admissions and Registration Committee granted all but four petitions. Deferrals were due to students not providing necessary supporting evidence. Processing times were not tracked prior to January of 2019. Sometimes a petition is received but supporting documents requested from the student are not included and have to be requested from the student. Previously, these files remained open indefinitely. The Registrar will now change this practice to "file without action" for those petitions for which requested documentation is not submitted within six months of receipt of the original request. The data indicates average processing time since January of 2019 varies between 2 and 309 days, with an average recorded processing time of 69 days. Measures to improve tracking and processing times are ongoing.

APPENDIX A - GRIEVANCE TRACKING SUMMARIES - 02-24-2020

Id	Entry Date	Last Updated	Summary	Type	Status	College/Org	Department	Coordinator Net	Time Elapsed	Notes on Resolution
82	Aug-10-2015	Feb-18-2019	Student registered a complaint that an advisor violated his FERPA rights by discussing details with another student. The advisor's supervisor, college dean, advising center manager, and advising director were all involved in resolving the complaint. Retraining on FERPA and New Advisor Training was required. The advisor left the University before completing training.	Advising Concern	Decision by Department	Advising	General	Ivaldez		Complaint contains single Action on 8-10-2015. The record was closed 2-18-2019.
83	Apr-28-2015	Feb-18-2019	Student was given inaccurate information by advisor. The University College manager, dept. director, assoc. director and college dean met with the advisor to require additional training. When further errors by the same advisor were discovered, the director of advising informed dept. chairs of the errors and took action to resolve them. The advisor left the university before completing training.	Advising Concern	Decision by Department	Advising	General	Ivaldez		Single action backlog record. No time to resolution captured.
84	Aug-28-2012	Feb-18-2019	Student complaint: student's advisors had not mentioned consequence of repeating a course. Sufficient advising notes showed that intersession courses were discussed, and student had a pattern of not following advisor recommendations.	Advising Concern	Closed	Advising	General	Ivaldez		Single action backlog record. No time to resolution captured.
85	Mar-08-2014	Feb-18-2019	Student submitted a complaint that they had withdrawn from the Spring 2014 semester due to issues with advisor. Director of advising shared the information with A&S advising manager to discuss ways of improving response time on student communication.	Advising Concern	Closed	Advising	General	Ivaldez		Single action backlog record. No time to resolution captured.
93	Feb-20-2014	Feb-27-2019	Student complaint: inaccurate guidance caused the student to enroll and complete a class that should have transferred from another institution. Review included director of advising and unit staff, who determined that the student would be awarded a scholarship.	Advising Concern	Closed	Advising	General	Ivaldez		Single action backlog record. No time to resolution captured.
94	Feb-18-2014	Feb-27-2019	Student claimed that an advisor suggested they could drop a course without dropping the lab, though those are co-requisites. The director of advising determined that advisement notes did not reflect mis-advisement, and recorded that the student intended to drop both the lecture and the lab. The student was not reimbursed.	Advising Concern	Active	Advising	General Marketing, Information Systems, Information Assurance, and Operations Management (MIDS)	Ivaldez		Single action backlog record. No time to resolution captured.
89	May-15-2018	6-8-2018	Student complaint: dissatisfied with advising from faculty. The complaint was elevated to college level and ADs met with the student 5-17. They reached an agreement. The student later changed graduate degree programs.	Advising Concern	Closed	Anderson School of Management	Anderson School of Management (MIDS)	sberman	39	Initial intake: 5-15-2018; 5-17: two ADs meet with student. 6-8-2018: student informed college of change in program.
105	Apr-24-2017	Mar-01-2019	Student overheard college advisors talking about a different student in a condescending manner. The AD wrote an email to the student the same day to thank the student for bringing the matter to their attention, apologized for the behavior, and followed up with the advising staff to establish better practices.	Advising Concern	Closed	Anderson School of Management	General	sberman	1	The emails were sent to the student the same day the complaint was made. There was no further follow-up.

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86	12-13-2015	09-07-2016	Student petition to change grade from F to W was denied by faculty and dept. chair, appealed to dean, was also taken up in this case by the Registrar's Office and Faculty Senate, with a final appeal to the Office of the Provost. The appeal was ultimately granted, the Senior Vice Provost directed the college to work with the AVP for Enrollment Mgmt to ensure that college policies and practices are consistent with UNM policies governing Grade Replacement. A student conduct officer was also asked to review the file to determine if student conduct code violations had occurred.	Grade Concern	Closed	Anderson School of Management	Marketing, Information Systems, Information Assurance, and Operations Management (MIDS)	sberman	269	The decision was appealed to AD Dec. 13, 2015, though the cause of the complaint took place in Spring 2014. This went through multiple appeals before the Senior Vice Provost issued a final decision Sept. 2016.
91	Dec-18-2014	Feb-27-2019	Student complaint about submitting a final paper. Appeal to college. Student met with AD. AD referred to OEO, and OEO sent back to AD. Provost Office informed on 12-18-2014. Student was allowed to submit a final paper (received a B), but never finished class.	Grade Concern	Closed	Anderson School of Management	Organizational Studies	kjacobso		Single action backlog record. No time to resolution captured.
102	Jan-07-2016	Feb-28-2019	Student complaint about points deducted on an assignment due to late submission. The AD upheld the faculty and chair decisions. The AD also advised the student on options for replacing the grade or working with the faculty to change grade from F to W.	Grade Concern	Closed	Anderson School of Management	Marketing, Information Systems, Information Assurance, and Operations Management (MIDS)	sberman	20	Single action backlog, but there were sufficient notes to find a timeline. Intake on 1-7, decision and letter to student by the AD on 1-27-2016.
95	Oct-25-2018	Feb-27-2019	Student complained that another student was sexually harassing him. Student was directed to Dean of Students. The AD notified Office of Equal Opportunity.	Harassment	Closed	Anderson School of Management	Organizational Studies	kjacobso		Single action backlog record. No time to resolution captured.
96	Feb-05-2019	Feb-27-2019	Student complained that someone had attempted a picture in a bathroom. The AD reported Title IX to OEO. Notes are limited.	Harassment	Closed	Anderson School of Management	General	kjacobso		Single action backlog record. No time to resolution captured.
87	Sep-23-2016	Feb-28-2019	Student contacted the dean's office with an unspecified concern about an instructor. The student was referred to the dept. chair. The student was referred on 9-23-2016, and there was a follow-up on 9-25.	Other Concern	Returned to Department	Anderson School of Management	Accounting	sberman	2	Single action backlog record. Notes capture some dates of the follow-up.
88	Sep-23-2016	Feb-24-2019	Student contacted the Anderson dean's office regarding the need to drop a class. Mgr of Anderson's Student Services Center emailed the student on 9-23-2016. There were no further interactions with the student.	Other Concern	Closed	Anderson School of Management	Accounting	sberman		Single action backlog record. No time to resolution captured.
90	Oct-13-2016	Feb-28-2019	The student requested a refund for entire class schedule. Due to extenuating circumstances, the student was unable to attend Fall 2016 classes. The college AD supported the student's petition to the Bursar for a refund, along with student srvc mgr and coordinator in Dean of Students office. The matter was resolved and a refund made.	Other Concern	Closed	Anderson School of Management	General	sberman		Single action backlog record. No time to resolution captured.
92	Feb-17-2014	Feb-27-2019	Student requested ADA accommodations. Requested to not have to attend classes. Request was denied. Student received incompletes on 12-12-2013.	Other Concern	Closed	Anderson School of Management	Accounting	kjacobso		Single action backlog record. No time to resolution captured.

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106	May-07-2018	Mar-01-2019	Student submitted a complaint that they were accepted as a graduate student late in the process after announcements about scholarship deadlines had been made. The AD sent a letter to the student with information about the scholarship process and how it is applied consistently for all students. The student withdrew their complaint.	Other Concern	Closed	Anderson School of Management	General	sberman	1	Single action backlog, but there were sufficient notes to find a timeline. Intake on 5-7 and a response on 5-8.
107	Dec-23-2018	1-3-2019	On 12/23/18 the student filed a formal complaint with the Anderson Dean's Office. The modality of a course was changed from face-to-face to online. The interim director of the program subsequently met with the class to explain why the switch in modality was necessary.	Other Concern	Returned to Department	Anderson School of Management	Finance, International, Technology, and Entrepreneurship (FITE)	sberman	3	Sequence of emails: Complaint made 12-23-2018. Response from AD: 12-24. Response to class from program director: 1-3-2019.
40	3/16/2018	Oct-01-2018	Student grievance: Requested that a 300-level course fulfill a Core requirement for degree, but the request was denied. Decision rendered by college. Student registered a complaint about confusion over advising. The student didn't understand why advisors were suggesting various courses of action. The student was referred to A&S advising director for further clarification.	Advising Concern	Decision by College	College of Arts & Sciences	Advisement	brisha1	6	
43	3/24/2018	4-18-2018	Student request to take credit overload Summer 2018. Spoke to an advisor. Request was initially denied due to low GPA. May 10: student discussed with advisor and A&S Associate Dean. Referred back to advisement. July 25: Ultimately allowed to overload. Student completed courses and subsequently graduated.	Advising Concern	Closed	College of Arts & Sciences	Sociology	brisha1	24	
46	5/8/2018	Jul-25-2019	Student concern about pre-reqs for an Anthropology course. Student did not respond to requests for more information.	Advising Concern	Closed	College of Arts & Sciences	Advisement	brisha1	2	
49	5/17/2018	Jul-25-2019	Student had an issue with a math class not transferring. No response to requests for more information. Closed after 6 months with no updates.	Advising Concern	Closed	College of Arts & Sciences	Advisement	brisha1	1	
51	6/1/2018	Feb-28-2019	Advising concern, but student didn't respond to email or phone calls.	Advising Concern	Closed	College of Arts & Sciences	Advisement	brisha1	1	
113	4/11/2019	Aug-06-2019	Student needed a course to complete a degree program. Options were unavailable at UNM, and the Director of A&S advising worked with the student to find an online course at another institution. The student responded that they were pursuing another option.	Advising Concern	Closed	College of Arts & Sciences	Advisement	brisha1	4	
42	3/26/2018	3-31-2018	The AD discussed with the student their belief that they should not have to complete all upper division reqs for A&S degree. AD explained the need for those hours, the student understood, but the AD did waive 3 hours of upper division so student could complete the degree within their schedule.	Degree Completion	Decision by College	College of Arts & Sciences	History	brisha1	5	
109	3/21/2019	Jul-26-2019	Student submitted a faculty conduct concern. The complaint had not been heard by the department chair and was returned to the department.	Degree Completion	Closed	College of Arts & Sciences	English	brisha1	6	Last relevant action taken 3-27, but record was closed 7-26.
36	2/6/2018	Oct-01-2018	Student submitted a faculty conduct concern. The complaint had not been heard by the department chair and was returned to the department.	Faculty Conduct Conce	Returned to Department	College of Arts & Sciences	Biology	brisha1	1	Complaint was referred back to department the same day. The record was closed Oct. 1
41	4/3/2018	Oct-01-2018	Student submitted a faculty conduct concern. The complaint had not been heard by the department chair and was returned to the department.	Faculty Conduct Conce	Returned to Department	College of Arts & Sciences	Communication and Journalism	brisha1	1	Complaint was referred back to department the same day. The record was closed Oct. 1

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44	4/18/2018	Oct-01-2018	Student submitted a faculty conduct concern. The complaint had not been heard by the department chair and was returned to the department.	Faculty Conduct Concern	Returned to Department	College of Arts & Sciences	Earth and Planetary Sciences	brisha1	1	Complaint was referred back to department the same day. The record was closed Oct. 1
53	9/12/2018	Oct-01-2018	Student registered a faculty conduct concern but had not yet met with the dept. chair. The complaint was returned to the department and was not appealed.	Faculty Conduct Concern	Returned to Department	College of Arts & Sciences	American Studies	marshall	1	The last relevant action was taken on Sept. 12. The record was closed Oct. 1 after no appeal was made.
54	10/4/2018	Oct-08-2018	Student had a faculty conduct complaint but had not yet met with the department chair. The complaint was returned to the department and was not appealed.	Faculty Conduct Concern	Returned to Department	College of Arts & Sciences	English	brisha1	4	Student was emailed the same day. The record was closed 4 days later.
111	3/23/2019	Apr-15-2019	Student submitted a faculty conduct concern. The AD met with the student, faculty, and chair. The AD expressed concerns that the student felt unwelcome in class and also that the student had attended less than half of the class meetings and only one assignment prior to the interaction on which the complaint was based. The AD advised the student on a course of action to satisfy the foreign language Gen Ed requirement.	Faculty Conduct Concern	Decision by College	College of Arts & Sciences	African-American Studies	brisha1	19	It appears the final decision letter was sent 4-12, but the record closed 4-15.
114	4/15/2019	Jul-01-2019	Student submitted a faculty conduct concern, requested that it be informal and no action be taken until after grades were posted. The student feared grade retaliation. A formal complaint was submitted late May. The AD discussed with the chair and faculty, and a decision letter was sent to the student on July 1. The AD found no evidence of unfair grading practices. The AD discussed the student's other complaints with the instructor, and also discussed with the dept. chair making resources available for graduated instructors with difficult classroom situations.	Faculty Conduct Concern	Decision by College	College of Arts & Sciences	Political Science	brisha1	47	4-15: Intake; 4-17: AD mtg with student--student requested no further action before grades posted for fear of retaliation. 5-29: student formal complaint filed; 6-18: AD mtgs with faculty and chair. 7-1: Decision letter sent to student.
119	6/10/2019	Jun-10-2019	Student requested help translating phrases, cited concerns with faculty interactions. Associate Dean reviewed with student, faculty, dept. chair. AD resolved with a discussion with faculty and dept. chair about how future requests could be handled.	Faculty Conduct Concern	Decision by College	College of Arts & Sciences	Linguistics	marshall	17	5-24: initial meeting with AD. 5-28: mtg btw AD and dept. chair. 5-31: AD mtg with faculty. 6-10: Decision letter to student.
232	1/27/2015	Oct-30-2019	Student was concerned about assignments and grading in an independent study. The AD, faculty, and chair reviewed and worked together to provide options to the student for the completion of the course at a time that would work with the student's schedule.	Grade Concern	Active	College of Arts & Sciences	African-American Studies	marshall		Record was closed Oct. 30, but last relevant action was 1-27-2015. The complaint intake is incomplete, so I can't calculate time to resolution.
233	2/3/2015	Feb-03-2015	The student submitted a complaint about a grade. The AD consulted with the student, instructor, and the dept. chair. The AD determined that the grading was fairly applied to the student and no change of grade was approved. The AD encouraged the student to pursue another upper division course.	Grade Concern	Active	College of Arts & Sciences	Political Science	marshall		Information is incomplete. The record contains only the final decision from the AD.

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77	8/5/2016	10-10-2016	Student submitted a complaint about assignment grading in an online course. The student, instructor and chair were interviewed. The AD found no evidence the student was treated unfairly. The decision was upheld at the provost office level. Student submitted a complaint about an academic grade dispute, with a request to have quizzes regraded and the course grade changed to a C. The discrimination complaint was referred to the Office of Equal Opportunity. At both levels of appeal, the AD and the Senior Vice Provost determined that the grading practices were fair, and denied the student's requests for a change of grade. The SVP also counseled the student on options moving forward.	Grade Concern	Decision by College	College of Arts & Sciences	English	marshall	66	Time to resolution is incomplete. The "Days Elapsed" is the time between the college-level letter and the provost-level letter.
78	8/10/2016	9-23-2016		Grade Concern	Decision by College	College of Arts & Sciences	Physics and Astronomy	marshall	44	This only includes the time from the college-level decision to the appeal and final decision at the provost-level. 12-13: complaint received. Referred to dept. 1-18: Email inquiry from compliance office. 2-7-18: The AD scheduled meeting with student on 2-21. 2-21: student and the student's parent (FERPA waiver) met with the AD. Next mtg included the Dean of Students and UNM Compliance Director. 3-14: Final college-level decision letter sent. Record closed on Oct. 1.
37	12/13/2017	Oct-01-2018	Student requested additional accommodations. After reviewing further information provided by the instructor, the AD determined that additional accommodations were warranted, and requested the Registrar change the grade to a C+.	Grade Concern	Decision by College	College of Arts & Sciences	Biochemistry	brisha1	91	Complaint was referred back to department the same day. The record was closed Oct. 1
35	1/23/2018	Oct-01-2018	Student submitted a grade concern. That complaint had not been heard by the department and was returned to the dept. chair.	Grade Concern	Returned to Department	College of Arts & Sciences	English	brisha1	1	1-24: Initial intake. 1-25: written grievance received. 2-2: student met with AD. 2-6: Ad met with program director. Grading practices were reviewed. 2-7: AD met with faculty. 2-13: AD sent college level decision letter. The decision was appealed to the provost's office. 4-12: Decision letter sent to student. Record was closed Oct. 1.
34	1/24/2018	Oct-01-2018	Student submitted complaint about grading process. AD reviewed with student, faculty, and program director. AD acknowledged lack of clarity in syllabus instructions and discussed with instructor; however the instructor was able to explain grading procedures and AD found no evidence that the student had been graded unfairly or differently than other students. The decision was appealed to the Office of the Provost, and the Associate Provost upheld the Associate Dean's decision. The student was advised to discuss further options for the course with the instructor.	Grade Concern	Decision by College	College of Arts & Sciences	African-American Studies	brisha1	78	

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38	2/20/2018	3-21-2018	Student submitted complaint about a grade and request for a different testing environment. The AD worked with lang. lab to provide a quieter space. The AD and instructor discussed alternative arrangements for quizzes and other changes to help improve the student's performance in the course. The AD letter advised the student on further resources for successful course completion.	Grade Concern	Decision by College	College of Arts & Sciences	Foreign Languages and Lit	brisha1	29	2-20: Complaint intake. 3-7: student met with the AD. 3-21: Final decision letter sent.
39	3/5/2018	Oct-01-2018	Student submitted a grade concern. That complaint had not been heard by the department and was returned to the dept. chair.	Grade Concern	Returned to Department	College of Arts & Sciences	Biology	brisha1	1	Complaint was referred back to department the same day. The record was closed Oct. 1
45	5/16/2018	5-22-2018	Student submitted complaint about grading. The AD reviewed with faculty, chair and student. The student agreed after discussion that the grades were assigned as described on the syllabus, though remained concerned that the weighting of scores was not reported clearly in the Learning Management System.	Grade Concern	Decision by College	College of Arts & Sciences	Mathematics and Statistics	brisha1	6	
47	5/17/2018	Oct-01-2018	The student submitted a grade concern. The student was referred to the department chair to initiate the complaint process.	Grade Concern	Returned to Department	College of Arts & Sciences	Biology	brisha1	1	Complaint was referred back to department the same day. The record was closed Oct. 1
48	5/17/2018	Oct-01-2018	Student submitted a grade dispute. The student had not discussed with the department chair and the complaint was returned to the department.	Grade Concern	Returned to Department	College of Arts & Sciences	Political Science	brisha1	1	Complaint was returned the same day. The record was closed Oct. 1.
50	5/21/2018	Oct-01-2018	Student emailed today with a grade concern about CJ 333. The complaint had not yet been discussed with the dept. chair and was returned to the department.	Grade Concern	Returned to Department	College of Arts & Sciences	Communication and Journalism	brisha1	1	Complaint was referred back to department the same day. The record was closed Oct. 1
52	6/18/2018	Oct-01-2018	Student submitted a grievance disputing a grade. The AD discussed with the student, faculty, and chair. The AD concluded that the student's extenuating circumstances, while excusing multiple absences affecting the student's grade, would not have raised the student's final grade to "Credit" in a Credit/No Credit arrangement for the course.	Grade Concern	Decision by College	College of Arts & Sciences	Speech and Hearing Sciences	brisha1	46	6-18: A&S coordinator reviewed grievance process and AD requested supporting documentation. 6-19: Dept. Chair submitted decision on grade dispute. 7-9: after multiple email requests for student's decision on further action, student scheduled a mtg for 7-11. Decision letter was sent 8-3-2018. Record was closed Oct. 1.
55	10/8/2018	Dec-18-2018	Student registered a complaint about a course and grade. The AD discussed with faculty and department chair. The student was advised on options for switching out of current course. A complaint about possible discrimination was referred to the Office of Equal Opportunity.	Grade Concern	Decision by Department	College of Arts & Sciences	Communication and Journalism	brisha1	10	Last relevant action, a follow-up on the student's course change and an online registration fee, was sent on Oct. 18. The record was closed on Dec. 18

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56	11/26/2018	Jan-24-2019	Student submitted a complaint about grades for papers. The AD reviewed with student, program director, and faculty and found no evidence that the student was graded unfairly. The assignment instructions were detailed and clear. The instructor had met individually with the student to provide additional feedback. There was also a discrimination complaint, and the student was referred to the Office of Equal Opportunity.	Grade Concern	Decision by College	College of Arts & Sciences	Linguistics	brisha1	39	Decision letter was sent 12-18. Record was closed Jan. 24.
57	12/3/2018	Jan-24-2019	Student submitted a complaint about a charge of plagiarism. The AD and faculty discussed, acknowledged the student's confusion over proper citation. The student was given no credit on that assignment. The AD found no evidence that the student was treated unfairly. The AD advised the student on completing the course or making other arrangements.	Grade Concern	Decision by College	College of Arts & Sciences	Religious Studies	brisha1	15	Decision letter was sent 12-18.
112	4/12/2019	Jul-01-2019	Student emailed regarding an issue of Academic Dishonesty in a course. The student admitted to two infractions. The AD worked with the student to understand the seriousness of the actions and their outcome, which included a failing grade on the course.	Grade Concern	Decision by College	College of Arts & Sciences	Religious Studies	brisha1	3	Record was closed July 1, but last relevant action was taken 4-15-2019.
79	11/9/2017	Nov-09-2017	Student requested ADA accommodations to perform chemistry lab work alone with video monitoring. It was determined, after appeal to the Office of the Provost, that the accommodations request would violate safety standards and create an unsafe environment for the student and others.	Other Concern	Closed	College of Arts & Sciences	Chemistry	marshall		Record was created after the fact. I can't calculate time to resolution without more information.
80	2/19/2018	2-27-2018	Student complaint about handling of graduate assistantship. Incomplete records on this complaint. There is an intake and an initial mtg scheduled, but no follow-up.	Other Concern	Decision by College	College of Arts & Sciences	Philosophy	brisha1	8	Incomplete records.
110	3/26/2019	May-10-2019	Student request to take the final exam at a different time. Request initially declined. Review by AD and discussion with faculty, and AD encouraged reconsideration of the student's request. That request was approved by 4-5-2019.	Other Concern	Closed	College of Arts & Sciences	Mathematics and Statistics	brisha1	9	Decision was made on 4-5-2019. Complaint was moved to "closed" status 5-10.
73	Apr-12-2017	Jan-31-2019	Student was unhappy with the grading of a class assignment. Student met with instructor. The AD met with the instructor. It isn't clear if an allegation of discrimination was referred to OEO. The student and instructor were able to resolve the issue.	Faculty Conduct Conce	Closed	College of Education	Individual Family and Community Education	riffer		Single action backlog record. No time to resolution captured.
72	Jan-22-2018	Jan-31-2019	Student disputed the grade received on a paper. The AD worked with the instructor who reviewed all student papers from the student, as did a second faculty member, who concurred with the student's instructor. The grade was not changed.	Grade Concern	Closed	College of Education	Individual Family and Community Education	riffer		Single action backlog record. No time to resolution captured.
75	Jan-26-2015	Jan-31-2019	Student received a grade below that required to stay in the doctoral-level program and was also accused of plagiarism by the instructor. The instructor met with the student and was unwilling to change the grade. The student was not reinstated.	Grade Concern	Closed	College of Education	Individual Family and Community Education	riffer		Single action backlog record. No time to resolution captured.

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33	Nov-22-2017	Jan-31-2019	Students submitted a complaint about revised curriculum in a course. The AD met with the instructor and dept. chair, and they explained the situation to the students.	Other Concern	Closed	College of Education	Individual Family and Community Education	riffer		Single action backlog record. No time to resolution captured.
74	Jul-21-2017	Jan-31-2019	Student was granted an override by instructor to take a course as a co-requisite. The chair disagreed with the decision. The AD discussed with instructor and chair and granted the override to allow the student to take the course as a co-requisite.	Other Concern	Closed	College of Education	Individual Family and Community Education	riffer		Single action backlog record. No time to resolution captured.
237	Feb-19-2020	Feb-19-2020	Student disputes registration in 201660. The record indicates that the User ID associated with the registration activity is identical with the student's user ID. The student was directed to the Grade Petition process if they wish to see a retroactive change to registration.	Other Concern	Closed	Enrollment Management	Registrar's Office	sjurnak	1	Feedback to student occurred on same day.
218	4-25-2019	7-18-2019	Student grievance related to finishing the degree requirements for a graduate program. The instructor, chair, and AD were involved in initial responses. The Interim AD convened an advisory committee, a subcommittee of the Faculty Senate Graduate and Professional Committee. The IAD concurred with the committee's review of the student's file. The Provost, in a decision letter dated 7-18-2019, agreed with and upheld the decision of the sub-committee and IAD. The student was advised to work with a neutral third-party, the Arts & Sciences AD, to establish a graduate committee and complete a professional paper.	Degree Completion	Active	Graduate Studies	Graduate Studies	margo	84	4-25-19: Initial formal grievance. 5-10-2019: AD letter to student. 7-18-2019: Decision letter from Office of the Provost
235	11-5-2019	Nov-13-2019	Graduate Student not making satisfactory progress toward degree, received extension on 2nd comprehensive exam, missed deadline, was suspended and counseled about option to convert completed credit hours to an MS degree.	Other Concern	Active	Graduate Studies	Graduate Studies	margo	8	11-5: Initial complaint to Dean. 11-8: Letter from Dean to student. 11-13: Clarifying response and guidance to student to convert credits to an MS.
236	Nov-22-2019	Nov-22-2019	Student not making satisfactory progress in program. Dept. requested the student be suspended. The Dean sent a letter notifying student of the suspension.	Other Concern	Decision by College	Graduate Studies	Graduate Studies	margo	2	
128	Aug-27-2018	Jul-02-2019	Banner id, email, and phone # not available...	Advising Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
142	May-17-2018	Jul-02-2019	banner id and phone # not available. ...	Advising Concern	Decision by College	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
152	Mar-14-2018	Jul-02-2019	Enrollment process concern. ...	Advising Concern	Decision by Department	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
156	Aug-14-2017	Jul-02-2019	phone # not available. ...	Advising Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	

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185	Feb-02-2016	Jul-03-2019	banner id, email address, and phone # not available. ...	Advising Concern	Decision by Department	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
210	Dec-02-2013	Jul-08-2019	banner id, phone # and email no provided. ...	Advising Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
226	Jan-23-2013	Jul-09-2019	banner id, phone #, email address not provided. ...	Advising Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
228	Jan-13-2013	Jul-09-2019	na...	Advising Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
229	Jan-13-2013	Jul-09-2019	na...	Advising Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
173	Aug-05-2016	Jul-02-2019	banner id and phone # not available. Transcript complaint. ...	Degree Completion	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
187	Nov-23-2015	Jul-03-2019	banner id and phone # not available. ...	Degree Completion	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
147	Apr-22-2018	Jul-02-2019	banner id and phone # not available. Student housing complaint.&nb...	Disruptive Student Con	Decision by Department	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
150	Apr-10-2018	Jul-02-2019	Student housing concern. ...	Disruptive Student Con	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
155	Sep-02-2017	Jul-02-2019	phone # and email address not available. Student housing complaint...	Disruptive Student Con	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
202	Aug-18-2014	Jul-08-2019	banner id and phone # not provided. ...	Disruptive Student Con	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
143	May-07-2018	Jul-02-2019	banner id and phone # not available. ...	Faculty Conduct Conce	Decision by College	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
169	Nov-22-2016	Jul-02-2019	banner id and phone # not available...	Faculty Conduct Conce	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
227	Jan-22-2013	Jul-09-2019	banner id, email, phone # not provided. ...	Faculty Conduct Conce	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	

Id	Entry Date	Last Updated	Summary	Type	Status	College/Org	Department	Coordinator Net	Time Elapsed	Notes on Resolution
153	Mar-16-2018	Jul-02-2019	banner id and phone # not available. Grade petition. ...	Grade Concern	Decision by College	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
186	Jan-07-2016	Jul-03-2019	banner id and phone # not available. Student appeal of grade...	Grade Concern	Decision by College	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
211	Oct-23-2013	Jul-08-2019	banner id, phone # not provided. Referred to Accessibility Resource...	Grade Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
221	Feb-18-2013	Jul-09-2019	banner id, phone # not provided. ...	Grade Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
223	Feb-07-2013	Jul-09-2019	na...	Grade Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
120	Feb-20-2019	Jul-02-2019	Student safety complaint...	Other Concern	Decision by Department	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
121	Jan-30-2019	Jul-02-2019	Financial aide concern...	Other Concern	Decision by Department	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
122	Dec-14-2018	Jul-02-2019	Course material availability concern, referred to Institutional Support ...	Other Concern	Decision by Department	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
123	Sep-18-2018	Jul-08-2019	Financial aide and academic progress concern. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
125	Sep-19-2018	Jun-28-2019	Banner id, phone #, email address not available. Student housing C...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
126	Aug-31-2018	Jul-02-2019	Banner id, email and phone # not available. Tuition concern. ...	Other Concern	Decision by Department	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
127	Aug-30-2018	Jul-02-2019	Banner id, email, and phone # not provided. Registration complaint...	Other Concern	Decision by Department	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
129	Aug-14-2018	Jul-02-2019	Banner id and phone # not available. Facility access concern. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
130	Aug-13-2018	Jul-02-2019	Phone number not available. Credit transfer concern. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	

Id	Entry Date	Last Updated	Summary	Type	Status	College/Org	Department	Coordinator Net	Time Elapsed	Notes on Resolution
131	Aug-07-2018	Jul-02-2019	Banner id and phone number not available. Bursars account concern....	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
132	Aug-08-2018	Jul-02-2019	Phone # not available. Financial aide concern ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
134	Jul-12-2018	Jul-02-2019	Banner id and phone # not available. Financial aide concern...	Other Concern	Decision by Department	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
135	Jul-07-2018	Jul-02-2019	Phone # not available. Financial aide and student housing complain...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
136	Jul-06-2018	Jul-02-2019	Financial aide concern. ...	Other Concern	Decision by Department	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
137	Jun-19-2018	Jul-02-2019	phone # not available. Financial aide complaint. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
138	Jun-12-2018	Jul-02-2019	Banner id and phone # not available. Admissions proces for veteran...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
139	May-24-2018	Jul-02-2019	Financial aide concern. ...	Other Concern	Decision by Department	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
140	May-24-2018	Jul-02-2019	banner id and phone # not available. Financial aide concern. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
141	May-22-2018	Jul-02-2019	banner id and phone # not available. Financial aide concern. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
144	May-04-2018	Jul-02-2019	banner id and phone # not available. Financial aide complaint...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
145	Apr-23-2018	Jul-02-2019	phone # not available, Financial aide complaint. ...	Other Concern	Decision by Department	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
146	Apr-18-2018	Jul-02-2019	phone # not available. Bursar's account complaint. ...	Other Concern	Decision by Department	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
148	Apr-18-2018	Jul-02-2019	Bursar's account complaint ...	Other Concern	Decision by Department	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	

Id	Entry Date	Last Updated	Summary	Type	Status	College/Org	Department	Coordinator Net	Time Elapsed	Notes on Resolution
149	Apr-09-2018	Jul-02-2019	phone # not available. ...	Other Concern	Decision by Department	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
151	Apr-09-2018	Jul-02-2019	Student housing and Bursar's account complaint. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
154	Nov-27-2017	Jul-02-2019	banner id and phone # not available. Bursar account complaint.&nbs...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
157	Aug-04-2017	Jul-02-2019	banner id, phone # and email address not available. Financial aide...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
158	Aug-10-2017	Jul-02-2019	Bursar's account complaint. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
160	May-26-2017	Jul-02-2019	Financial aide complaint. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
161	Apr-04-2017	Jul-02-2019	banner id and phone # not available. Registration complaint. ...	Other Concern	Decision by Department	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
162	Mar-20-2017	Jul-02-2019	banner id and phone number not available. Student absences/examina...	Other Concern	Decision by College	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
163	Mar-08-2017	Jul-02-2019	banner id and phone # not available. International student travel ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
166	Jan-17-2017	Jul-02-2019	email address and phone # not available. Financial aide complaint....	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
167	Jan-15-2017	Jul-02-2019	Financial aide complaint. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
168	Jan-03-2017	Jul-02-2019	Exchange program complaint. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
171	Oct-06-2016	Jul-02-2019	email address and phone # not available. Financial Aide complaint....	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
172	Oct-03-2016	Jul-02-2019	banner id and phone # not available. Student athlete complaint.&nb...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	

Id	Entry Date	Last Updated	Summary	Type	Status	College/Org	Department	Coordinator Neti	Time Elapsed	Notes on Resolution
174	Aug-02-2016	Jul-03-2019	Financial aide complaint. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
175	Jun-27-2016	Jul-03-2019	phone # not available. International student program complaint.&nb...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
176	Jun-02-2016	Jul-03-2019	banner id and phone # not available. Registration complaint. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
177	Jun-02-2016	Jul-03-2019	banner id # and phone number not available. Bursar account complai...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
178	May-18-2016	Jul-03-2019	Tuition complaint. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
179	May-18-2016	Jul-03-2019	Financial aide complaint. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
180	May-09-2016	Jul-03-2019	Financial aide complaint. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
181	Apr-12-2016	Jul-03-2019	banner id, email address and phone # not available. Enrollment com...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
182	Mar-29-2016	Jul-03-2019	banner id and phone # not available. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
183	Mar-28-2016	Jul-03-2019	Tuition complaint. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
184	Mar-08-2016	Jul-03-2019	banner id, email address, and phone # not available. Student safet...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
188	Nov-17-2015	Jul-03-2019	banner id and phone # not available. Student safety complaint.&nbs...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
191	Oct-26-2015	Jul-03-2019	banner id and phone # not available. Bursar's account complaint.&n...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
193	May-21-2015	Jul-03-2019	banner id and phone # not available. Financial aide complaint.&nbs...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	

Id	Entry Date	Last Updated	Summary	Type	Status	College/Org	Department	Coordinator Net	Time Elapsed	Notes on Resolution
195	May-05-2015	Jul-03-2019	banner id, phone # not available. Student Employment complaint.&nb...	Other Concern	Decision by Department	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
196	May-05-2015	Jul-03-2019	banner id, phone # not available. Admissions reconsideration reque...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
197	Jan-20-2015	Jul-08-2019	Banner id, phone # and email address not available. Studen...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
198	Mar-27-2015	Jul-08-2019	banner id and phone # not given. Financial aide concern...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
203	Jun-11-2014	Jul-08-2019	no email or phone # provided. Student account complaint. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
206	May-31-2014	Jul-08-2019	banner id, phone # not provided. Student safety complaint. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
207	Feb-05-2014	Jul-08-2019	banner id, phone # and email not provided. Bursars account complai...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
208	Feb-04-2014	Jul-08-2019	email and phone # not provided. Financial aide complaint. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
212	Jun-21-2013	Jul-08-2019	Financial aide complaint. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
215	May-13-2013	Jul-08-2019	banner id, phone # not provided. Bursar account. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
216	May-16-2013	Jul-08-2019	banner id, email and phone # not provided. Student employment comp...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
217	May-08-2013	Jul-08-2019	banner id, phone # not provided. Admissions appeal, referred to de...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
219	Apr-30-2013	Jul-09-2019	banner id, phone # not provided. Admissions complaint. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
220	Apr-24-2013	Jul-09-2019	email, phone # not provided. Bursar account complaint....	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	

Id	Entry Date	Last Updated	Summary	Type	Status	College/Org	Department	Coordinator Net	Time Elapsed	Notes on Resolution
222	Feb-12-2013	Jul-09-2019	banner id, phone #, email not provided. Student residency status.&...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
224	Feb-04-2013	Jul-09-2019	banner id, phone # not provided. Student records complaint. ...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
234	Oct-29-2019	Oct-30-2019	...	Other Concern	Closed	President's Office	Referred to appropriate EVP/college/departme nt	nskurtz	1	
133	Jul-25-2018	Jul-02-2019	Phone # not available. ...	Student Conduct Conce	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
164	Feb-08-2017	Jul-02-2019	phone # not available. ...	Student Conduct Conce	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
165	Feb-13-2017	Jul-02-2019	phone # not available. ...	Student Conduct Conce	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
170	Nov-20-2016	Jul-02-2019	none...	Student Conduct Conce	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
189	Nov-04-2015	Jul-03-2019	banner id and phone # not available. ...	Student Conduct Conce	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
190	Oct-24-2015	Jul-03-2019	banner id and phone # not available. ...	Student Conduct Conce	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
192	Aug-22-2015	Jul-03-2019	code of conduct ...	Student Conduct Conce	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
194	May-15-2015	Jul-03-2019	banner id and phone # not available. Student suspension ...	Student Conduct Conce	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
199	Dec-18-2014	Jul-08-2019	banner id, phone number and email not provided. ...	Student Conduct Conce	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
200	Dec-02-2014	Jul-08-2019	banner id and phone # not provided. ...	Student Conduct Conce	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
201	Sep-26-2014	Jul-08-2019	na...	Student Conduct Conce	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	

Id	Entry Date	Last Updated	Summary	Type	Status	College/Org	Department	Coordinator Neti	Time Elapsed	Notes on Resolution
							Referred to appropriate EVP/college/departme nt			
204	Jun-04-2014	Jul-08-2019	na...	Student Conduct Conce	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
205	May-07-2014	Jul-08-2019	na...	Student Conduct Conce	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
209	Feb-01-2014	Jul-08-2019	banner id and phone # not provided. ...	Student Conduct Conce	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
213	Jun-20-2013	Jul-08-2019	banner id, phone # not provided. ...	Student Conduct Conce	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
214	Jun-02-2013	Jul-08-2019	banner id and phone # not provided. ...	Student Conduct Conce	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
225	Jan-31-2013	Jul-09-2019	banner id, phone # not provided. ... Student disputed grade. A second instructor was asked to review the student's work, and they agreed with the grade. The student appealed to the dean. The dean met with the student. After discussing ambiguities in the syllabus, the instructor agreed to change the grade for the student, and any other student in the course whose grades had been affected by absences.	Student Conduct Conce	Closed	President's Office	Referred to appropriate EVP/college/departme nt	mdavis1	1	
108	Mar-02-2019	Mar-02-2019	Student contested a final grade in a course. The student's informal grievance letter was referred to the Office of Equal Opportunity. OEO responded that "...it does not appear that this matter is within the jurisdiction of OEO..." Interim Dean and instructor/coordinator of the studio program reviewed. Coordinator sent response to Interim Dean on 8-14-2019. Interim Dean convened an ad hoc advisory committee to review complaint. The committee recommended to uphold the grade. 8-20-2019: Interim Dean met with student. Interim Dean sent formal response letter to student.	Grade Concern	Closed	School of Architecture and Planning	Architecture	Istewart		Single action backlog record. No time to resolution captured.
230	7-31-2019	8-20-2019		Grade Concern	Decision by College	School of Architecture and Planning	Architecture	Istewart	20	

Id	Entry Date	Last Updated	Summary	Type	Status	College/Org	Department	Coordinator Neti	Time Elapsed	Notes on Resolution
115	Apr-19-2019	Apr-19-2019	<p>4-3-2019: Student 1 and two other students met with AD to submit a complaint of faculty misconduct. The AD referred the students to the dept. chair. One of the students had a previous incident with the dept. chair, so the AD met with a second faculty member to hear the student concerns. 4-5-2019: the AD met with the neutral faculty member. 4-11-19: The AD hears the results of the faculty member's discussion with students. 4-16-19: The AD asked the dept. chair to meet with the instructor. Later on the 16th, the AD learned that the Office of Equal Opportunity had launched an investigation. The college will not proceed until that is finished.</p>	Faculty Conduct Concern	Active	School of Engineering	Civil, Construction, and Environmental Engineering	cbf	13	<p>Single action backlog, but there were sufficient notes to find a timeline. Intake on 4-3-2019. 4-5-2019: AD met with faculty member to hear the students' cases. 4-11-2019: faculty member reported results of conversation. 4-16-2019: OEO launched investigation. 4-17-2019: AD met with students to inform them that college would not proceed until OEO finished.</p>
116	Apr-19-2019	Apr-19-2019	<p>4-3-2019: Student 2 and two other students met with AD to submit a complaint of faculty misconduct. The AD referred the students to the dept. chair. One of the students had a previous incident with the dept. chair, so the AD met with a second faculty member to hear the student concerns. 4-5-2019: the AD met with the neutral faculty member. 4-11-19: The AD hears the results of the faculty member's discussion with students. 4-16-19: The AD asked the dept. chair to meet with the instructor. Later on the 16th, the AD learned that the Office of Equal Opportunity had launched an investigation. The college will not proceed until that is finished.</p>	Faculty Conduct Concern	Active	School of Engineering	Civil, Construction, and Environmental Engineering	cbf	13	<p>Single action backlog, but there were sufficient notes to find a timeline. Intake on 4-3-2019. 4-5-2019: AD met with faculty member to hear the students' cases. 4-11-2019: faculty member reported results of conversation. 4-16-2019: OEO launched investigation. 4-17-2019: AD met with students to inform them that college would not proceed until OEO finished.</p>
117	Apr-19-2019	May-02-2019	<p>4-3-2019: Student 3 and two other students met with AD to submit a complaint of faculty misconduct. The AD referred the students to the dept. chair. One of the students had a previous incident with the dept. chair, so the AD met with a second faculty member to hear the student concerns. 4-5-2019: the AD met with the neutral faculty member. 4-11-19: The AD hears the results of the faculty member's discussion with students. 4-16-19: The AD asked the dept. chair to meet with the instructor. Later on the 16th, the AD learned that the Office of Equal Opportunity had launched an investigation. The college will not proceed until that is finished.</p> <p>5-30-2019: student complaint about an F in a course. The student and several others had apparently cheated. The AD, Dept. Chair and Assoc. Chair met and determined other factors may have contributed to the students' decision. Course grades were calculated for students without the exam grade. Dept. chair met with each student to discuss academic honesty.</p>	Faculty Conduct Concern	Active	School of Engineering	Civil, Construction, and Environmental Engineering	cbf	13	<p>Single action backlog, but there were sufficient notes to find a timeline. Intake on 4-3-2019. 4-5-2019: AD met with faculty member to hear the students' cases. 4-11-2019: faculty member reported results of conversation. 4-16-2019: OEO launched investigation. 4-17-2019: AD met with students to inform them that college would not proceed until OEO finished.</p>
118	Jun-06-2019	Jun-06-2019	academic honesty.	Grade Concern	Decision by Department	School of Engineering	Computer Science	cbf		<p>Single action backlog record. No time to resolution captured.</p>

Id	Entry Date	Last Updated	Summary	Type	Status	College/Org	Department	Coordinator Net	Time Elapsed	Notes on Resolution
76	Jan-31-2019	Jan-31-2019	Intake on 1-16-2019. Student found a slide in a class offensive and racist. Dean, AD and dept. chair met with instructor and student. The instructor agreed to remove the phrase from the powerpoint for future classes, and pulled the slides from any media where it is currently accessible to the public. 1-30-2019: Student didn't respond to a request for a follow-up meeting with chair.	Other Concern	Closed	School of Engineering	Computer Science	cbf	14	Single action backlog, but there were sufficient notes to find a timeline. Intake on 1-16-2019. Dean, AD and dept. chair met with instructor and student between 1-16 and 1-30. 1-30-2019: Student didn't respond to a request for a follow-up meeting with chair.
231	Sep-16-2019	Sep-16-2019	Student disputed grade. The college AD consulted with the Office of University Counsel before upholding the grade.	Grade Concern	Active	School of Law	General	ccarey01		Single action backlog record. No time to resolution captured.
100	Mar-12-2014	Feb-28-2019	Student requested to substitute one course for another in program requirements. The branch dean spoke with division chair and instructor. The course in question could not be substituted for a core course. Student was advised on a path forward. Student registered a complaint about faculty conduct. The branch dean discussed with division chair and instructor. While the instructor's teaching methods were found to be acceptable, the branch dean and division chair concluded that changes were necessary to the specialty certificates offered, and in spreading faculty too thin.	Advising Concern	Closed	UNM-Gallup	Art Studio	Ibillie		Single action backlog record. No time to resolution captured.
103	Apr-25-2014	Feb-28-2019	Student complaint about grade for an exam. Student was absent day of exam and given a makeup. Student disputed course grade on the basis of bias. The branch dean reviewed with division chair and instructor and upheld the grade. Student was advised that the next stage of appeal would be to the Faculty Student Affairs Committee.	Faculty Conduct Concern	Closed	UNM-Gallup	Construction	Ibillie		Single action backlog record. No time to resolution captured. Single action backlog record. No time to resolution captured.
97	Jan-16-2014	Feb-28-2019	Student submitted a grade complaint. There is a lot of information pasted in the record, but the order of events is unclear and I can't understand what happened.	Grade Concern	Closed	UNM-Gallup	Psychology	Ibillie		Single action backlog record. No time to resolution captured.
98	Dec-19-2013	Feb-28-2019	Student disputed grade on paper. The branch dean reviewed with instructor and division chair. The current grade was upheld. The instructor offered the student an opportunity to submit a replacement paper with no penalty for late submission.	Grade Concern	Active	UNM-Gallup	English	Ibillie		Single action backlog record. No time to resolution captured.
99	Feb-13-2014	Feb-28-2019	Student submitted a grade complaint. There is a lot of information pasted in the record, but the order of events is unclear and I can't understand what happened.	Grade Concern	Closed	UNM-Gallup	English	Ibillie		Single action backlog record. No time to resolution captured.
101	Aug-15-2014	Feb-28-2019	Student submitted a complaint to Office of Equal Opportunity. The OEO informed the branch dean of the complaint. The branch dean met with the student, instructor, and division chair. The branch chair described the student's ARC accommodations, the student's disrespectful behavior in class, and support for the instructor's decision to drop the student from the course.	Grade Concern	Closed	UNM-Gallup	Computer Science	Ibillie		Single action backlog record. No time to resolution captured.
104	Sep-14-2015	Mar-01-2019	Student complaint about inadequate instruction, no response to student inquiries, frequently cancelled classes. Students from this section were moved to a section with a different instructor.	Student Conduct Concern	Closed	UNM-Gallup	Cosmetology	Ibillie		Single action backlog record. No time to resolution captured.
13	3-15-2017	3-15-2017		Faculty Conduct Concern	Closed	UNM-Los Alamos	Instruction	shurley1		Single action backlog record. No time to resolution captured.

Id	Entry Date	Last Updated	Summary	Type	Status	College/Org	Department	Coordinator Neti	Time Elapsed	Notes on Resolution
20	11-14-2018	11-14-2018	Student complained that the instructor was not responding to emails in a timely manner. The division chair spoke with the instructor.	Faculty Conduct Concern	Closed	UNM-Los Alamos	Instruction	shurley1		Single action backlog record. No time to resolution captured.
27	9-17-2017	9-17-2017	Student alleged that instructor violated ADA rules. The dean met with the instructor. The instructor was asked to take ADA training. The instructor resigned.	Faculty Conduct Concern	Closed	UNM-Los Alamos	Instruction	shurley1		Single action backlog record. No time to resolution captured.
9	5-18-2016	5-18-2016	Student submitted complaint about late posting of grades. The branch dean discussed with instructor, who posted grades.	Grade Concern	Closed	UNM-Los Alamos	Instruction	shurley1		Single action backlog record. No time to resolution captured.
10	2-15-2017	2-15-2017	Student felt penalty for plagiarism was too extreme. The branch dean discussed with instructor and the student received an F on exam instead of the course.	Grade Concern	Closed	UNM-Los Alamos	Instruction	shurley1		Single action backlog record. No time to resolution captured.
11	3-15-2017	3-15-2017	Student felt penalty for cheating on homework was too severe. The instructor reduced the penalty.	Grade Concern	Closed	UNM-Los Alamos	Instruction	shurley1		Single action backlog record. No time to resolution captured.
28	1-17-2018	1-17-2018	Student complained that grade was calculated incorrectly. The instructor double-checked calculations and changed the grade.	Grade Concern	Closed	UNM-Los Alamos	Instruction	shurley1		Single action backlog record. No time to resolution captured.
29	5-17-2018	5-17-2018	Student complained that grade was not reflective of work. The instructor agreed for the student to resubmit work.	Grade Concern	Closed	UNM-Los Alamos	Instruction	shurley1		Single action backlog record. No time to resolution captured.
56	7-26-2019	7-26-2019	Student disputed a course grade for two courses. The instructor maintained clear records of student performance. The student appealed to division chair. Division chair consulted with instructor and student. The division chair denied the appeal. The student appealed to dean. The dean reviewed the grades and course syllabus, and also asked student appeals committee to review. The Student Appeals Committee unanimously agreed there was no basis for an appeal. The dean agreed with the committee and the request was denied. The student is appealing to the Office of the Provost.	Grade Concern	Closed	UNM-Los Alamos	Instruction	shurley1		Single action backlog record. No time to resolution captured.
14	10-17-2018	10-17-2018	Student entered complaint about the organization of an online class. The division chair spoke with the instructor to express student concerns.	Other Concern	Closed	UNM-Los Alamos	Instruction	shurley1		Single action backlog record. No time to resolution captured.
15	8-27-2018	8-27-2018	Student requested refund of tuition and fees, claimed online course instructor was unresponsive to communications. The instructor provided copies of emails as proof of communication. Tuition and fees were refunded.	Other Concern	Closed	UNM-Los Alamos	Instruction	shurley1		Single action backlog record. No time to resolution captured.
16	8-28-2018	8-28-2018	Request from Registrar to refund tuition cost due to system errors. The request was approved.	Other Concern	Closed	UNM-Los Alamos	Instruction	shurley1		Single action backlog record. No time to resolution captured.
17	9-24-2018	9-24-2018	Student requested tuition refund due to extenuating circumstances. The request was approved. Consulted with Taos because student had similar situation there, and both branches decided to refund.	Other Concern	Closed	UNM-Los Alamos	Instruction	shurley1		Single action backlog record. No time to resolution captured.
18	10-18-2018	10-18-2018	Student tried to register but ran into system errors. Request was approved.	Other Concern	Closed	UNM-Los Alamos	Business Office	shurley1		Single action backlog record. No time to resolution captured.
19	11-02-2018	11-02-2018	Student registered for an online class but due to outside circumstances was unable to enter the class. The request was improved.	Other Concern	Closed	UNM-Los Alamos	Student Services	shurley1		Single action backlog record. No time to resolution captured.

Id	Entry Date	Last Updated	Summary	Type	Status	College/Org	Department	Coordinator Neti	Time Elapsed	Notes on Resolution
21	11-14-2018	11-14-2018	Student concerned over assignment instructions in online course. The instructor contacted the student to provide more detail on the LMS for the assignment.	Other Concern	Closed	UNM-Los Alamos	Instruction	shurley1		Single action backlog record. No time to resolution captured.
22	10-31-2018	10-31-2018	Student complained about repairs in parking lot. The branch dean explained the urgent need for the repairs, spoke with the instructor about changing classrooms and offered to meet face-to-face with the student. Student declined invitation.	Other Concern	Closed	UNM-Los Alamos	Instruction	shurley1		Single action backlog record. No time to resolution captured.
23	10-11-2018	10-11-2018	Student complained that the instructor did not respond to emails in a timely manner. The division chair contacted the instructor to discuss, and the instructor responded to the student's concerns.	Other Concern	Closed	UNM-Los Alamos	Instruction	shurley1		Single action backlog record. No time to resolution captured.
24	06-27-2016	06-27-2016	The student complained about a delay of certification to VA. The dir. of student services apologized for the delay and committed to changing the process for the future.	Other Concern	Closed	UNM-Los Alamos	Student Services	shurley1		Single action backlog record. No time to resolution captured.
25	04-14-2018	04-14-2018	STudent complained about the tone of student services employees. Supervisor met with employee and created performance documentation.	Other Concern	Closed	UNM-Los Alamos	Student Services	shurley1		Single action backlog record. No time to resolution captured.
26	12-06-2018	12-06-2018	Student complained of issues with student services, tone, lack of follow-up. Supervisor met with employee and created performance documentation.	Other Concern	Closed	UNM-Los Alamos	Student Services	shurley1		Single action backlog record. No time to resolution captured.
30	10-17-2018	10-17-2018	Student requested a tutor after struggles with course. Academic support center does not offer tutoring in that subject. Previous students were contacted to find a possible tutor, but that search was unsuccessful.	Other Concern	Closed	UNM-Los Alamos	Instruction	shurley1		Single action backlog record. No time to resolution captured.
69	Jan-24-2019	Jan-24-2019	Courses were not transferring from the student's previous institution in Bulgaria. Branch acad. adv. worked with main campus Int. Admissions officer to resolve the problem and provide information for all branch advisors about processing international transfers.	Degree Completion	Active	UNM-Taos	Student Services	randia	7	Intake: 1-22-2019; 1-29-2019: Int. advisor met with student.
64	Jan-26-2018	Jan-24-2019	Student contacted student services director with a complaint that an advisor had made inappropriate comments. Dir. of student services referred to UNM Title IX for follow-up.	Discrimination	Closed	UNM-Taos	Academic Advising	randia	1	
60	Aug-31-2018	Jan-23-2019	The student's instructor reported a complaint about the student's abusive language. The student apologized and the instructor decided not to pursue disciplinary action.	Disruptive Student Con	Closed	UNM-Taos	Arts/Media Arts	randia	2	Intake: 8-31-2018; Follow-up on 9-1-2018.
70	Nov-01-2017	Jan-24-2019	Student reported to Dean of Instruction about an instructor's personal political views. The branch dean spoke with the instructor separately. The instructor understood and agreed that they should ensure that views do not influence grading and to be careful not to discriminate.	Faculty Conduct Conce	Closed	UNM-Taos	Humanities	randia		Single action backlog record. No time to resolution captured.
68	Jan-24-2019	Jan-24-2019	Student reported concern to academic advisor that the student could not access management class through BlackBoard. The student was informed of an issue that was being fixed. The student decided to drop the course.	Grade Concern	Closed	UNM-Taos	Academic Advising	randia		Single action backlog record. No time to resolution captured.
62	Apr-30-2018	Jan-23-2019	Student complained that another student was sending inappropriate messages. The complaint was referred to main campus Title IX.	Harassment	Closed	UNM-Taos	Student Services	randia	1	

Id	Entry Date	Last Updated	Summary	Type	Status	College/Org	Department	Coordinator Neti	Time Elapsed	Notes on Resolution
63	Apr-04-2018	Jan-24-2019	After mandatory training, the student informed trainer of sexual assault. Reported to UNM Title IX, which was following up with the student.	Harassment	Closed	UNM-Taos	Student Services	randia	1	
65	Jun-03-2017	Jan-24-2019	Student contacted Director of Student Affairs and stated they were receiving inappropriate emails and text messages suspected of coming from another student. Referred to UNM Title IX for follow-up.	Harassment	Closed	UNM-Taos	Student Services	randia	1	
66	Feb-16-2017	Jan-24-2019	Student reported sexual harassment. Referred to UNM Title IX.	Harassment	Closed	UNM-Taos	Student Services	randia	1	
67	Jan-24-2019	Jan-24-2019	Student had extenuating circumstances and dropped from a course, but the drop didn't happen. The student was accruing a balance on the account. Student advisor followed up. Student appealed for refund, and the business office rectified the student's account.	Other Concern	Closed	UNM-Taos	Instruction	randia		Single action backlog record. No time to resolution captured.
71	Apr-22-2016	Jan-24-2019	Student sustained an injury in woodworking class. An ambulance was called. Reports from the instructor and other students indicated that the student was rushing and not using appropriate equipment. The student was well aware of safety standards in the class. The student pursued legal action. Main campus legal and risk assurance were involved. The student did not win the award.	Other Concern	Closed	UNM-Taos	Career Technical Programs	randia		4-24-2016: The University was found not liable for the accident to the student.
59	Sep-07-2018	Jan-23-2019	The student's academic advisor discovered that the student had falsified placement exam scores to enter a course at both Taos and Valencia. The academic advisor at Taos notified the Valencia branch dean. The student was dropped from the class. Dir. of Student Affairs and branch dean met with the student on 9-11-2018. The student admitted guilt and apologized, and was informed of the seriousness of the actions. Any future violations will result in suspension.	Student Conduct Conce	Decision by College	UNM-Taos	Academic Advising	randia	4	Intake: 9-7-2018. Meeting with student on 9-11-2018.
61	Feb-16-2017	Jan-23-2019	Student appeared to be under the influence of Alcohol during class. Branch dean and dir. of student affairs met with the student. Student was given a warning.	Student Conduct Conce	Closed	UNM-Taos	Arts/Media Arts	randia	25	Intake: 2-16-2017; Mtg with student: 3-13-2017.
81	Feb-15-2019	Feb-15-2019	The student submitted a complaint about removal from the nursing program in 2015 due to non-completion of two courses. The student accused the instructor of causing the failed exam, but the teacher denied it. The student attempted appeals of the decision a Valencia and Main Campus without success. The student was out of the program long enough at this point to apply for readmission, but has not taken that step.	Degree Completion	Closed	UNM-Valencia	Health Sciences	Imusselwhite		Single action backlog record. No time to resolution captured.
3	Sep-26-2017	Jan-14-2019	Student complained of instructor not responding in timely manner. The branch dean discussed with instructor, who acknowledged miscommunication and agreed to meet with the student to resolve issues.	Faculty Conduct Conce	Closed	UNM-Valencia	Health Sciences	Imusselwhite		Single action backlog record. No time to resolution captured.

Id	Entry Date	Last Updated	Summary	Type	Status	College/Org	Department	Coordinator Neti	Time Elapsed	Notes on Resolution
2	May-31-2018	Jan-14-2019	Student disputed grades on several assignments. The branch dean met with the student and instructor for a mediated discussion. The instructor replied to each disputed grade. The dean upheld the student's grade. The student did not agree but decided against pursuing a formal grievance.	Grade Concern	Closed	UNM-Valencia	Social Sciences	lmusselwhite		Single action backlog record. No time to resolution captured.
5	Jul-27-2016	Jan-14-2019	Student submitted a grade dispute. Student received an incomplete but did not finish the work within one year. The grade rolled over to an F. The instructor would have to make a formal exception for the student, but did not believe this was the right course of action. The student reached out to the main campus registrar's office, but the answer was the same. The student dropped the dispute.	Grade Concern	Closed	UNM-Valencia	Health Sciences	lmusselwhite		Single action backlog record. No time to resolution captured.
6	Aug-26-2016	Jan-14-2019	Student grade concerned based on a glitch in the Learning Mgmt System that had delayed the submission of an assignment. Main Campus IT was able to resolve, the instructor graded the assignment, and the student was satisfied.	Grade Concern	Closed	UNM-Valencia	Social Sciences	lmusselwhite		Single action backlog record. No time to resolution captured.
7	Apr-13-2018	Jan-14-2019	Student submitted a complaint about a failed nursing exam. The branch dean and program director conducted an item analysis of the exam but did not find irregularities. Student was notified that the grade would not be changed. The student chose to withdraw from the class and retake the class the following year.	Grade Concern	Closed	UNM-Valencia	Health Sciences	lmusselwhite		Single action backlog record. No time to resolution captured.
8	Nov-15-2017	Jan-14-2019	Student received failing grades in two clinicals which would cause removal from the program. The student complained about instructor conduct, lack of timely communication. The branch dean, nursing program director, instructor and clinical instructor communicated about the situation. They concluded that the student's performance was the cause of the poor marks. They provided the student with feedback and upheld the evaluations. The student was not happy but agreed with the decision.	Grade Concern	Closed	UNM-Valencia	Health Sciences	lmusselwhite		Single action backlog record. No time to resolution captured.
4	Sep-13-2017	Jan-14-2019	Student complained that they were misinformed about the need to register for a math segment a second time. The branch dean, dept. chair, and registrar discussed and decided to waive the student's tuition.	Other Concern	Closed	UNM-Valencia	Mathematics, Engineering, and Computer Science	lmusselwhite		Single action backlog record. No time to resolution captured.
124	Nov-30--0001	Jul-09-2019	...		Decision by College		Referred to appropriate EVP/college/departme nt	mdavis1	1	
159	Jul-02-2019	Jul-02-2019	...		Active		Referred to appropriate EVP/college/departme nt	mdavis1	1	

APPENDIX B – STUDENT FEEDBACK APP – COORDINATOR MANUAL

Student Feedback App – Coordinator Manual

The Student Grievance Application studentfeedback.unm.edu provides a protected portal for designated coordinators to record elevated student academic grievances, as well as administrative actions taken to address grievances.

A grievance is defined as elevated when a student seeks additional resolution after having already discussed the concern directly with the relevant faculty member and, if this discussion with the faculty member has not resolved the concern, has also consulted with the chair of the relevant department. Students should be referred back to the relevant faculty member or departmental chair for informal resolution if they have not already taken these first two steps in the grievance process. Coordinators are advised to be familiar with the student grievance policies in the Faculty Handbook, D175 and D176, as well as with the Student Pathfinder. A student grievance is not the same thing as student misconduct. Student misconduct issues can be addressed with support from the Dean of Students dos.unm.edu.

Student grievances related to membership in a protected class should be referred directly to the UNM Office of Equal Opportunity oeo.unm.edu. That referral can be recorded in the Student Grievance Application.

The Student Grievance Application was first developed by the College of Arts & Sciences and has been adopted by Academic Affairs to address intake and management of grievances across the university. Grievances and actions entered on a college, school or resource center level can be viewed by the coordinator at that unit level and by associate provosts and senior vice provosts in Academic Affairs. Only properly credentialed administrators may receive coordinator status.

Recording grievances in the Student Grievance System:

- 1) Provides protection and recourse to students;
- 2) Allows UNM administrators to respond to grievances in a timely and complete way;
- 3) Allows UNM to analyze grievances with the goal of identifying and addressing trends and potential systemic issues;
- 4) Ensures compliance with UNM policies in the Regents' Policy Manual and the Faculty Handbook as well as with Higher Learning Commission standards and national best practices.

The following manual outlines how to access the application, record grievances, attach supporting documents, and record actions taken, as well as significant dates.

To be added as a coordinator to the Student Grievance System, or if you have questions or concerns, contact Joe Suilmann in the Office of Academic Affairs (Suilmann@unm.edu).

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Adding a New Student

1. Open your browser and go to the system URL:

<http://studentfeedback.unm.edu/>.

2. Log in using your UNM NetID and Password.

Note: If you do not have an account and you should, please reach out to the system contact on the first page of this document.

3. Click the Lists menu item and select **All Students with Search**.

4. Before creating a new student record, please use the search bar to see if a record for that student already exists.

If you find the student, you can proceed to “Editing an Existing Student,” or “Adding a New Complaint [or Action] to an Existing Student.”

If you do not find the student, then move on to the next step.

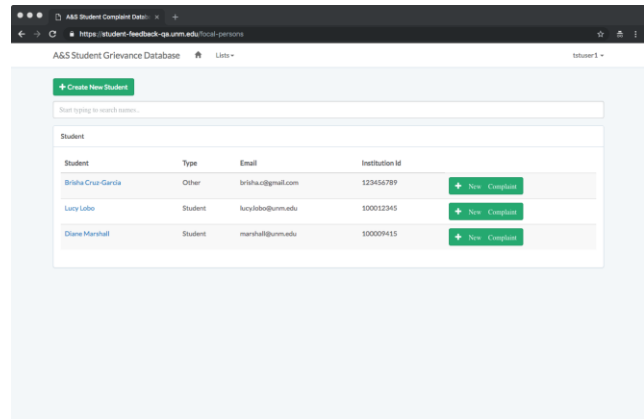
The image shows two screenshots of a web application. The top screenshot is the UNM Central Authentication Service login page. It features a login form with fields for Username and Password, and buttons for LOGIN and CLEAR. There are also links for 'Create a UNM NetID', 'Reset Password', and 'Change Password'. Below the login form is a 'Sensitive and Protected Information Statement'.

The bottom screenshot shows the A&S Student Grievance Database interface. It has a search bar at the top and a table of active complaints. The table has columns for Date, Student, Type, Status, and Department. Below the table is a 'Create New Student' button and a search bar for finding existing students. The search results show a table with columns for Student, Type, Email, and Institution ID, with buttons for 'New Complaint' next to each entry.

Date	Student	Type	Status	Department
Nov-07-2018	Marshall, Diane	Faculty Conduct Concern	Active	Biology
Nov-08-2018	Lobo, Lucy	Grade Concern	Active	African American Studies
Nov-08-2018	Cruz-Garcia, Briha	Other Concern	Active	Teaching Department

Student	Type	Email	Institution ID
Briha Cruz-Garcia	Other	briha.c@gmail.com	123456789
Lucy Lobo	Student	lucylobo@unm.edu	500012345
Diane Marshall	Student	marshall@unm.edu	500009415

5. Click on the **Create New Student** button.



6. Fill in the student's information and click **Save**.

Some fields have requirements, such as the NetID, BannerID, Type, and Classification fields. If you have any questions, please contact Joe Suilmann (Suilmann@unm.edu).

Note: You have the ability to add complaints on the next screen without having to go back to the home screen.

A screenshot of the 'A&S Student Grievance Database' interface showing the form to add a new student. The form is titled 'A&S Student Grievance Database' and has a 'Lists' dropdown menu. The form fields are: First Name (Lobo), Last Name (Lobo), Banner Id (100012344), Type (Student), Email (lucylobo@unm.edu), Phone Number (###) ###-#### (900) 277-1001, and Classification (Undergraduate). There is a green 'Save' button at the bottom right of the form.

Adding a New Complaint to an Existing Student

1. Open your browser and go to the system URL: studentfeedback.unm.edu.

2. Log in using your UNM NetID and Password.

Note: If you do not have an account and you should, please reach out to the system contact on the first page of this document.

3. Click the Start New Complaint button.

4. Find the student record, either listed on the page or by using the search bar, for which you want to add a new complaint and click on the **New Complaint** button next to the record.

Note: You have the ability to create a new student on this screen if you do not see your student on the list

The image displays two screenshots of the UNM Central Authentication Service and the A&S Student Grievance Database interface.

The top screenshot shows the UNM Central Authentication Service login page. It includes a login form with fields for Username and Password, a "LOGIN" button, and a "CLEAR" button. A "Need help with your NetID?" section provides links for "Create a UNM NetID", "Reset Password", and "Change Password". A "Sensitive and Protected Information Statement" is also visible.

The bottom screenshot shows the A&S Student Grievance Database interface. It features a "Start New Complaint" button and a table of Active Complaints. The table has columns for Date, Student, Type, Status, and Department. Below the table, there is a "Create New Student" button and a search bar. A table of students is displayed, with columns for Student, Type, Email, and Institution Id. Each student record has a "New Complaint" button next to it.

Student	Type	Email	Institution Id	Action
Briana Cruz Garcia	Other	brishu@gmail.com	123456789	+ New Complaint
Lucy Lobo	Student	lucylobo@unm.edu	100012345	+ New Complaint
Diane Marshall	Student	marshall@unm.edu	100009415	+ New Complaint
Mary McDonald	Student	marymcdonald@unm.edu	100012344	+ New Complaint

5. Fill in the complaint, then click **Save**.

The screenshot shows a web browser window with the URL <https://student-feedback-ga.unm.edu/complaint/new2>. The page title is "A&S Student Grievance Database". The form is titled "Create New Complaint". It contains the following fields: "Type" (dropdown menu with "Grade Concern" selected), "Date" (text input with "11/09/2018"), "Focal Person" (text input with "Lebo, Lucy"), "Status" (dropdown menu with "Active" selected), "Department" (text input with "African-American Studies"), and "Instructor" (text input with "John Doe"). Below these fields is a "Summary" section with a rich text editor containing the text "Grading is unfair." At the bottom of the form are two buttons: a green "Save" button and a blue "Exit" button.

6. Click **Exit** to return to the home screen, or **Actions** to enter additional information within the complaint record on follow-up actions taken.

The screenshot shows a web browser window with the URL <https://student-feedback-ga.unm.edu/complaints>. The page title is "A&S Student Grievance Database". The form is titled "Complaint id: 5". It contains the same fields as the previous form: "Type" (dropdown menu with "Grade Concern" selected), "Date" (text input with "11/09/2018"), "Focal Person" (text input with "Lebo, Lucy"), "Status" (dropdown menu with "Active" selected), "Department" (text input with "African-American Studies"), and "Instructor" (text input with "John Doe"). Below these fields is a "Summary" section with a rich text editor containing the text "Grading is unfair." At the bottom of the form are three buttons: a green "Save" button, a blue "Actions" button, and a blue "Exit" button.

Adding a New Action to an Existing Complaint

1. Open your browser and go to the system URL:

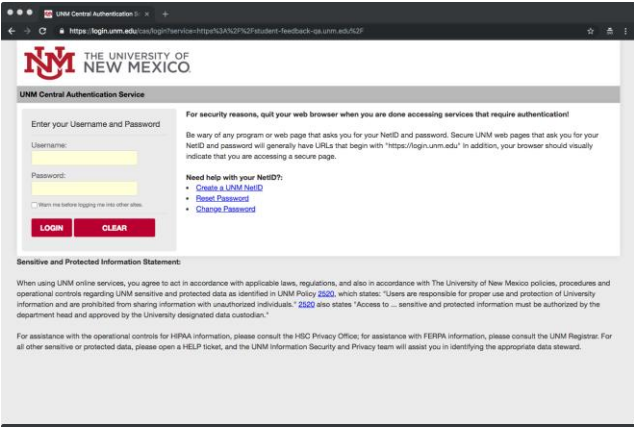
<http://studentfeedback.unm.edu/>

2. Log in using your UNM NetID and Password.

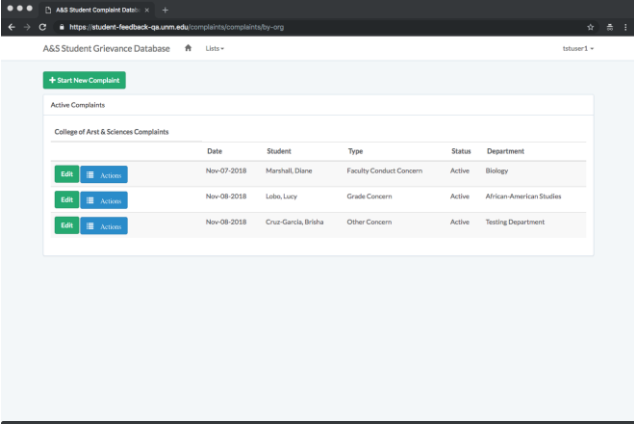
Note: If you do not have an account and you should, please reach out to the system contact on the first page of this document.

3. Click the **Actions** button next to the complaint in question.

4. Click the **Add New Action** button.

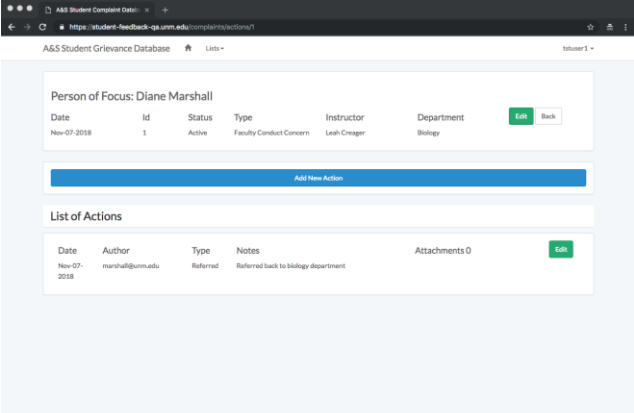


The screenshot shows the UNM Central Authentication Service login page. It includes a login form with fields for Username and Password, and buttons for LOGIN and CLEAR. There are also links for 'Need help with your NetID?' such as 'Create a UNM NetID', 'Reset Password', and 'Change Password'. A 'Sensitive and Protected Information Statement' is visible below the login form.



The screenshot shows the A&S Student Grievance Database interface. It features a table titled 'College of Arts & Sciences Complaints' with columns for Date, Student, Type, Status, and Department. The table lists three complaints, each with 'Edit' and 'Actions' buttons. A green 'Start New Complaint' button is at the top left.

Date	Student	Type	Status	Department
Nov-07-2018	Marshall, Diane	Faculty Conduct Concern	Active	Biology
Nov-08-2018	Lobo, Lucy	Grade Concern	Active	African American Studies
Nov-08-2018	Cruz-Garcia, Briha	Other Concern	Active	Teaching Department



The screenshot shows the details for a specific complaint, 'Person of Focus: Diane Marshall'. It includes a table with columns for Date, Id, Status, Type, Instructor, and Department. Below this is a blue 'Add New Action' button and a 'List of Actions' table.

Date	Id	Status	Type	Instructor	Department
Nov-07-2018	1	Active	Faculty Conduct Concern	Leah Creeger	Biology

Date	Author	Type	Notes	Attachments 0
Nov-07-2018	marshall@unmadu	Referred	Referred back to biology department	

5. Fill in action, then click **Save**.

The top screenshot shows the 'Add New Action' form for Diane Marshall. The form includes a table for the person's details and a form for adding a new action.

Date	Id	Status	Type	Instructor	Department
Nov-07-2018	1	Active	Faculty Conduct Concern	Leah Creager	Biology

Add New Action

Date	Type	Details	Attachments
11/09/2018	Email	Email faculty to get more information.	Choose File / No file chosen

Save

The bottom screenshot shows the 'List of Actions' table with two entries.

Date	Author	Type	Notes	Attachments 0
Nov-07-2018	marshall@unm.edu	Referred	Referred back to biology department	Edit
Nov-09-2018	tsutuser1@unm.edu	Email	Email faculty to get more information.	Edit

6. You can continue to add additional actions using the **Add New Action** button.

Editing an Existing Student

1. Open your browser and go to the system URL:

<http://studentfeedback.unm.edu/>

2. Log in using your UNM NetID and Password.

Note: If you do not have an account and you should, please reach out to the system contact on the first page of this document.

3. Click the Lists menu item and select **All Students with Search**.

4. In the search bar, enter the name for the student that you are trying to add, and select their record from the list below.

The image displays two screenshots of web interfaces. The top screenshot shows the UNM Central Authentication Service login page, which includes fields for Username and Password, a LOGIN button, and a CLEAR button. It also features a 'Need help with your NetID?' section with links to 'Create a UNM NetID', 'Reset Password', and 'Change Password'. Below the login fields is a 'Sensitive and Protected Information Statement'.

The bottom screenshot shows the A&S Student Grievance Database interface. It includes a 'Start New Complaint' button and a table of 'Active Complaints'. The table has columns for Date, Student, Type, Status, and Department. Below the table is a search bar and a list of students with their details and a 'New Complaint' button for each.

Date	Student	Type	Status	Department
Nov-07-2018	Marshall, Diane	Faculty Conduct Concern	Active	Biology
Nov-08-2018	Lobo, Lucy	Grade Concern	Active	African American Studies
Nov-08-2018	Cruz-Garcia, Briha	Other Concern	Active	Teaching Department

Student	Type	Email	Institution Id	Action
Briha Cruz-Garcia	Other	briha.c@gmail.com	123456789	+ New Complaint
Lucy Lobo	Student	lucylobo@unm.edu	500012345	+ New Complaint
Diane Marshall	Student	marshall@unm.edu	500009415	+ New Complaint

5. Change the student information as needed, then click **Save**.

Focal Person View

Focal Person Id: 2

First Name: Lucy Last Name: Lobo Banner Id: 100012345

Type: Student Email: lucylobo@unm.edu Phone Number ((505) 277-1000)

Classification: Undergraduate

Save

Complaints

New Occurrence

Occurrence Date	Type	Status
2018-11-08	Grade Concern	Active
2018-11-09	Grade Concern	Active
2018-11-09	Grade Concern	Active

6. Click **Exit** to return to the home page when you are done.

Focal Person View

Focal Person Id: 2

First Name: Lucy Last Name: Lobo Banner Id: 100012345

Type: Student Email: lucylobo@unm.edu Phone Number ((505) 277-1000)

Classification: Undergraduate

Save

Complaints

New Occurrence

Occurrence Date	Type	Status
2018-11-08	Grade Concern	Active
2018-11-09	Grade Concern	Active
2018-11-09	Grade Concern	Active

Editing an Existing Complaint

1. Open your browser and go to the system URL:

<http://studentfeedback.unm.edu/>

2. Log in using your UNM NetID and Password.

Note: If you do not have an account and you should, please reach out to the system contact on the first page of this document.

3. Click the **Edit** button next to the complaint that you want to modify.

4. Modify the complaint, and click **Save** when you are done.

The first screenshot shows the UNM Central Authentication Service login page. It includes a login form with fields for Username and Password, and buttons for LOGIN and CLEAR. There are also links for 'Need help with your NetID?' such as 'Create a UNM NetID', 'Reset Password', and 'Change Password'. A 'Sensitive and Protected Information Statement' is also visible.

The second screenshot shows the A&S Student Grievance Database. It displays a table of active complaints for the College of Arts & Sciences. The table has columns for Date, Student, Type, Status, and Department. Three complaints are listed, each with an 'Edit' button next to it.

The third screenshot shows the 'Complaint Id: 1' form. It contains fields for Type (Faculty Conduct Concern), Date (11/07/2018), Focal Person (Marshall, Diane), Status (Active), Department (Biology), and Instructor (Leah Creager). There is a 'Summary' section with a text area containing 'This is a test case'. At the bottom, there are 'Save' and 'Cancel' buttons.

Editing an Existing Action

1. Open your browser and go to the system URL:

<http://studentfeedback.unm.edu/>

2. Log in using your UNM NetID and Password.

Note: If you do not have an account and you should, please reach out to the system contact on the first page of this document.

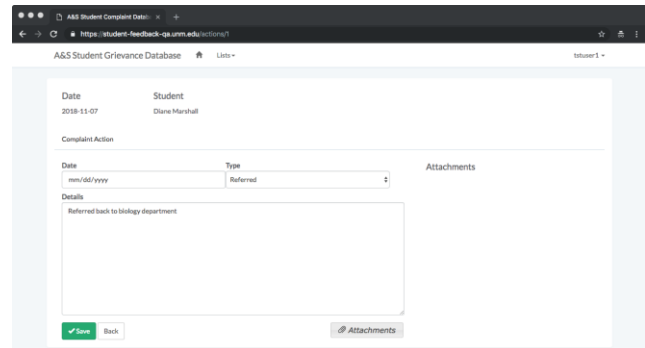
3. Click the **Actions** button next to the complaint in question.

4. Click the **Edit** button next to the action that you want to modify.

The first screenshot shows the UNM Central Authentication Service login page. It includes a login form with fields for Username and Password, and buttons for LOGIN and CLEAR. There are also links for 'Need help with your NetID?' such as 'Create a UNM NetID', 'Reset Password', and 'Change Password'. A 'Sensitive and Protected Information Statement' is visible below the login form.

The second screenshot shows the A&S Student Grievance Database. It displays a table of 'Active Complaints' with columns for Date, Student, Type, Status, and Department. The table lists three complaints from November 2018. Each row has 'Edit' and 'Actions' buttons. Below the table, there is a section for 'Person of Focus: Diane Marshall' with details like Date, Id, Status, Type, Instructor, and Department. At the bottom, there is a 'List of Actions' table with columns for Date, Author, Type, Notes, and Attachments 0.

5. Modify the action, then click **Save** when you are done.

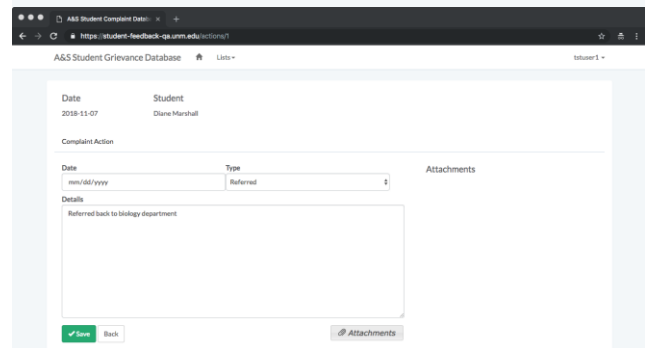


The screenshot shows a web browser window with the URL <https://student-feedback-ga.unm.edu/action/1>. The page title is "A&S Student Grievance Database". The form displays the following information:

- Date:** 2018-11-07
- Student:** Diane Marshall
- Complaint Action:**
 - Date:** mm/dd/yyyy
 - Type:** Referred
 - Details:** Referred back to biology department
- Attachments:** (empty)

At the bottom of the form, there is a green **Save** button, a **Back** button, and an **Attachments** button.

6. You can return to the complaint page by clicking on the **Back** button.



This screenshot is identical to the one above, showing the same form with the "Complaint Action" section. The "Save" button is highlighted in green, and the "Back" button is visible next to it.

APPENDIX C – PETITION FOR A GRADE CHANGE



THE UNIVERSITY of
NEW MEXICO

To:
From: Grade Petition Coordinator
Subject: Petition for a Grade Change

Date:

Student

UNM ID Number

Course

Semester

Enclosed is a petition submitted by the student noted above. Your response is extremely helpful in assisting the Grade Petition Sub-Committee in reaching a decision. If applicable, we need to know if the student attended your class, the date the student stopped attending class and whether the student was doing passing work. Any other relevant information will be appreciated. If you are able to make a definite recommendation, please do so.

I would like to include your response with the petition to the Sub-Committee within fifteen (15) business days. Failure to provide this will result in the Registrar's Office contacting the Department Chair for a response. If you have any questions, please contact me at 277-*.***

Instructor's Comments: _____

Instructor's Signature: _____

Instructor's e-mail address: _____

Approved: _____ **Denied:** _____ **Grade:** _____ **Date** _____

Please check on the line if you wish to be notified of the outcome of this petition _____

Please return to:

**Grade Petition Coordinator
Records & Registration Office
Student Support & Services Center
MSC11 6325
E-mail: unmreg@unm.edu
277-******

4. ANNUAL COMPREHENSIVE DATA REPORT OF THE OFFICE OF EQUAL OPPORTUNITY, INCLUDING CLERY ACT COMPLIANCE

The following reports are included below:

1. Office of Equal Opportunity: Data Trend Analysis Report (<https://oeo.unm.edu/assets/docs/datatrendreport.pdf>)
2. Office of Equal Opportunity Annual Report (<https://oeo.unm.edu/assets/docs/2019-oeo-annual-report.pdf>)
3. Final Report on UNM's Actions to Advance Anti-Harassment and Sexual Misconduct Efforts (<http://compliance.unm.edu/doj-final-report.pdf>)
4. Annual Clery Report (https://police.unm.edu/html/2019_Annual_Safety_Report.pdf)



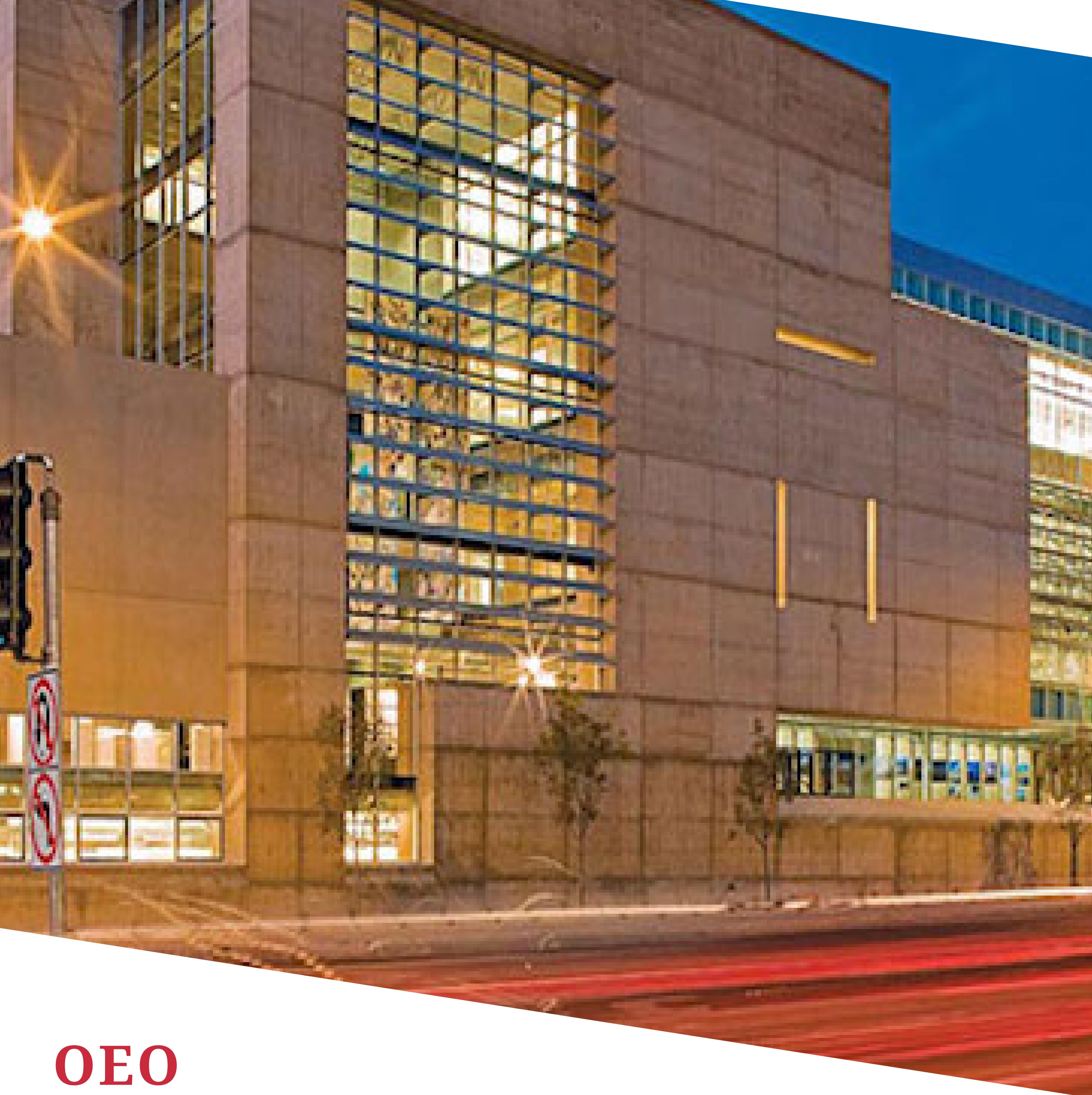
Office of Equal Opportunity:

Data Trend Analysis Report

This is a comprehensive data report that analyzes the data trends for multiple years of civil rights and Title IX complaints and investigations that the Office of Equal Opportunity has handled throughout the years.

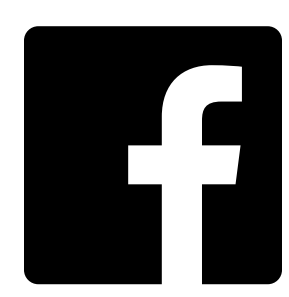
Created by: Rob Tafoya
June 2019





OEO Details

The UNM Office of Equal Opportunity investigates claims of discrimination based on a protected status, sexual harassment, and sexual misconduct. We also provide oversight of the University’s compliance with Title VII, Title IX, the Clery Act, ADA accommodations, and affirmative action. We can provide training and education on all of these issues. We serve the entire UNM community and work with offices across campus to ensure the University’s commitment to promoting equal access and treatment for all.



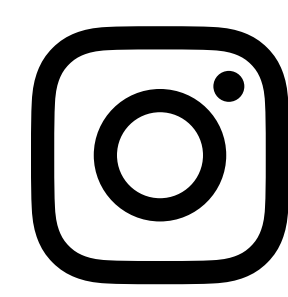
Follow Us:

<https://www.facebook.com/OEOUNM/>



Follow Us:

<http://twitter.com/oeo unm>



Follow Us:

<http://instagram.com/oeo.unm>

Official Website

<http://oeo.unm.edu>

General Information And Specific Trends

Based upon the data analyzed for this report, the Office of Equal Opportunity has determined the following trends to be occurring:



The Office of Equal Opportunity has experienced a constant increase in complaints each year, with the highest increase occurring from 2015 to 2016 when the office experienced a 165.9% increase in reports.



In 2017, OEO began receiving and documenting all allegations of hate-bias incidents and hate crimes in conjunction with UNMPD. OEO will utilize this data to develop climate and civil rights training and identify “hot-spots” where hate-bias incidents more frequently occur.



In 2017, OEO created deputy Title IX Coordinators in Athletics, Human Resources, Provost’s Office, and Residence Life and Student Housing and the Health Sciences Center.



In 2018, OEO updated University Administrative Policy 2720 (Discrimination), 2740 (Sexual Misconduct), and 3110 (ADA Accommodation) to reflect best practices and updated civil rights law. OEO also translated policies 2720 and 2740 into Spanish, making the policies available to Spanish language speakers.



In 2018, OEO spearheaded and participated in several ADA initiatives. OEO updated University Administrative Policy 3110 (Accommodations for Faculty and Staff) and participated in the creation of a Universal Design Policy (5320).

Takeaways

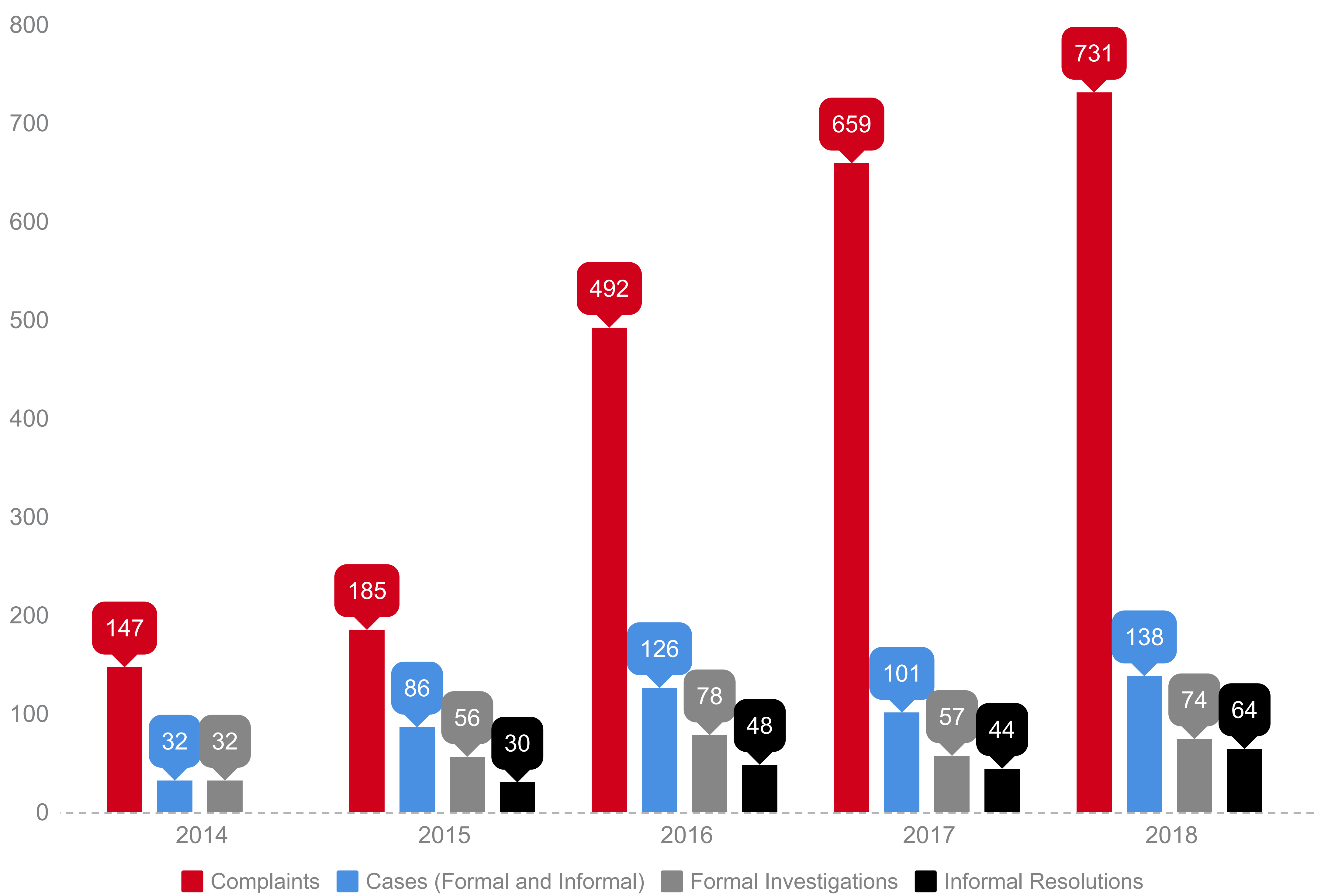
The Office of Equal Opportunity continues to look for ways to improve its services and promote a learning/working environment that is free of discrimination and harassment for all on campus.

Total Complaints Received: 2014-2018

This graph depicts the overall number of complaints received each year for the Office of Equal Opportunity. The data is aggregated further to indicate the number of formal/informal cases that were opened each year by the department.

OEO has increased its usage of informal resolution for complaints of discrimination and reports of hate-bias incidences. In cases where allegations are less severe or where a Complainant’s safety is not at issue, OEO has utilized informal resolution methods. Informal resolutions are non-punitive ways of discussing allegations of discrimination or hate-bias incidences and educating or dialoguing with the parties involved. Informal resolutions include education conferences, facilitated dialogues, and other training and methods. OEO monitors the environment after utilizing informal resolutions to ensure that climate has improved and the alleged behavior has stopped. OEO has successfully partnered with the Accessibility Resource Center, OMBUDS, and the Division for Diversity, Equity and Inclusion in facilitated dialogues with parties. This partnership has proven to be very successful in optimizing informal resolutions.

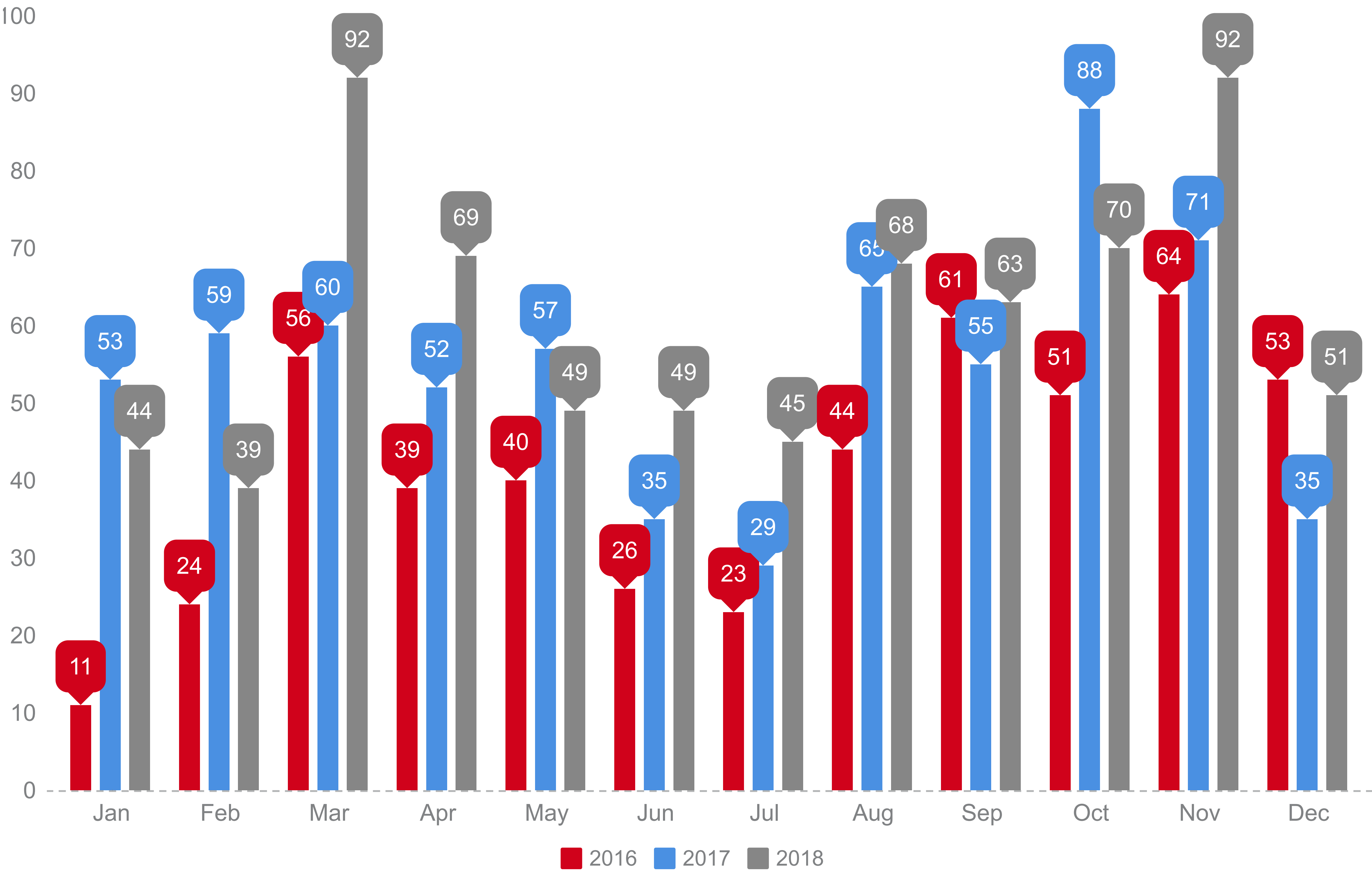
Caseload Trends



Total Complaints Received by Month: 2016-2018

The Office of Equal Opportunity experiences times of the year where its caseload increases on a regular basis and other periods where the caseload decreases, relative to the months of the calendar year in which the reporting occurs in. The chart below depicts a monthly summation of the reports received by the OEO for each calendar year within the 2016-2018 date range.

Caseload Trends by Month

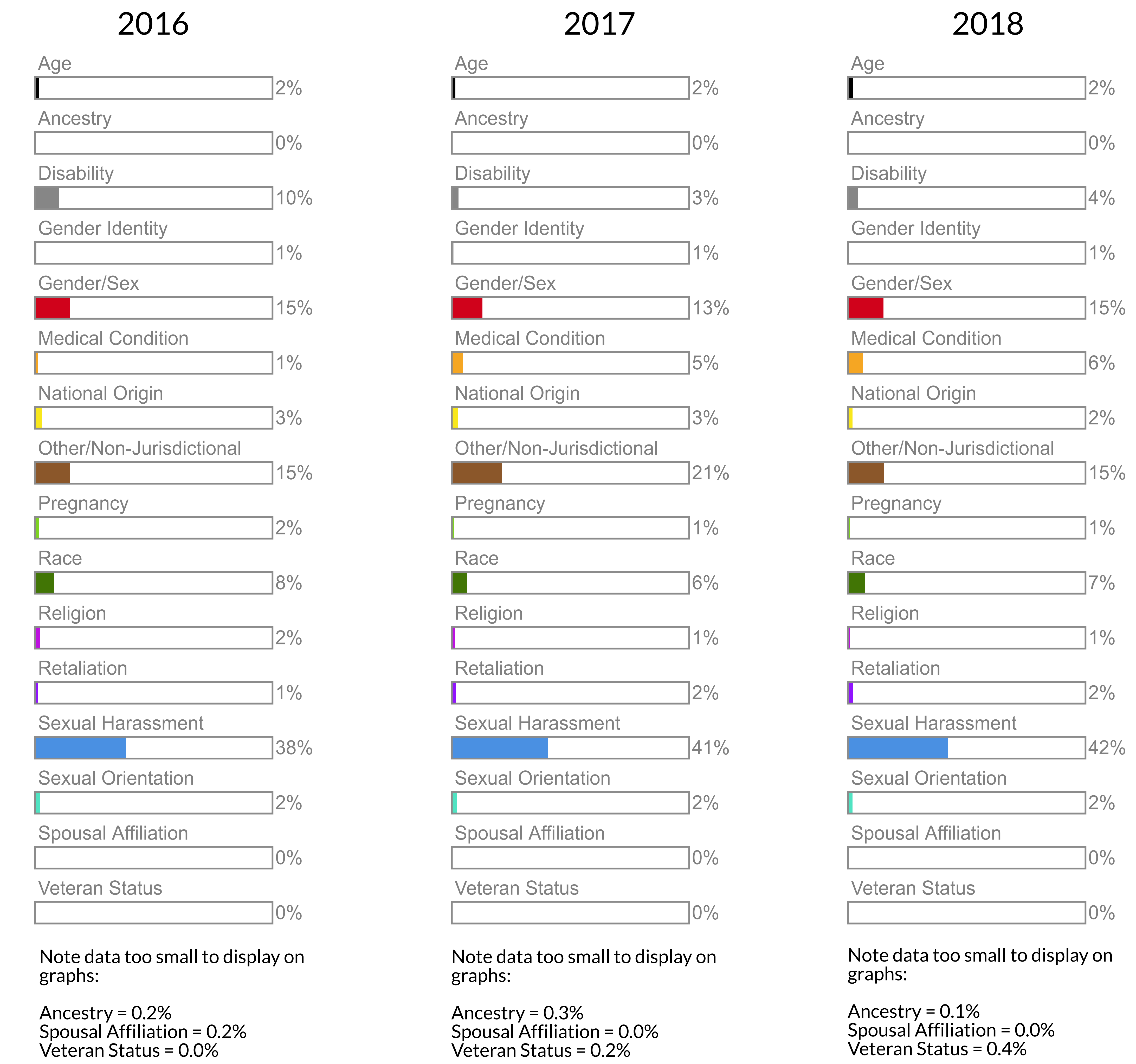


Takeaways

The months of March, April, May, August, September, October and November consistently remain the highest reporting months each year. The months of January, February, June, July and December tend to be the months with the lowest amount of reports. OEO uses this data to analyze spikes in cases.

Complaints by Type: 2016-2018

The following set of graphs depict the aggregate analysis of the total number of complaints received each year based upon the civil rights category/basis for the initial complaint.



Takeaways

Sexual harassment and gender/sex based allegations are the most frequently reported complaints received by the OEO.

Complaints by Type: 2016-2018

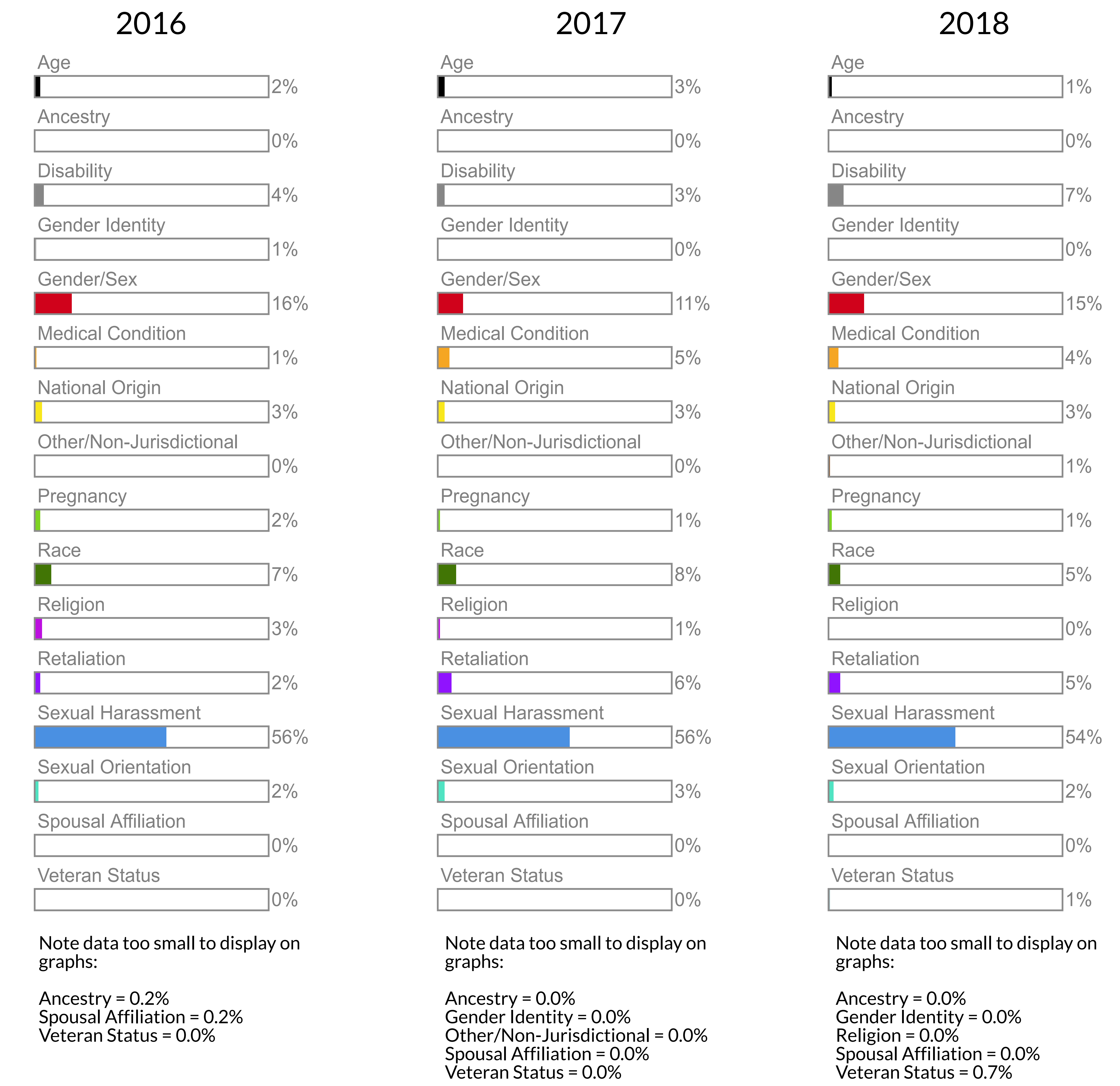
The following table details the total number of complaints received by the OEO which were previously depicted in the earlier charts.

Complaints Data Table

	2016		2017		2018	
	#	%	#	%	#	%
Age	9	1.8%	10	1.5%	15	2.1%
Ancestry	1	0.2%	2	0.3%	1	0.1%
Disability	49	10.0%	19	2.9%	30	4.1%
Gender Identity	3	0.6%	5	0.8%	4	0.5%
Gender/Sex	73	14.8%	85	12.9%	109	14.9%
Medical Condition	6	1.2%	30	4.6%	46	6.3%
National Origin	15	3.0%	18	2.7%	14	1.9%
Other/Non-Jurisdictional	73	14.8%	139	21.1%	110	15.0%
Pregnancy	8	1.6%	6	0.9%	6	0.8%
Race	40	8.1%	42	6.4%	52	7.1%
Religion	10	2.0%	9	1.4%	5	0.7%
Retaliation	6	1.2%	12	1.8%	15	2.1%
Sexual Harassment	188	38.2%	267	40.5%	307	42.0%
Sexual Orientation	10	2.0%	14	2.1%	14	1.9%
Spousal Affiliation	1	0.2%	0	0.0%	0	0.0%
Veteran Status	0	0.0%	1	0.2%	3	0.4%

Cases (Formal and Informal) by Type: 2016-2018

The following set of graphs depict the aggregate analysis of the total number of cases received each year based upon the civil rights category/basis for the initial complaint.



Takeaways

Sexual harassment consistently accounts for over 50% of all cases handled by the OEO.

Cases (Formal and Informal) by Type: 2016-2018

The following table details the total number of cases received by the OEO which were previously depicted in the earlier charts.

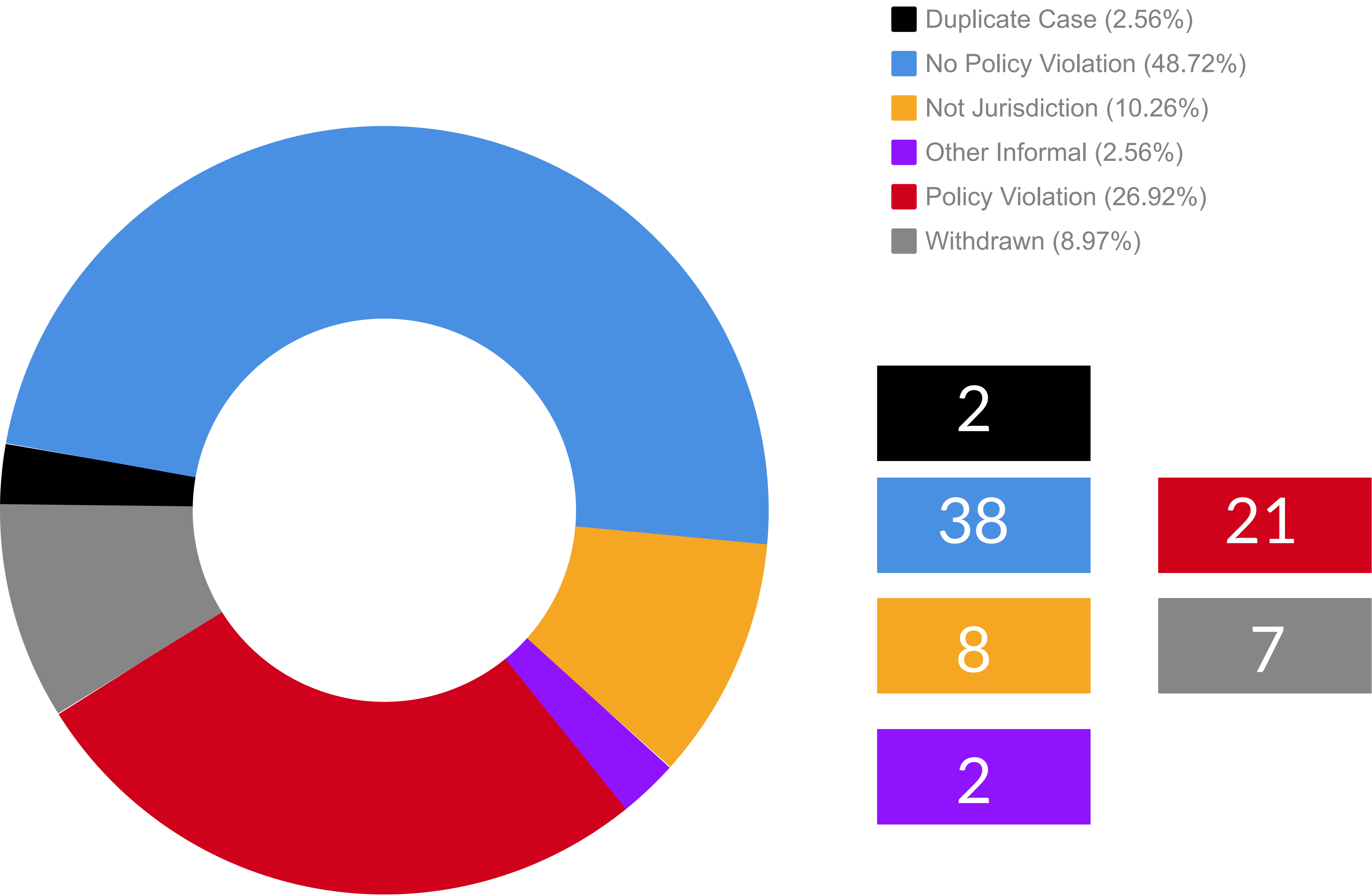
Cases (Formal and Informal) Data Table

	2016		2017		2018	
	#	%	#	%	#	%
Age	3	2.4%	3	3.0%	2	1.4%
Ancestry	0	0.0%	0	0.0%	0	0.0%
Disability	5	4.0%	3	3.0%	9	6.5%
Gender Identity	1	0.8%	0	0.0%	0	0.0%
Gender/Sex	20	15.9%	11	10.9%	21	15.2%
Medical Condition	1	80.0%	5	5.0%	6	4.3%
National Origin	4	3.2%	3	3.0%	4	2.9%
Other/Non-Jurisdictional	0	0.0%	0	0.0%	1	0.7%
Pregnancy	3	2.4%	1	1.0%	2	1.4%
Race	9	7.1%	8	7.9%	7	5.1%
Religion	4	3.2%	1	1.0%	0	0.0%
Retaliation	3	2.4%	6	5.9%	7	5.1%
Sexual Harassment	71	56.3%	57	56.4%	75	54.3%
Sexual Orientation	2	1.6%	3	3.0%	3	2.2%
Spousal Affiliation	0	0.0%	0	0.0%	0	0.0%
Veteran Status	0	0.0%	0	0.0%	1	0.7%

Formal Investigations by Outcome: 2016-2018

The following set of graphs depict the aggregate analysis of the outcomes for all formal investigations conducted each year by the Office of Equal Opportunity.

2016 Formal Outcomes



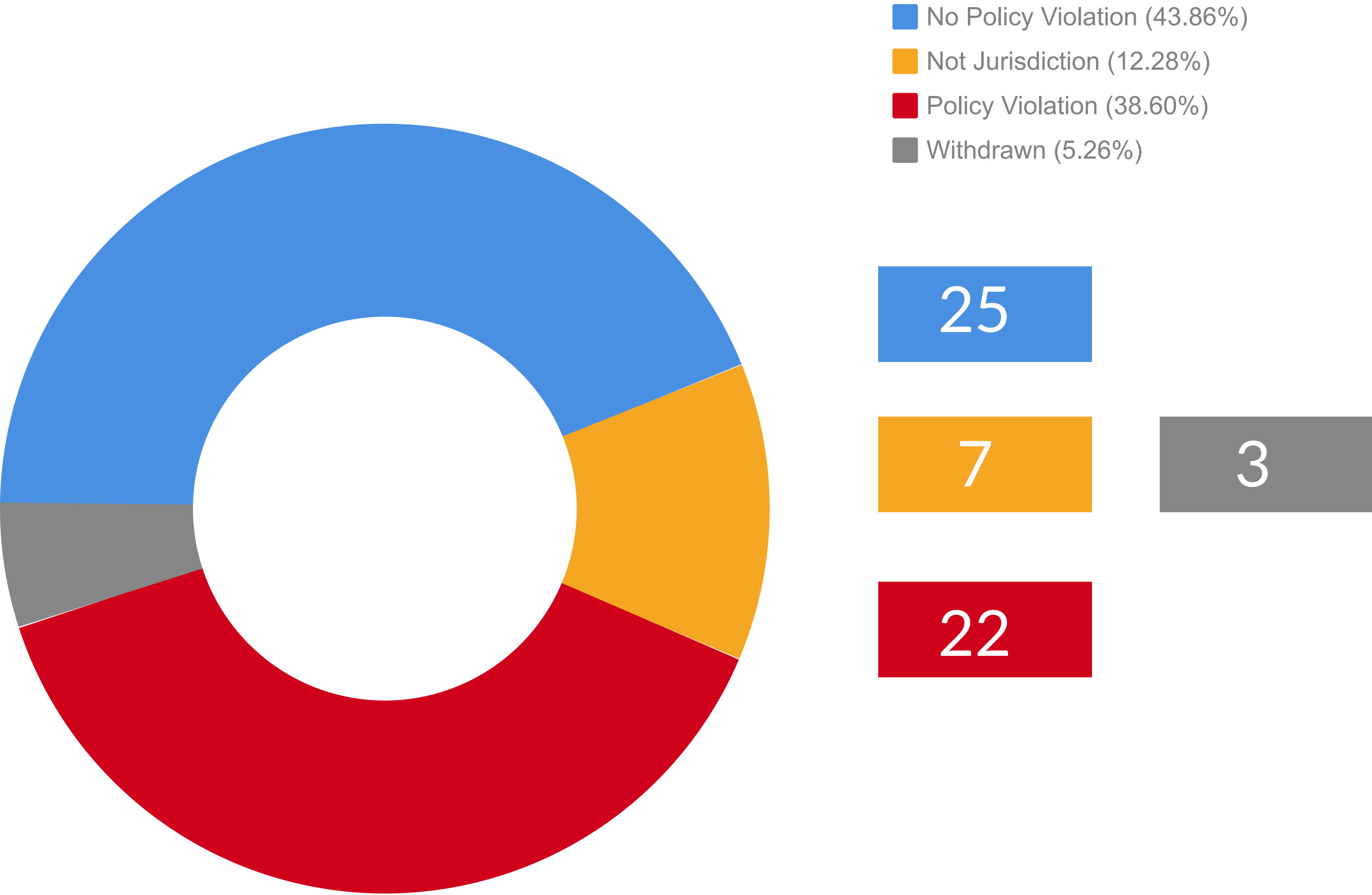
Takeaways

In 2016, nearly 50% of all formal investigations resulted in No Policy Violation findings.

Formal Investigations by Outcome: 2016-2018 Cont.

The following set of graphs depict the aggregate analysis of the outcomes for all formal investigations conducted each year by the Office of Equal Opportunity.

2017 Formal Outcomes



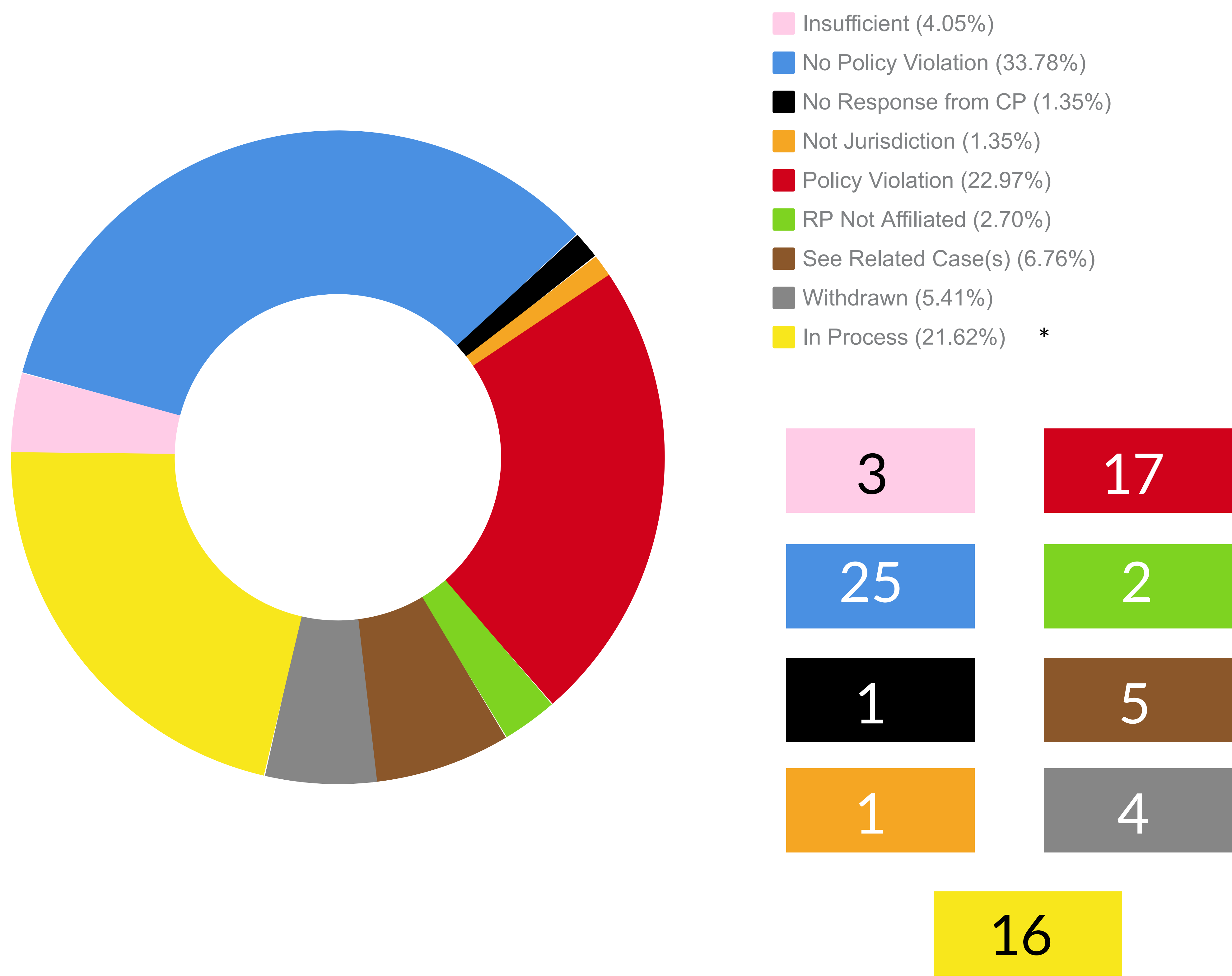
Takeaways

In 2017, the findings of No Policy Violation and Policy Violation were relatively similar: 43.86% (NPV) and 38.60% (PV).

Formal Investigations by Outcome: 2016-2018 Cont.

The following set of graphs depict the aggregate analysis of the outcomes for all formal investigations conducted each year by the Office of Equal Opportunity.

2018 Formal Outcomes



Takeaways

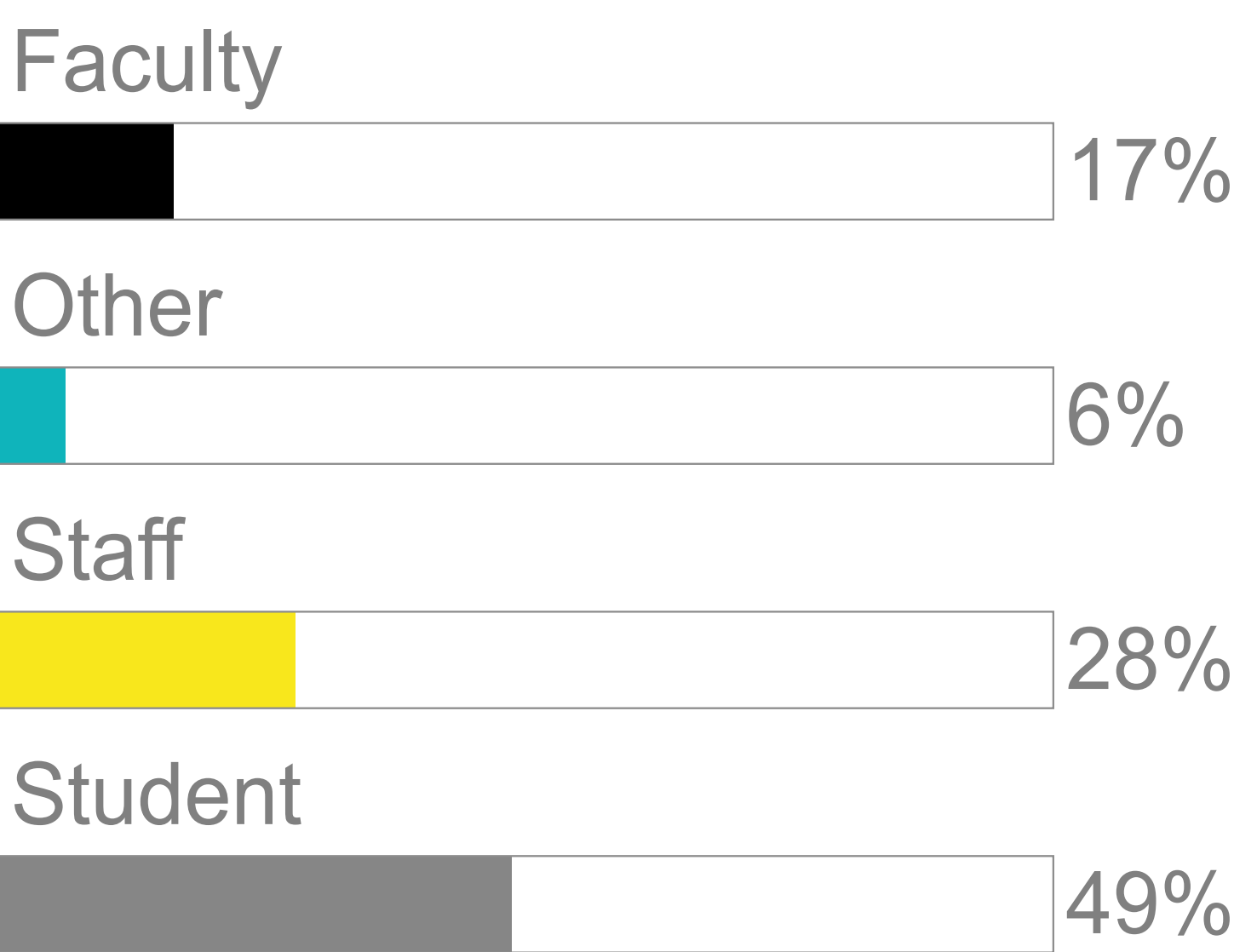
In 2018, the OEO added new values to the EthicsPoint case management system in order to better track alternate outcomes of cases.

* Final data will be calculated upon the completion of all formal investigations initiated in 2018.

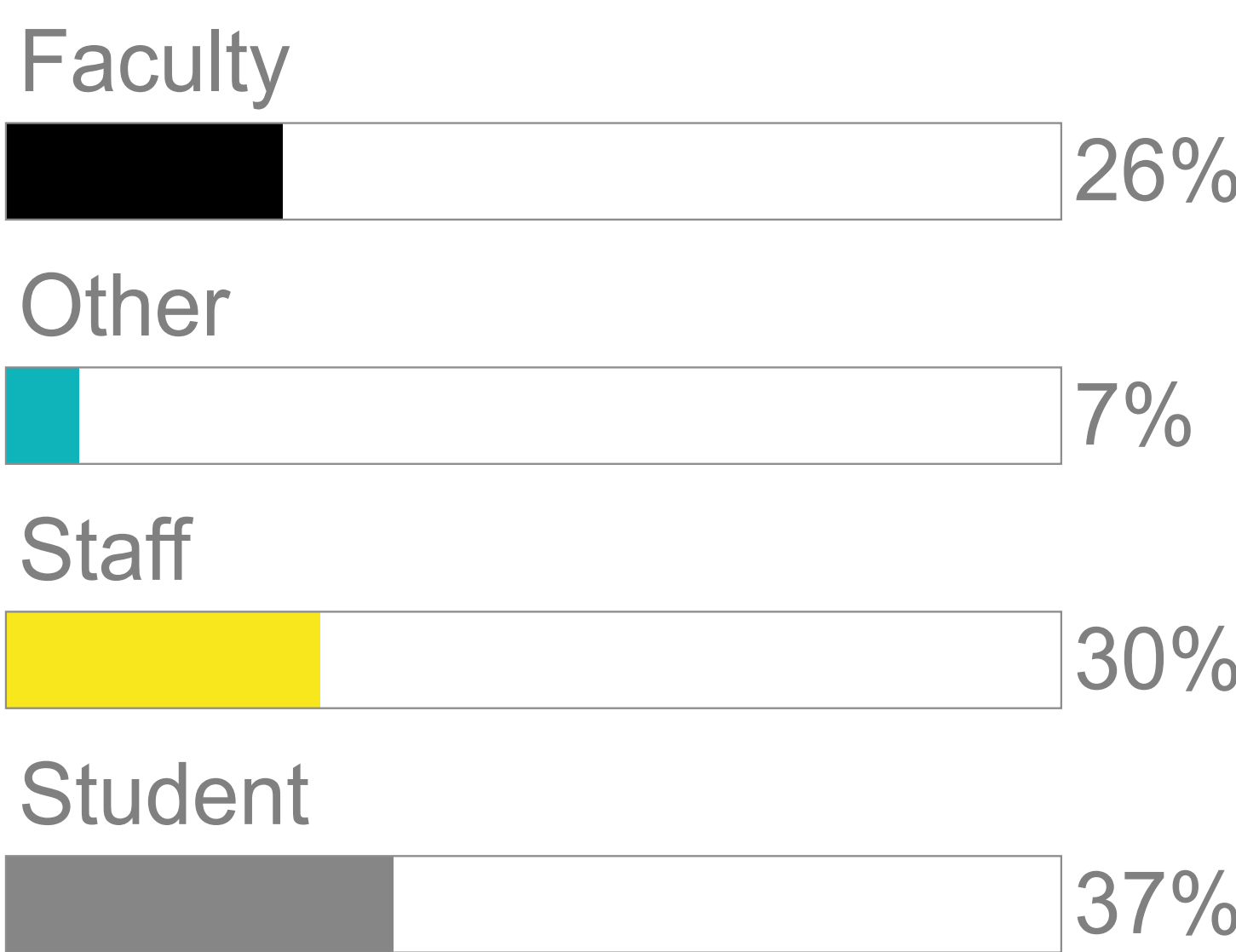
Formal Investigations by Respondent Affiliation: 2016-2018

The Office of Equal Opportunity has jurisdiction over all complaints pertaining to students, staff and faculty misconduct in regards to civil rights or Title IX based allegations. The charts below depict the statistical breakdown of the affiliation of Respondents in all formal investigations conducted throughout the corresponding years.

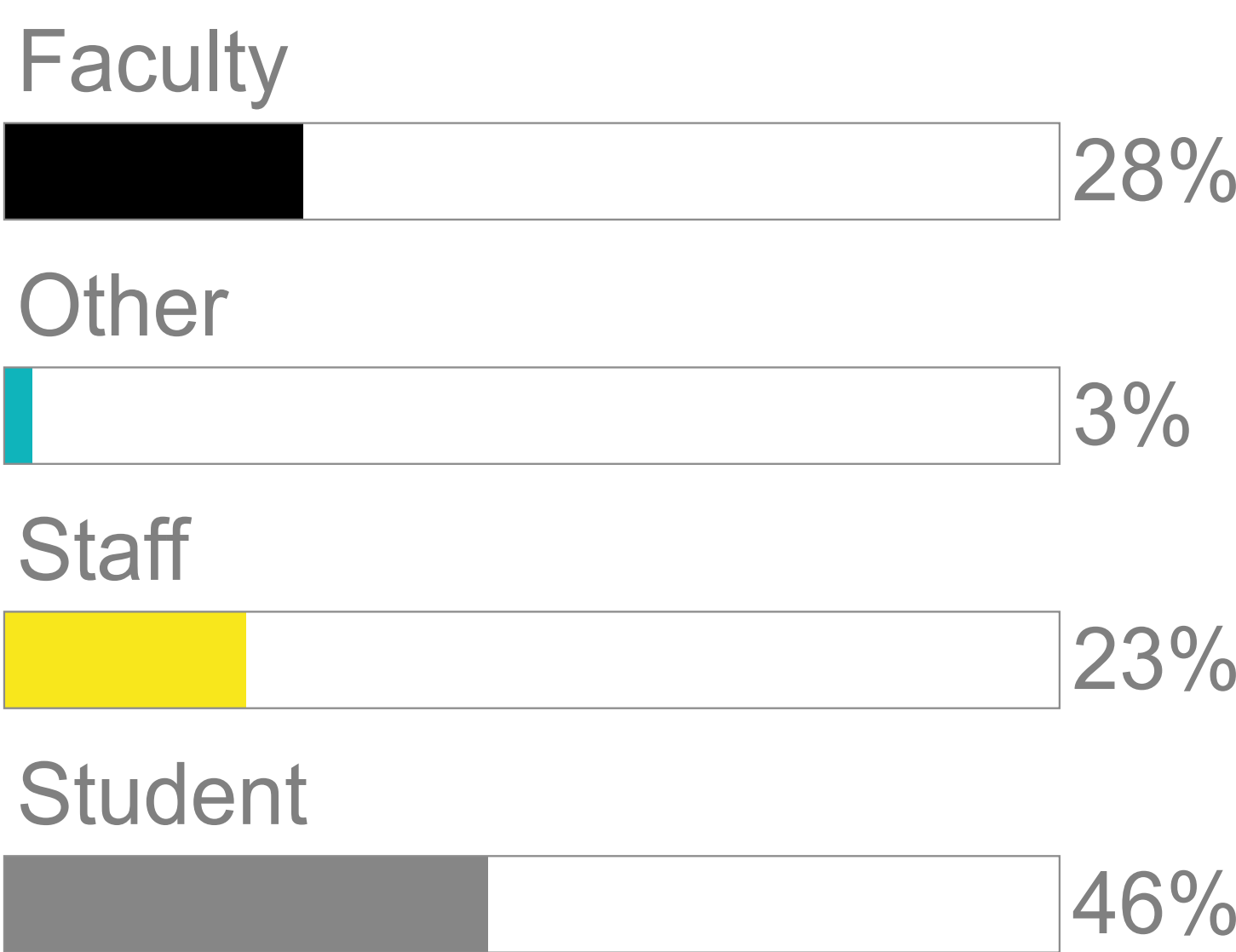
2016



2017



2018



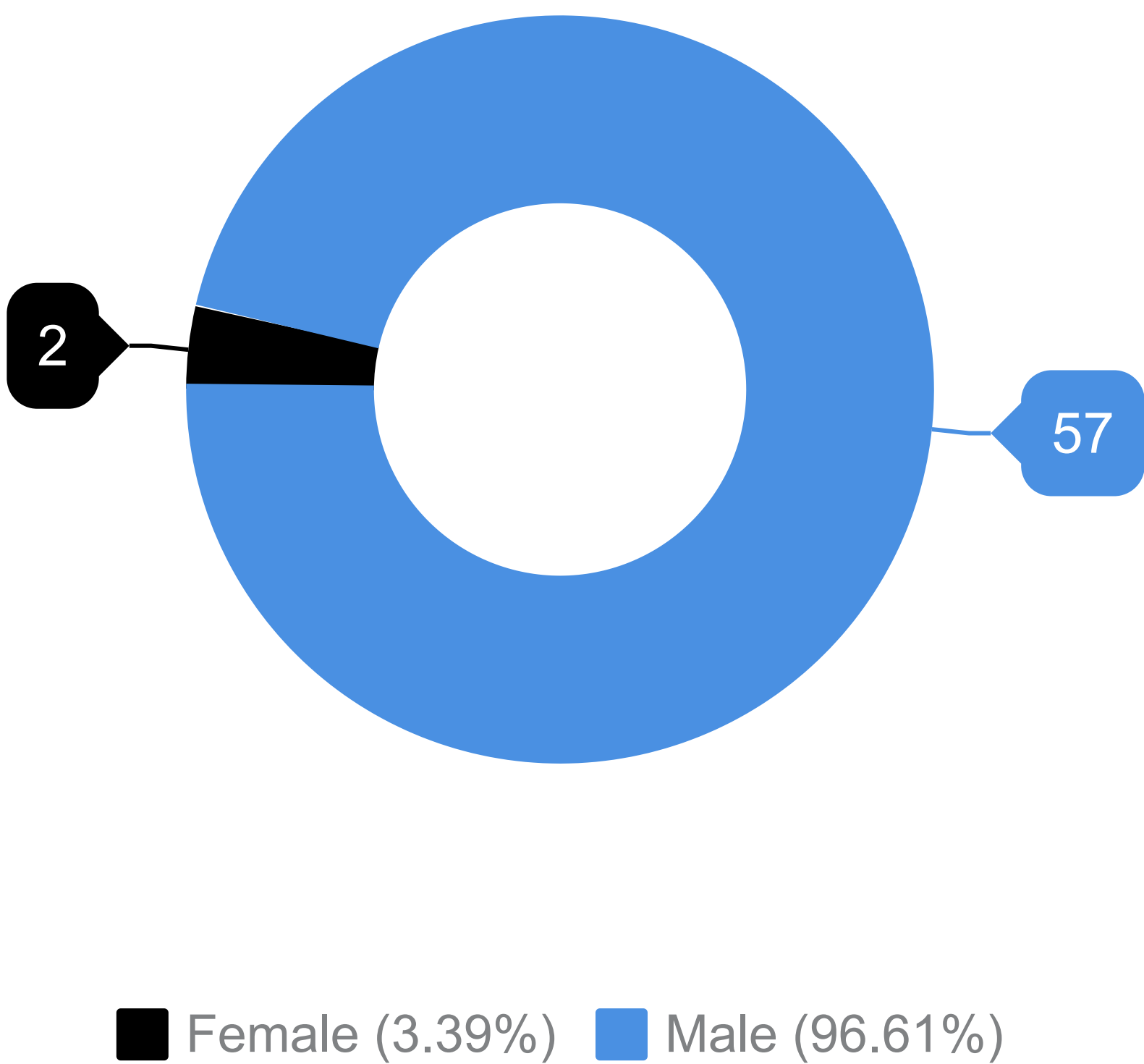
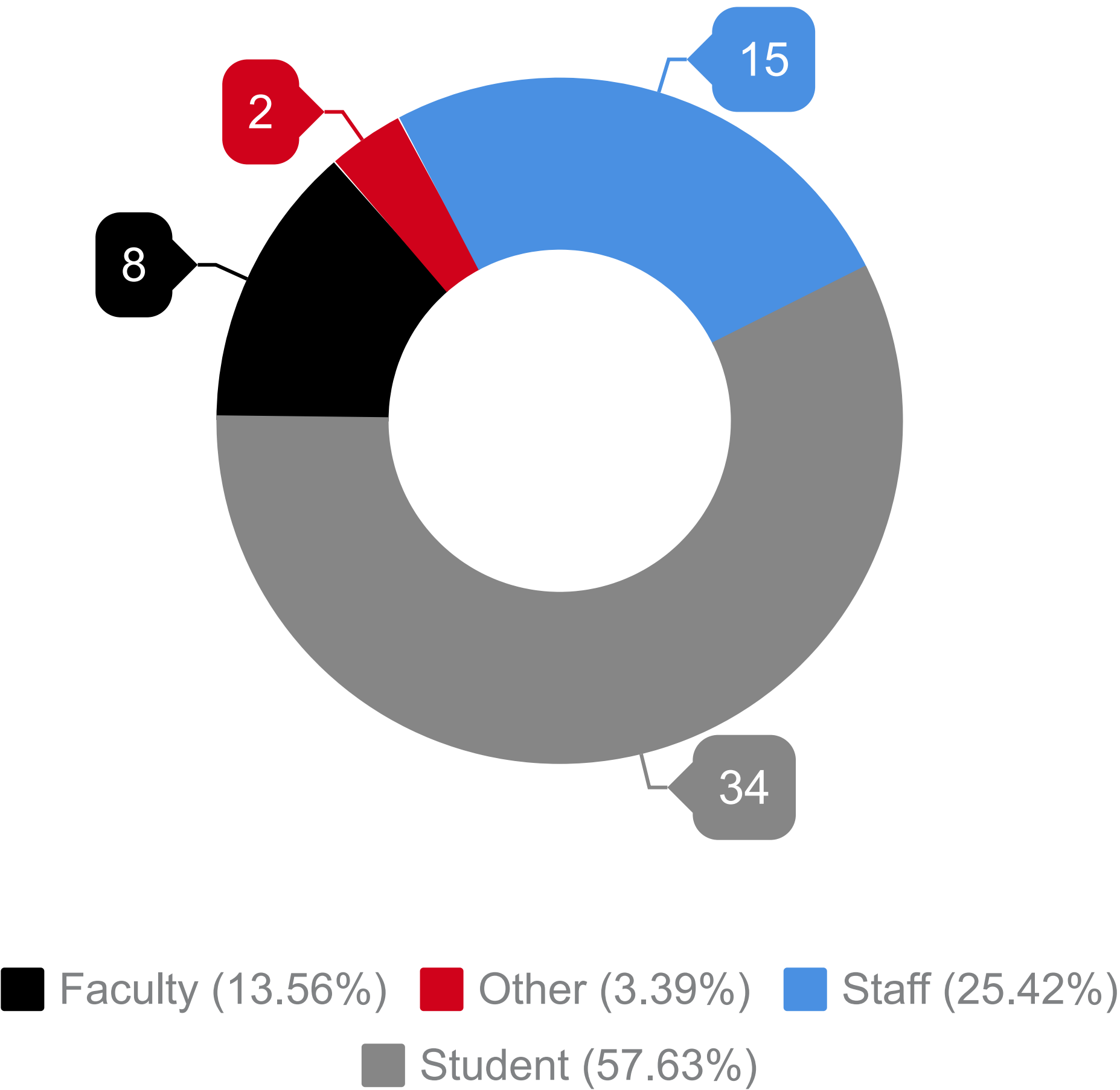
Takeaways

The majority of formal investigations conducted by the OEO each year consist of students as respondents.

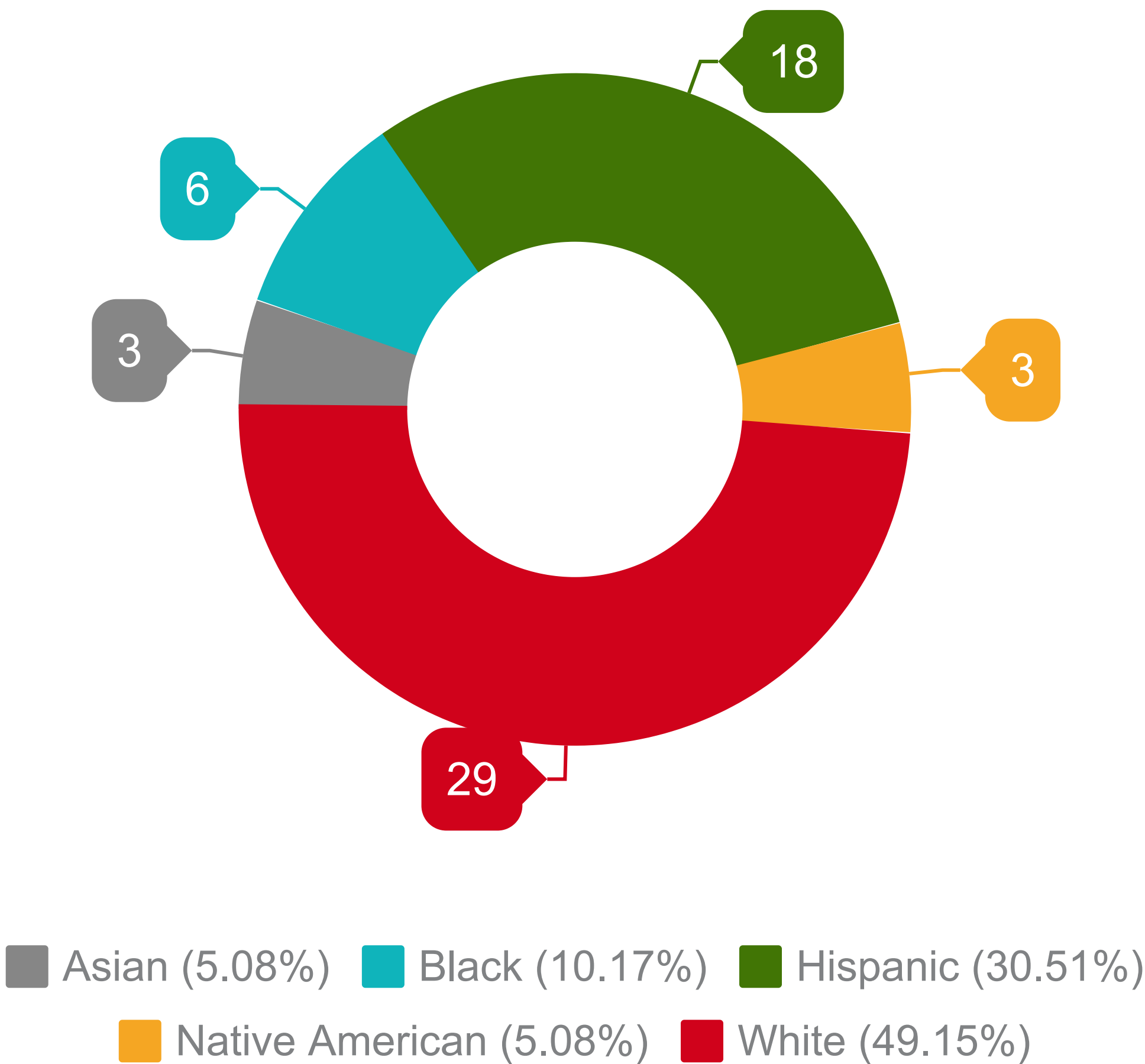
Respondent Demographics for Formal Investigations with Policy Violations: 2016-2018

The Office of Equal Opportunity investigates all allegations of civil rights and sexual misconduct that occurs on campus. Respondents can consist of: faculty, staff, student, and other non-affiliated persons (visitors, volunteers, etc). The chart below details the breakdown of the 59 total formal investigations that resulted in Policy Violations from 2016-2018:

The breakdown of the 59 cases that resulted in a policy violation of finding from 2016-2018 is broken down by gender in the chart below:



There were 59 total formal investigations that resulted in Policy Violation findings from 2016-2018. Out of these, the racial breakdown of the Respondents is detailed below:

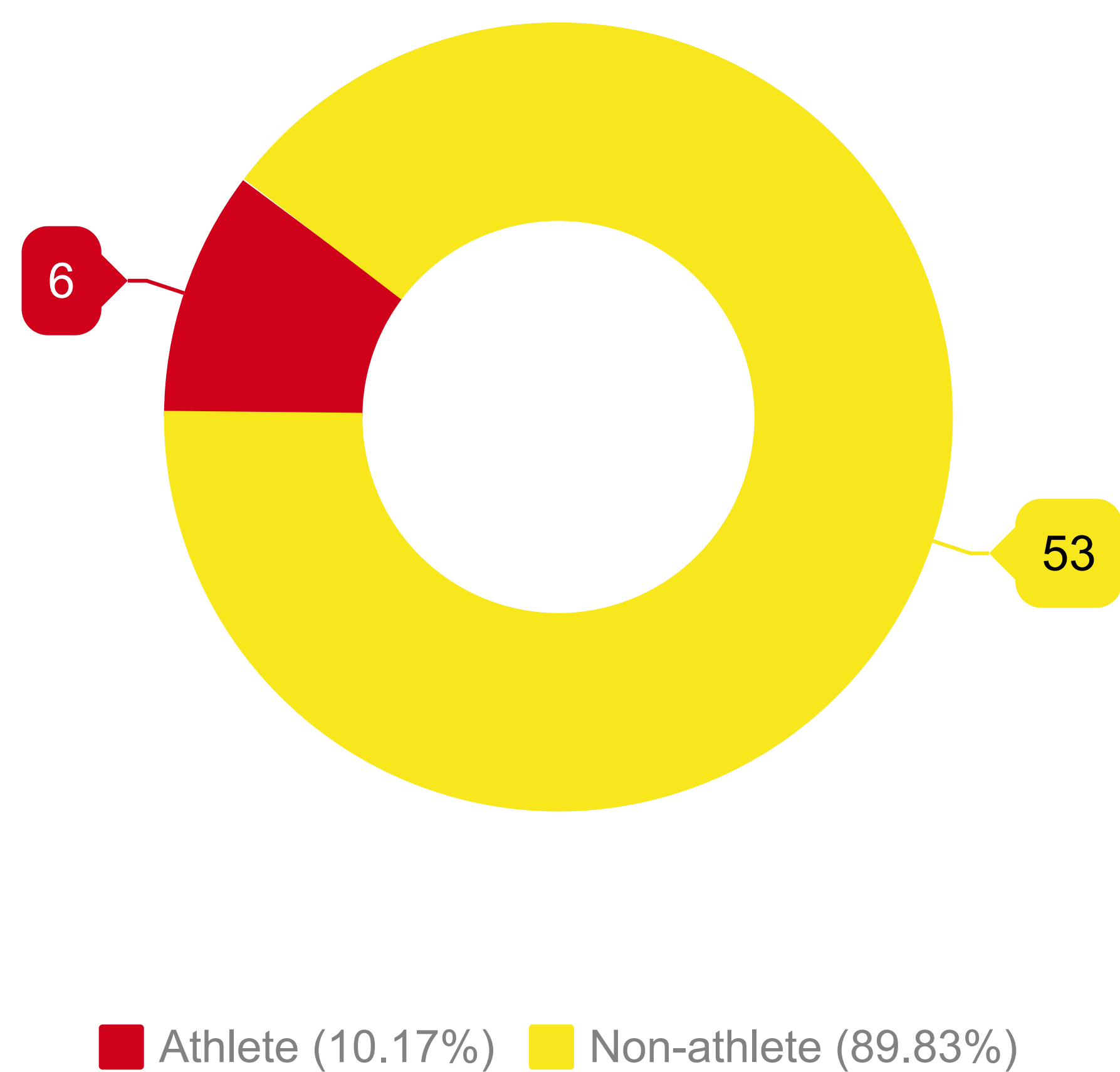


Takeaways

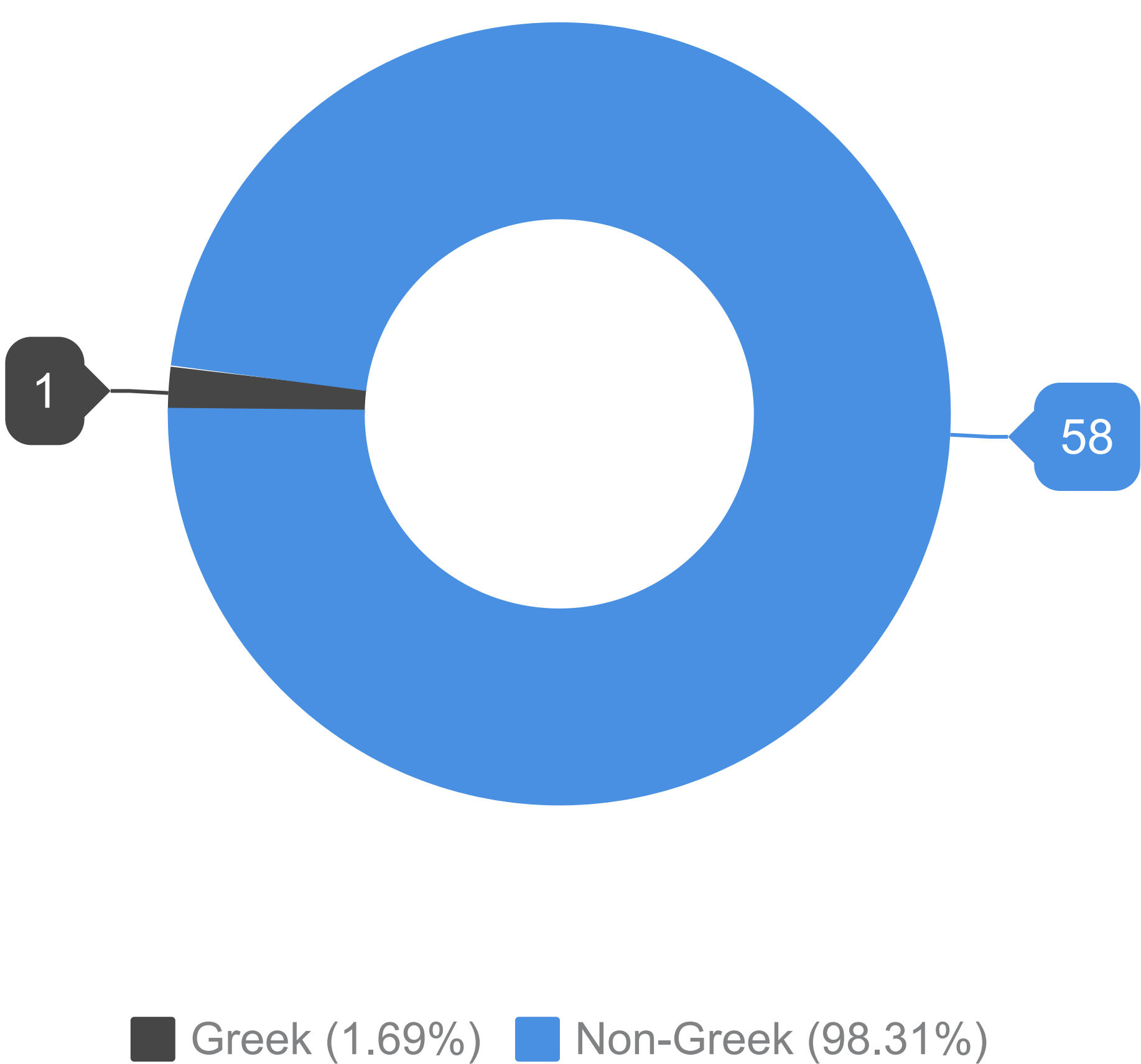
The majority of formal investigations that resulted in policy violation findings consisted of students and White males.

Respondent Demographics for Formal Investigations with Policy Violations: 2016-2018 Cont.

The breakdown of the 59 formal investigations that were found in violation of UNM Policy from 2016-2018 is broken down by athletic status in the chart below:



The breakdown of the 59 formal investigations that were found in violation of UNM Policy from 2016-2018 is broken down by Greek Life status in the chart below:



Takeaways

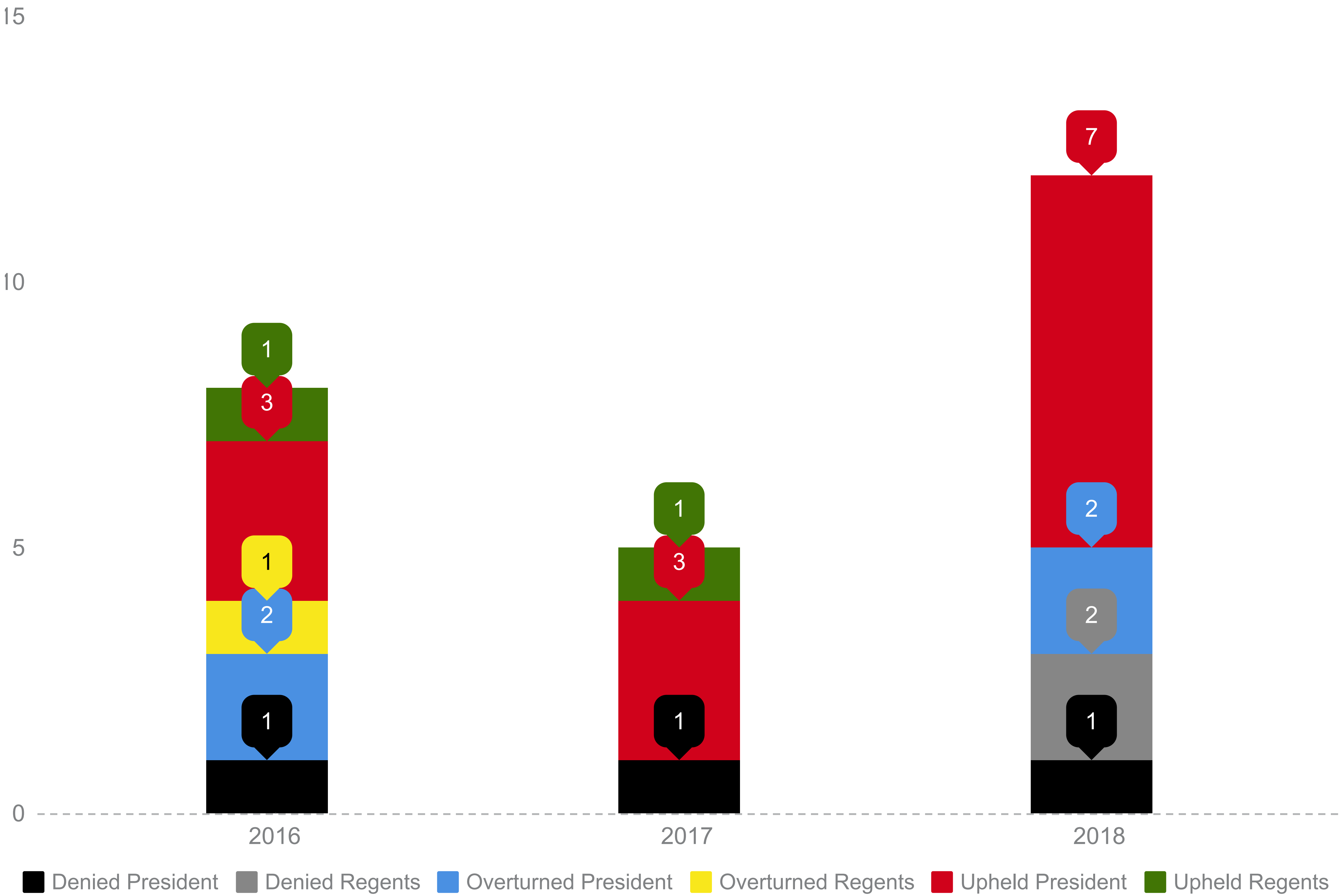
The majority of formal investigations that resulted in policy violation findings consisted of individuals who were not affiliated with Athletics or Greek Life.

Appeals of Formal Investigations: 2016-2018

The Office of Equal Opportunity allows parties involved in any formal investigation the opportunity for due process and the right to appeal an investigation by notifying the President's Office of the Board of Regents accordingly. The President will consider an appeal of a final OEO determination only if the appeal alleges one or more of the following extraordinary circumstances:

- 1. Proper procedure has not been followed. If an appeal states this as its basis, the specific procedure that was allegedly not followed should be identified and a description of how that procedure was not followed should be provided.
- 2. The determination is unsupported by the facts. If an appeal states this as its basis, the specific allegations of fact and specific conclusions that the appealing party wishes to dispute should be identified, and the appealing party should describe how the conclusions being challenged are not supported by the identified facts.
- 3. The decision violates University policy. If an appeal alleges this as its basis, the specific policy that was allegedly violated by the decision should be identified, and a description of how that policy was allegedly violated should be provided.

The following chart reflects the number of appeals for formal investigations based upon the year the case was closed in.

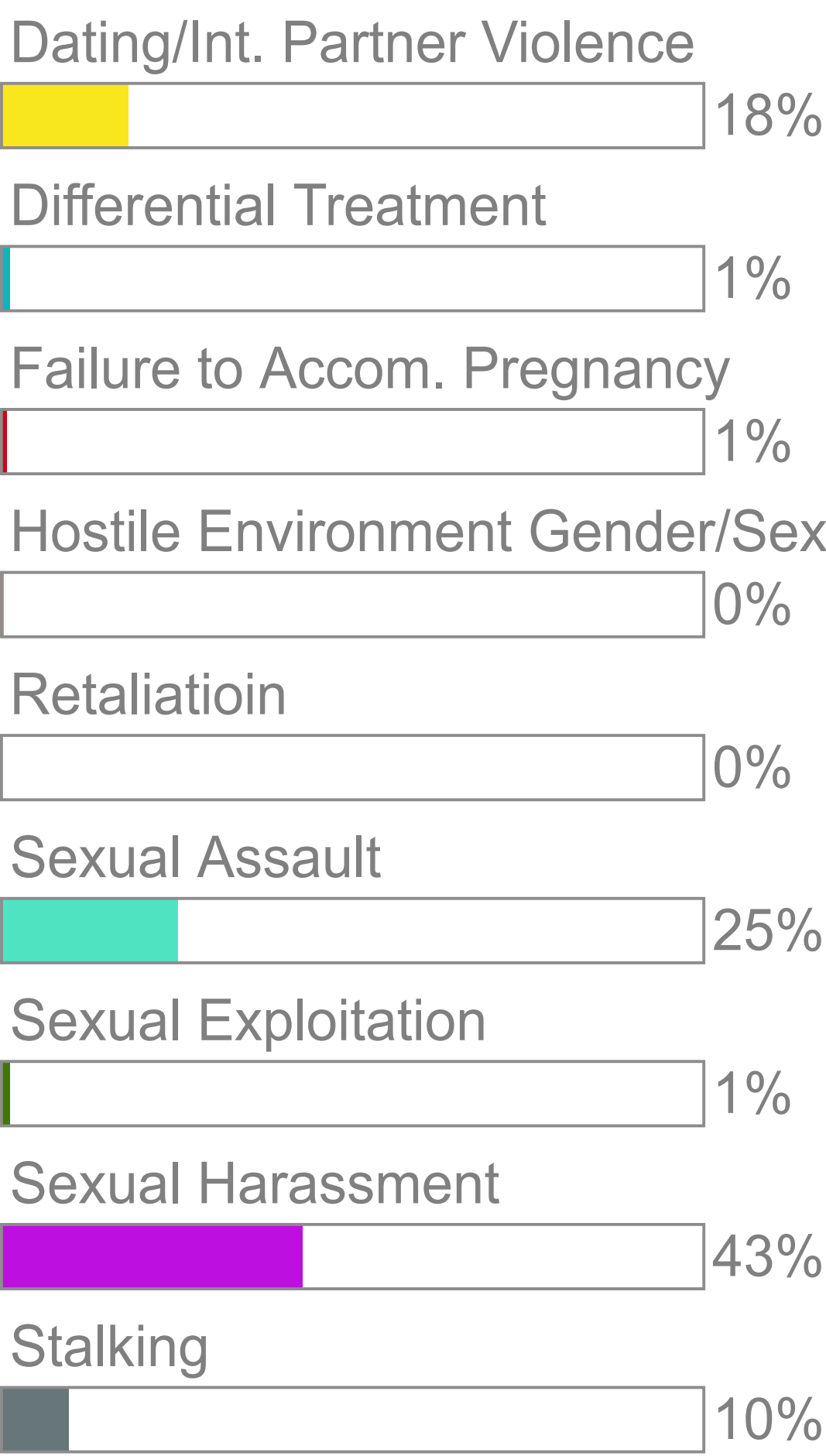


*Denied = declined to accept appeal from party

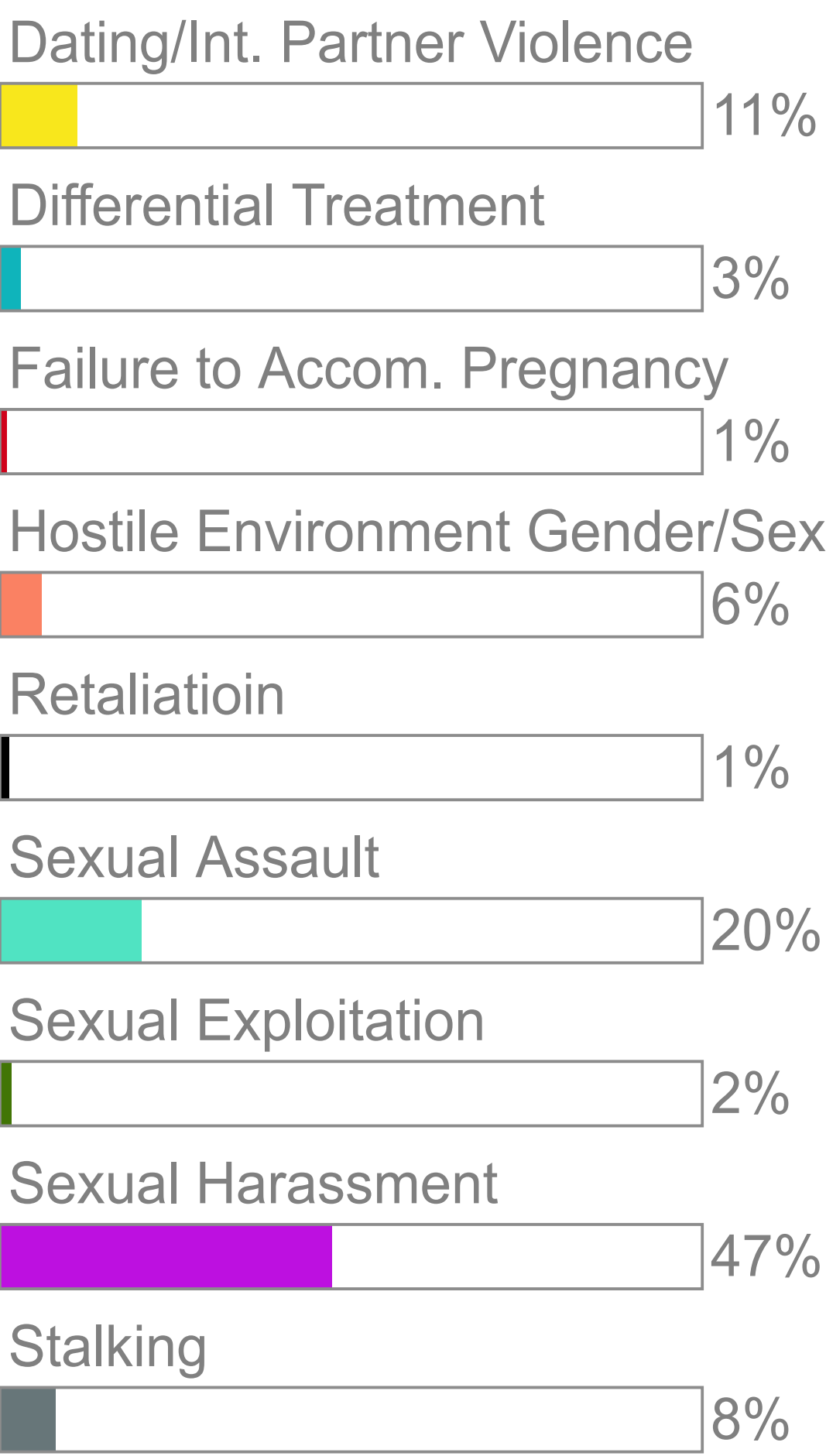
Title IX Complaints by Category: 2016-2018

The following set of graphs depict the aggregate analysis of the total number of Title IX complaints received each year based upon the specific subcategory of Title IX basis associated with the initial report.

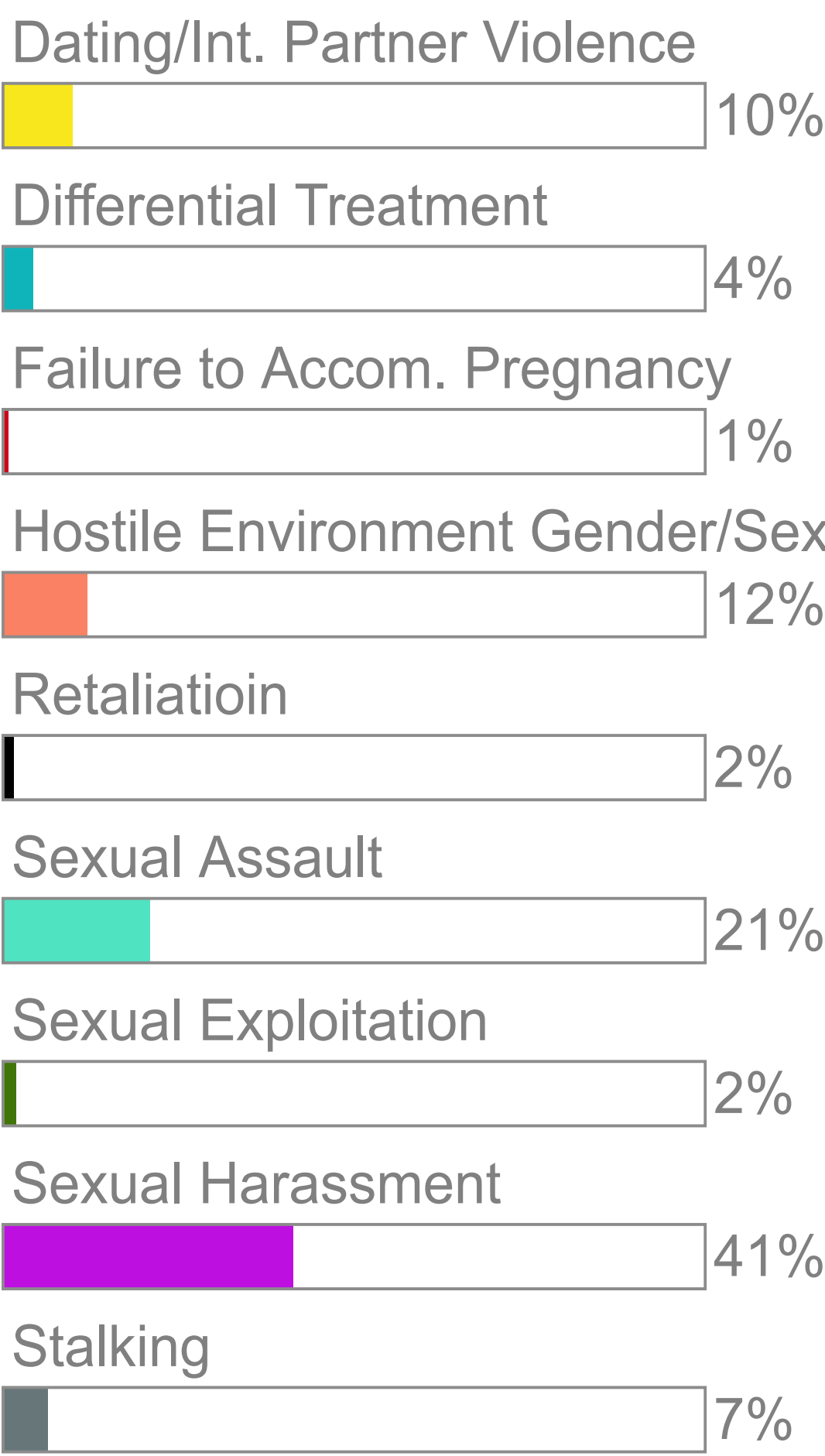
2016



2017



2018



Note data too small to display on graphs:
Hostile Environment = 0.4%
Retaliation = 0.0%

Takeaways

Sexual harassment and sexual assault consistently remain the most reported Title IX categories received by the OEO.

Title IX Complaints by Category: 2016-2018

The following table details the aggregate analysis of the total number of Title IX complaints received each year based upon the specific subcategory of Title IX basis associated with the initial report. In 2016 there were 226 total Title IX complaints, 2017 had 352 total Title IX complaints, and 2018 had 428 total Title IX complaints.

Title IX Complaints by Category Data Table

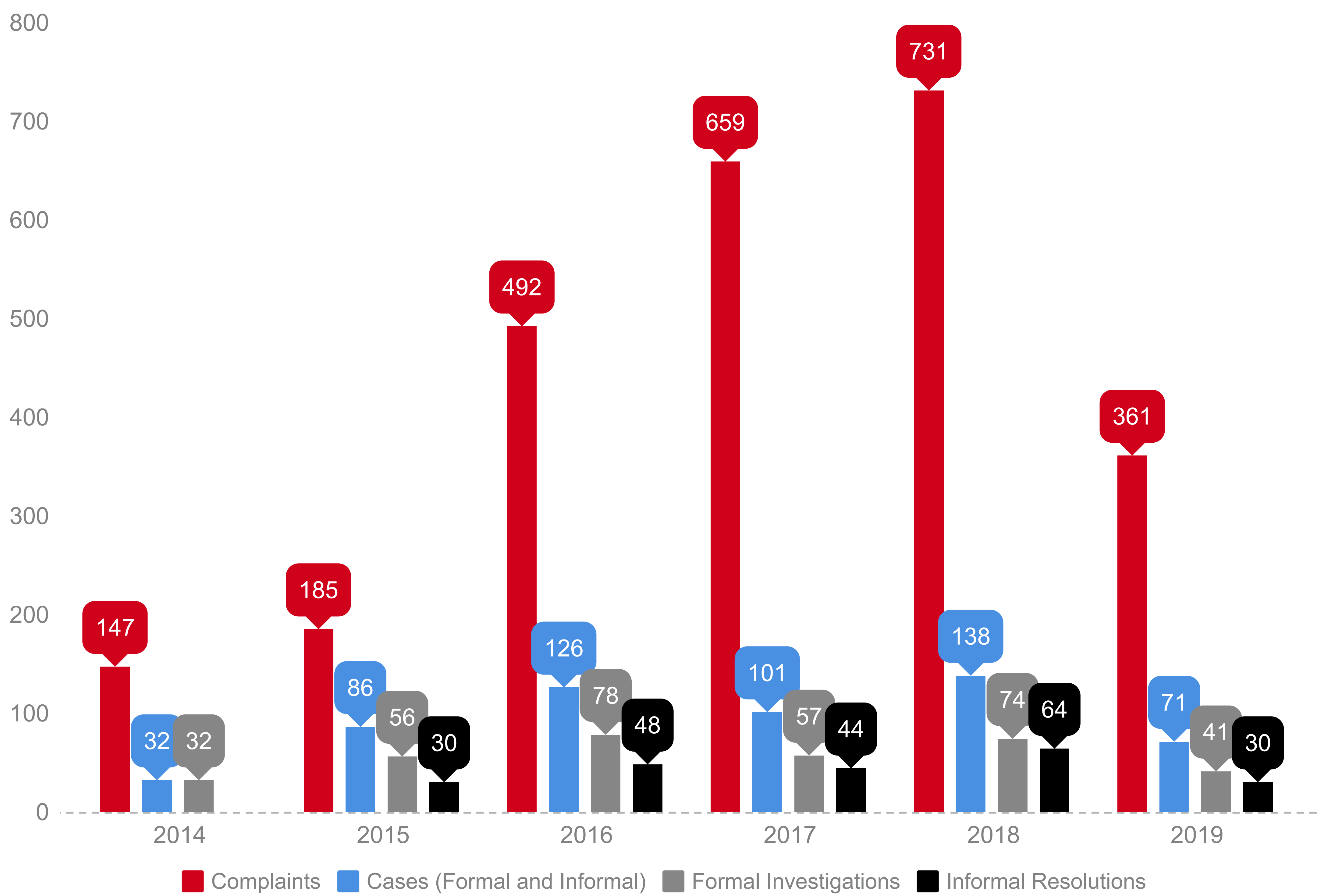
	2016		2017		2018	
	#	%	#	%	#	%
Dating/Intimate Partner Violence	41	18.1%	39	11.1%	43	10.0%
Differential Treatment	3	1.3%	11	3.1%	19	4.4%
Failure to Accommodate Pregnancy/Lactation	2	0.9%	4	1.1%	4	0.9%
Hostile Environment for Gender/Sex/Gender Identity/etc. reasons	1	0.4%	21	6.0%	52	12.1%
Retaliation	0	0.0%	5	1.4%	7	1.6%
Sexual Assault	57	25.2%	71	20.2%	90	21.0%
Sexual Exploitation	3	1.3%	6	1.7%	8	1.9%
Sexual Harassment	97	42.9%	167	47.7%	177	41.4%
Stalking	22	9.7%	28	8.0%	28	6.5%

Total Complaints Received: 2014-2019

This graph depicts the overall number of complaints received each year for the Office of Equal Opportunity. The data is aggregated further to indicate the number of formal/informal cases that were opened each year by the department. This graph includes the caseload for 2019 as of June 3, 2019.

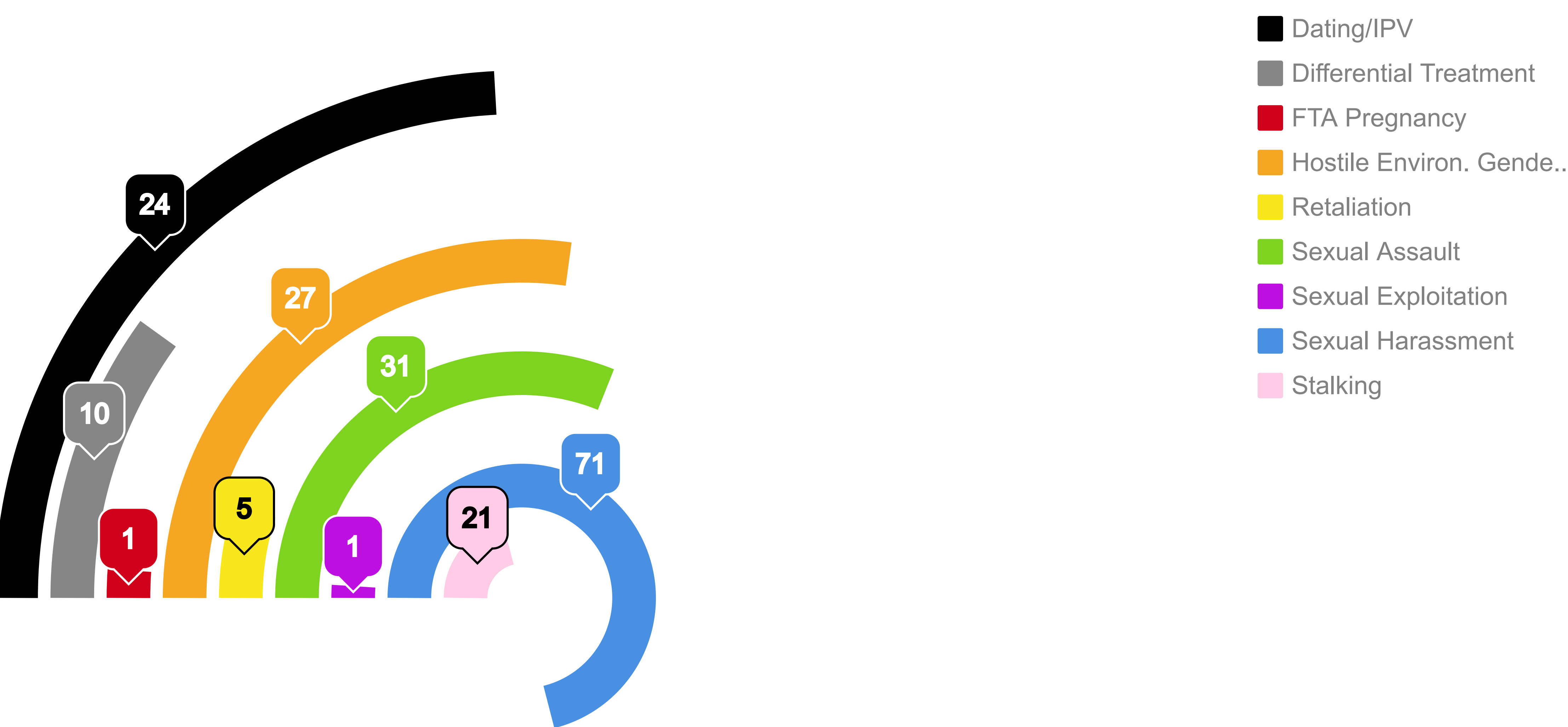
OEO has increased its usage of informal resolution for complaints of discrimination and reports of hate-bias incidences. In cases where allegations are less severe or where a Complainant’s safety is not at issue, OEO has utilized informal resolution methods. Informal resolutions are non-punitive ways of discussing allegations of discrimination or hate-bias incidences and educating or dialoguing with the parties involved. Informal resolutions include education conferences, facilitated dialogues, and other training and methods. OEO monitors the environment after utilizing informal resolutions to ensure that climate has improved and the alleged behavior has stopped. OEO has successfully partnered with the Accessibility Resource Center, OMBUDS, and the Division for Diversity, Equity and Inclusion in facilitated dialogues with parties. This partnership has proven to be very successful in optimizing informal resolutions.

Caseload Trends



Title IX Complaints by Category: 2019

The following set of graphs depict the aggregate analysis of the total number of Title IX complaints received for 2019 as of June 3, 2019 based upon the specific subcategory of Title IX basis associated with the initial report.



Takeaways

Out of the 191 Title IX complaint received so far in 2019, 37% are pertaining to sexual harassment.

A photograph of a silver laptop on a wooden desk, with a large red geometric overlay on the right side. The overlay contains white text. In the top right corner, there are two small red hexagons. A thin red horizontal line is at the bottom of the page.

**For any questions,
please contact the
OEO at:
505-277-5251
oeounm@unm.edu**

OFFICE OF EQUAL OPPORTUNITY



ANNUAL REPORT

January 31, 2019

Submitted by:

Francie Cordova
Director of OEO

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EXECUTIVE SUMMARY

The University of New Mexico (University) is committed to creating and maintaining a community that is free from all forms of discrimination, including harassment, differential treatment, failure to accommodate, retaliation because of participation in civil rights protected activity, and disparate impact. The Office of Equal Opportunity is the neutral campus entity designated to ensure compliance with all University policies that apply to civil rights including investigations of civil rights violations. The University has policies that prohibit all forms of discrimination and retaliation, to include sexual harassment, a form of gender discrimination that is prohibited by state and federal law (including, but not limited to Title IX of the Education Amendments of 1972). The prohibition includes sexual violence, which is considered a severe form of sexual harassment.

The University is committed to providing equal access to educational and employment opportunities for all individuals. The university considers the following protected statuses¹:

- Age
- Ancestry
- Color
- Ethnicity
- Gender Identity
- Gender/Sex
- Genetic Information
- Medical Condition
- National Origin
- Physical or Mental Disability
- Pregnancy
- Race
- Religion
- Sexual Orientation
- Spousal Affiliation
- Veteran Status

¹ Title VII of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, religion, sex (gender), color, or national origin. The Pregnancy Discrimination Act (PDA) is an amendment to Title VII of the Civil Rights Act of 1964. Discrimination on the basis of pregnancy, childbirth, or related medical conditions constitutes unlawful sex discrimination under Title VII. Title

IX of the Educational Amendments of 1972 prohibits discrimination on the basis of sex (gender) in any educational program or activity receiving federal financial assistance. Both Section 503/504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 prohibit discrimination against qualified individuals with disabilities. Title IV of the Civil Rights Act of 1964 prohibits discrimination on the basis of sex in public schools and colleges. The New Mexico Human Rights Act of 1978 and its amendments prohibit discrimination in employment on the basis of race, age, religion, national origin, sexual orientation, gender identity, spousal affiliation, ancestry, sex, physical or mental disability and serious medical condition. The Age Discrimination in Employment Act of 1974 (as amended in 1986) abolished mandatory retirement based on age and prohibits discrimination in employment against individuals age 40 and above. Title VI of the Civil Rights Act of 1964 prohibits discrimination in student programs on the basis of race, color, and national origin. The Equal Pay Act of 1983 prohibits discrimination in salary and wages on the basis of sex (gender). The Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) is a federal law that establishes rights and responsibilities for uniformed service members and their civilian employers. Vietnam Era Veterans' Readjustment Assistance Act, as amended (VEVRAA) at 41 CFR Part 60-300. VEVRAA prohibits federal contractors and subcontractors from discriminating in employment against protected veterans, and requires employers to take affirmative action to recruit, hire, promote, and retain these veterans.

MISSION AND VISION STATEMENT

The Office of Equal Opportunity envisions the University as a community where the value of diversity is recognized and where equal opportunity is afforded to all.

The mission of the Office of Equal Opportunity is to promote equal access and treatment of all and to promote a safe environment free from discrimination and inequity in accordance with University values and policies and federal and state equal opportunity and affirmative action statutes and regulations.

WHAT OEO DOES

INVESTIGATES complaints of discrimination on the basis of a protected status, including sexual misconduct and failure to accommodate.

MAINTAINS neutrality in all formal and informal processes that address claims of discrimination.

PROVIDES guidance and training to the campus and community partners on affirmative action and civil rights, to include Title IX and the Americans with Disabilities Act (ADA).

COMPILES the annual Clery report for the University, trains Campus Security Authorities, and creates safety initiatives such as alerts and timely warnings.

ADVISES campus leadership and upper administration on best practices as it relates to civil rights compliance.

ENSURES all University policies and procedures are compliant with federal and state civil rights laws and regulations.

ADVOCATES for a diverse and inclusive campus environment.

COMPILES the annual affirmative action plan (AAP) for the University.

REVIEWS employment hiring practices to ensure compliance with EEO and AA benchmarks and goals.

ACTS as the University ADA Coordinator to provide reasonable accommodation to those living with disabilities and ensure compliance with ADA laws.

COLLABORATES with campus partners to ensure a commitment to a fair, equitable, and safe environment for individuals to pursue their academic and professional endeavors.

OEO STAFF

In 2017-18, the OEO worked to attract and retain staff:

- Francie Cordova, Esq. (Director)
- Heather Jaramillo, JD (Associate Director) – New Position
- Angela Catena, Ph.D. (Title IX Coordinator)
- Rob Burford, MA (Clery Act Compliance Officer)¹
- Matthew Suazo, BS and Retired APD Commander (Compliance Manager)
- Elena Rubinfeld, JD (Compliance Manager) – New Position

Additionally, OEO has four Civil Rights Investigators/Compliance Specialists:

- Ceymone Dozier, JD
- Caryn Husk, MA
- Michael Medrano, BAS and Former Police Lieutenant
- Melissa Valdez-Lopez, BA and Former Probation Officer

One Compliance Assistant:

- Rob Tafoya, M.Ed.

One Admin III

- Melissa Martinez, BA

Student Employee Office Assistant

- Sara Quintana-Matz

¹ In 2018-2019, Rob Burford was hired as Director of Compliance and the Clery role transferred with his new role.

OEO ORGANIZATION CHART

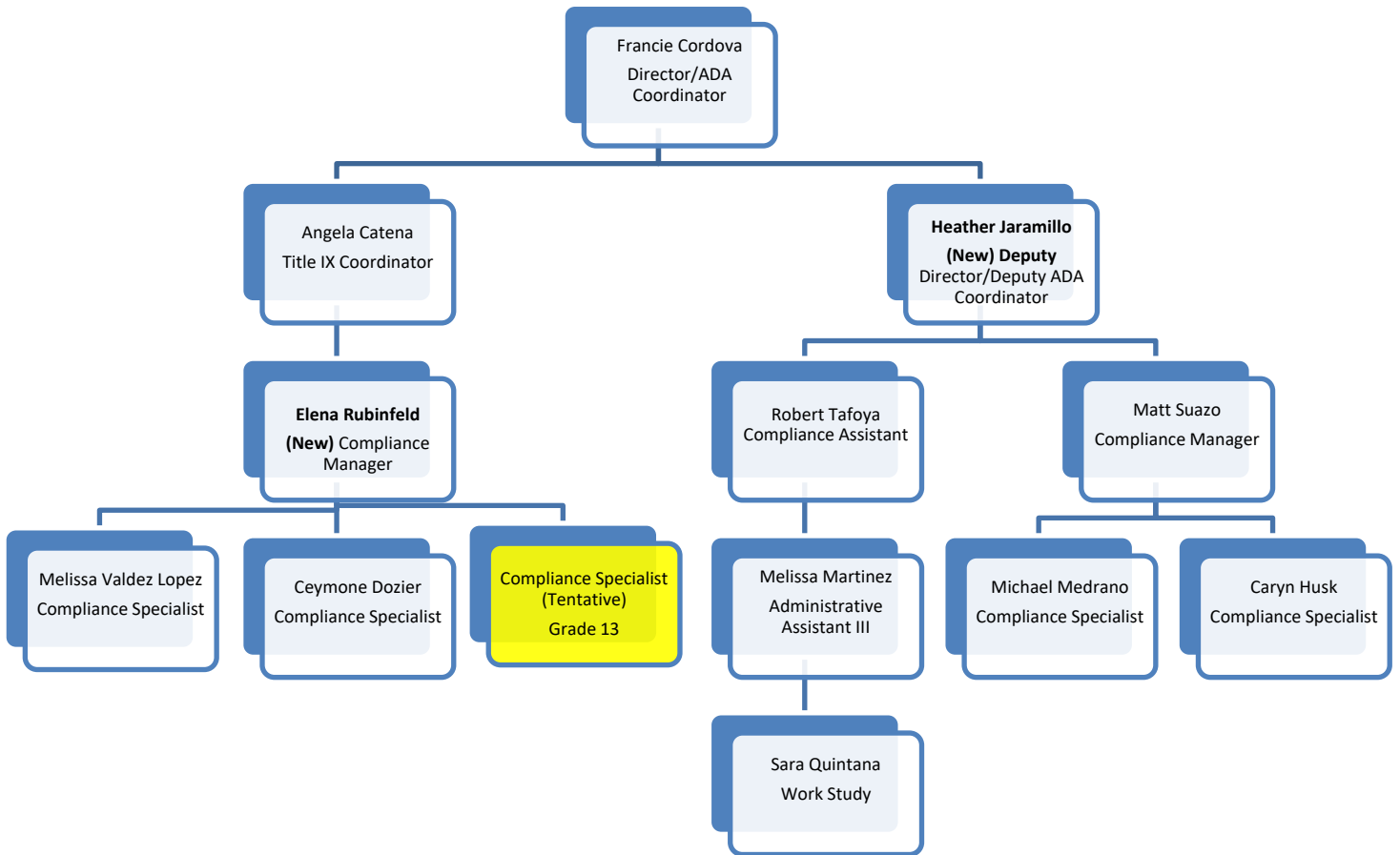


Figure 6 - OEO Organization Chart

2018 ACCOMPLISHMENTS

I. Implemented Department of Justice Agreement

The Office of Equal Opportunity (OEO) is responsible for primary compliance with the DOJ Agreement. This includes oversight and administration of the University's civil rights investigative process, training for the campus community on all Title IX related topics including compliance, consent, bystander intervention, and reporting responsibilities. OEO also conducts annual climate surveys for students on issues regarding knowledge of reporting and consent policies and occurrence of sexual harassment and sexual violence.

OEO has continued to upgrade and standardize data to include details on location, party status (student, athlete, faculty, etc.), and whether or not drugs or alcohol, weapons or violence was involved in an incident. This data assists the University in pattern and trend analysis and guides training and programming on campus. In 2018, significantly expanded data fields include pattern and trends to better capture important case detail and dates.

For more information on the University's progress, visit <http://compliance.unm.edu> and see the one and two year DOJ Compliance Report.

II. Increased Usage of Informal Resolution

OEO has increased its usage of informal resolution for complaints of discrimination and reports of hate-bias incidences. In cases where allegations are less severe or where a Complainant's safety is not at issue, OEO has utilized informal resolution methods. Informal resolutions are non-punitive ways of discussing allegations of discrimination or hate-bias incidences and educating or dialoguing with the parties involved. Informal resolutions include education conferences, facilitated dialogues, and other training and methods. OEO monitors the environment after utilizing informal resolutions to ensure that climate has improved and the alleged behavior has stopped. OEO data indicates that informal methods have been effective in remedying the concerns in more than 90% of cases.

OEO has successfully partnered with the Accessibility Resource Center, OMBUDS, and the Division for Diversity, Equity and Inclusion in facilitated dialogues with parties. This partnership has proven to be very successful in optimizing informal resolutions.

III. Update and Translation of Civil Rights Policies

In 2018, OEO updated University Administrative Policy 2720 (Discrimination), 2740 (Sexual Misconduct), and 3110 (ADA Accommodation) to reflect best practices and updated civil rights law. OEO also translated policies 2720 and 2740 into Spanish, making the policies available to Spanish language speakers.

IV. Staff Development

OEO is committed to obtaining and maintaining competency and fluency in civil rights laws. OEO has sought out and hired individuals with education and experience in law, education, law enforcement and civil rights investigation. Specifically, the OEO staff attended numerous trainings and conferences in 2018 that focused on civil rights, customer service, hate-bias reporting, Clery reporting, sexual assault, investigation techniques, advocacy, and active listening skills in order to further develop civil rights skill.

In 2018, OEO staff attended the following conferences and trainings:

- Trauma Informed Interviews and Neurobiology of Trauma – National Expert David Lisak
- Bystander Intervention – national expert Alan Berkowitz
- National Association of Colleges and Universities – The Department of Education’s Notice of Proposed Rule Making on Title IX
- Title IX Investigator Training (certification program)
- Active Shooter Training
- New Investigator Training
- Micro-Aggression Training
- Job Accommodation Network (JAN) Monthly Webcast Series (January-December 2018)
- Safe Zone (LGBTQ)
- Intersections: Preventing Harassment and Sexual Violence
- Hate Crimes on Campus: How to Educate, React & Respond to Safeguard Justice
- Current Developments in Employment Law 2018
- Educause National Data and Compliance Conference
- ADA Certification Program
- Society of Corporate Compliance and Ethics – Audit and Compliance Conference
- New England ADA Center – ADA Basics
- Higher Education and Employment Law Update
- Withdrawal of Federal guidance on the Use of Race by Higher Education
- Crimes Against Women Conference – Dallas, Texas
- Dream Zone (Undocumented Students)
- Green Zone (Veterans)
- Supportive Listening
- Employee Lifecycle Management Workshop
- Bystander Intervention – national expert Alan Berkowitz
- National Center for Campus Public Safety Webinars
- How to Create a Fair Process for Respondents – John DiPaola and Gina Smith
- Whistleblower/Anti-Retaliation
- ADA Legal Series: Disability Harassment in the Workplace
- FERPA: Avoid Mistakes & Costly Violations
- AHEAD Conference – Student disability accommodation

- Unconscious Bias Training
- EEOC Seminar
- Webinar: Credibility and Investigations – Ensuring a Fair Process in the Face of Increasing Judicial Scrutiny

V. Outreach and Training

OEO believes that a critical component to a successful civil rights program is training and outreach to the campus community. Training and outreach creates trust and collaboration with the OEO and provides information about the services and resources OEO offers. In the last year, OEO staff has made a concerted effort to provide training and outreach to the University community and the community at large. OEO provides training and outreach via individual consultation and guidance, group training and activities, online training, training for Spanish speakers, information tabling at student orientation and other gatherings, open houses, and many other other forums. OEO also collaborates with other campus departments including UNM Police Department, Dean of Students, Diversity and Inclusion, and Human Resources to provide targeted training and co-sponsored events that promote civil rights and inclusivity at UNM.

OEO has also collaborated with the City of Albuquerque Civil Rights Office, Highlands, NM Tech and Eastern NM University to share best practices and civil rights outreach models.

In 2018, OEO created several trainings specific to campus issues. These included best practices and civil rights trainings for all summer camp counselors at UNM programs, customer service and civil rights, responding to Title IX complaints, Title IX scenario based training, facilitating difficult discussions in the classroom, supervisor ADA training, training on invisible disabilities, updated Clery training, campus climate, bystander intervention, Spanish speaking sexual harassment training.



Figure 1: Outreach to UNM Community Members

<u>Trainings</u>	
Year	Count
2014	124
2015	130
2016	109
2017	73
2018	71

Table 1 – Training done by OEO Staff (Information not tracked prior to 2014)

VI. OEO Allegation Processing

OEO reviews all allegations of civil rights violations that come to our office. These concerns are brought in a variety of ways by a variety of people. OEO labels these concerns as “inquiries/complaints” and reviews each and every one of them to determine jurisdiction. As you can see from the chart below (Figure 4 – Overall Inquiries), in 2018 OEO received and reviewed 729 complaints/inquiries and 428 of them were related to Title IX (Figure 3 and Table I).

After OEO reviews a complaint/inquiry and determines it is jurisdictional (meaning it is civil rights related and if true, could violate a civil rights policy at UNM), that complaint becomes an “intake.” An intake is when OEO meets with the Complainant to get more information on their allegations and reviews OEO procedures with them. Typically, the Complainant decides if they want to follow a formal process (an investigation) or an informal process (educational conference or other informal resolution). Sometimes, the allegations are so severe that the OEO decides that a formal process must occur. As you can see from the chart below, OEO investigated or informally resolved 130 cases in 2018. Additionally, Figure 4 shows all the case allegation types in 2018.

If an inquiry is not jurisdictional, OEO will refer the case to the department with appropriate authority to address the issues. For example, employee issues not related to civil rights are sent to Human Resources, and issues involving academics are sent to the Provost. Most allegations contain issues that implicate a variety of policies and areas.

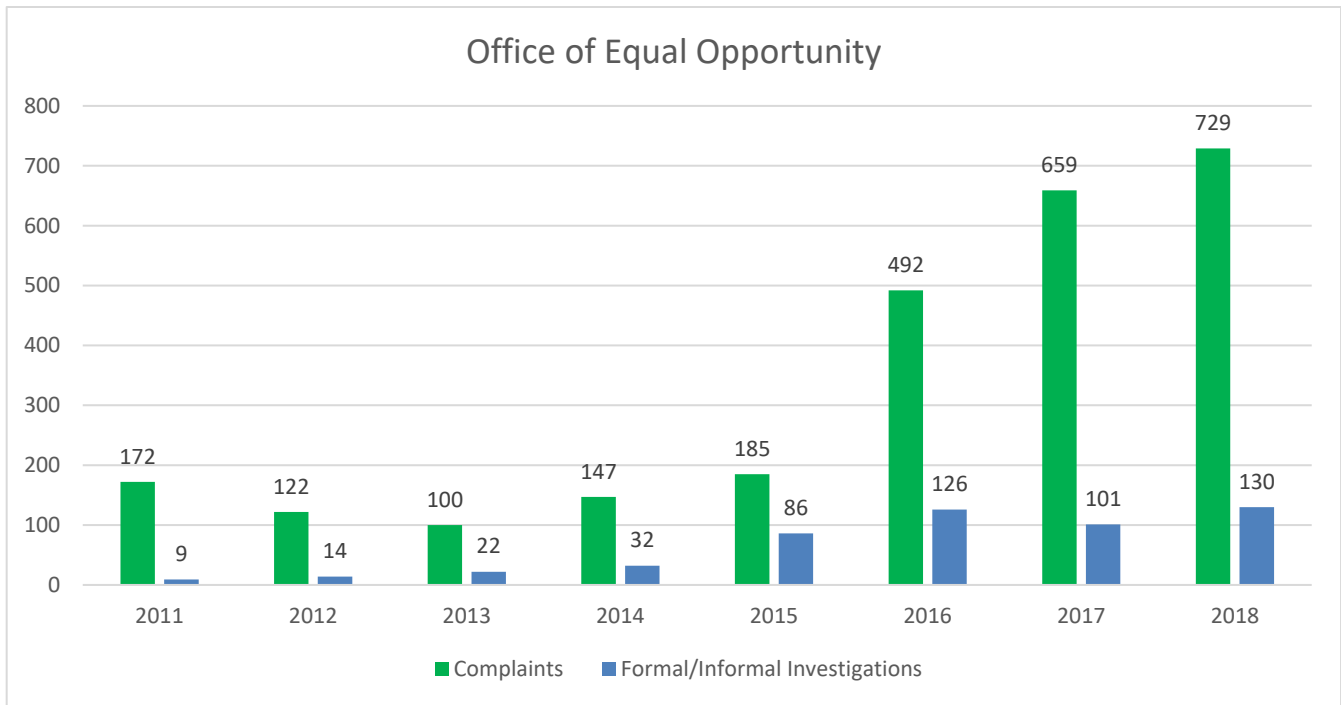


Figure 2- Overall Inquiries with OEO

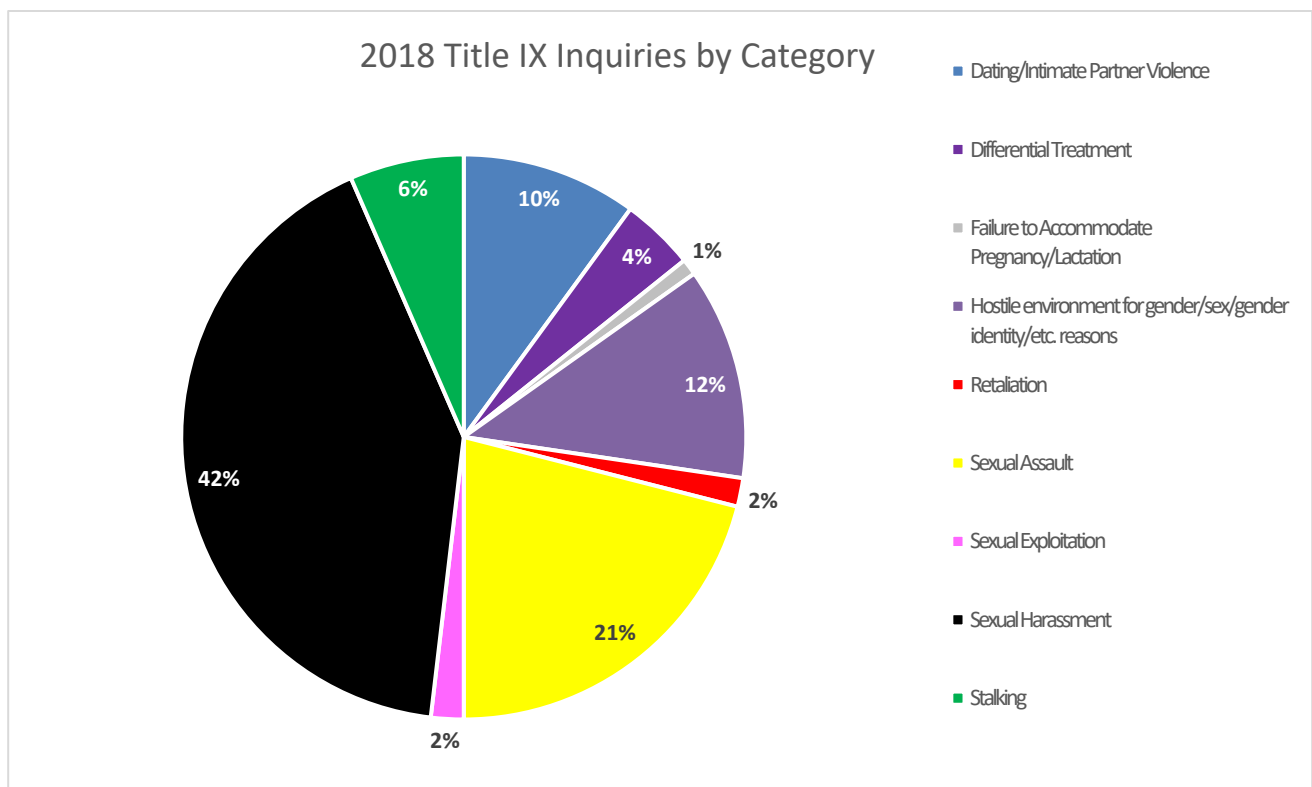


Figure 3- 2018 Title IX Inquiries by Category

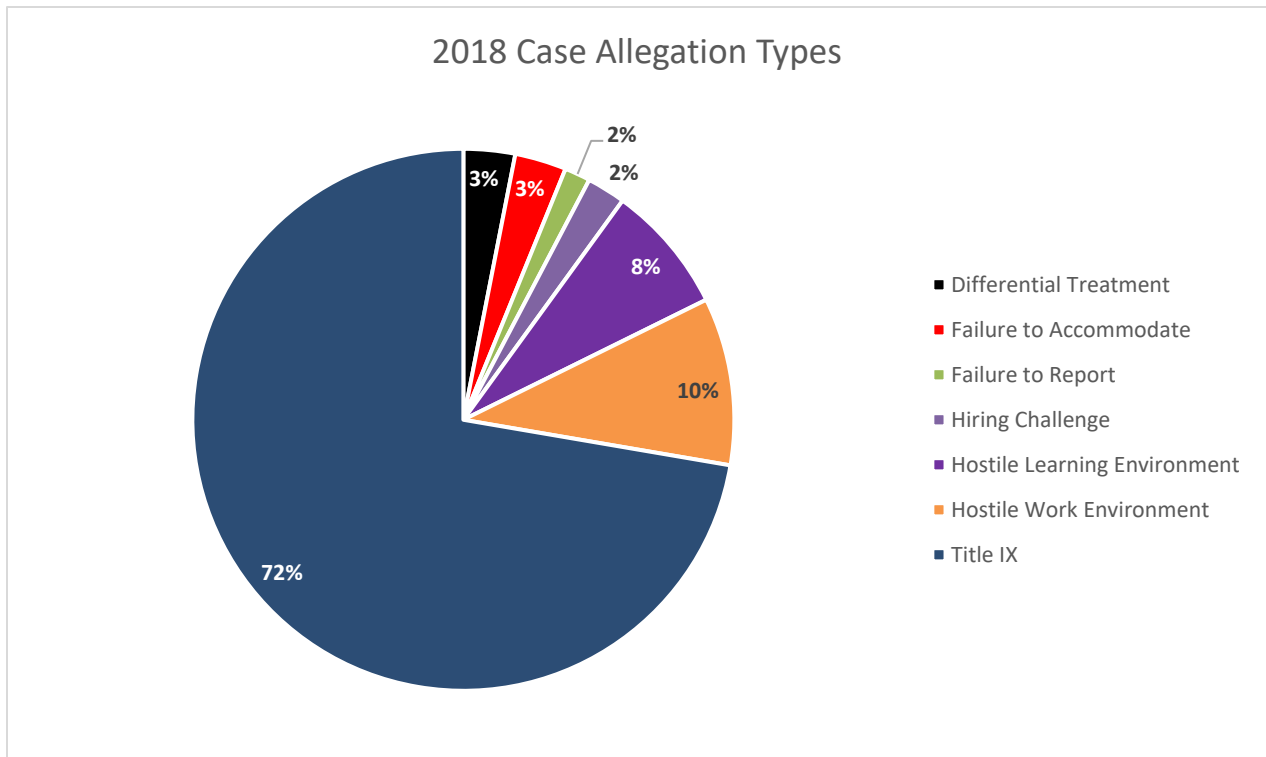


Figure 4: Cases by Category Investigated by OEO

Hate Bias

In 2017, OEO also began receiving and documenting all allegations of hate-bias incidents and hate crimes in conjunction with UNMPD. OEO will utilize this data to develop climate and civil rights training and identify “hot-spots” where hate-bias incidents more frequently occur. Figure 5 details the number of hate-bias reports that the OEO received during 2017 and 2018.

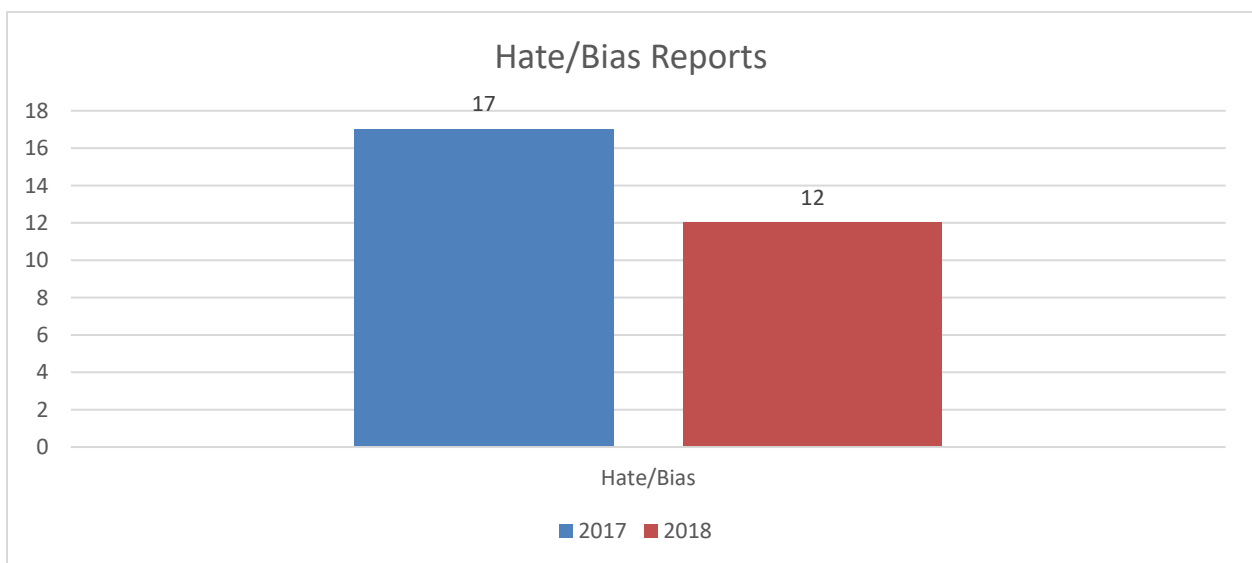


Figure 5- Hate/Bias Reports and Accommodations reported to OEO

This graph depicts the OEO intake and complaint process.

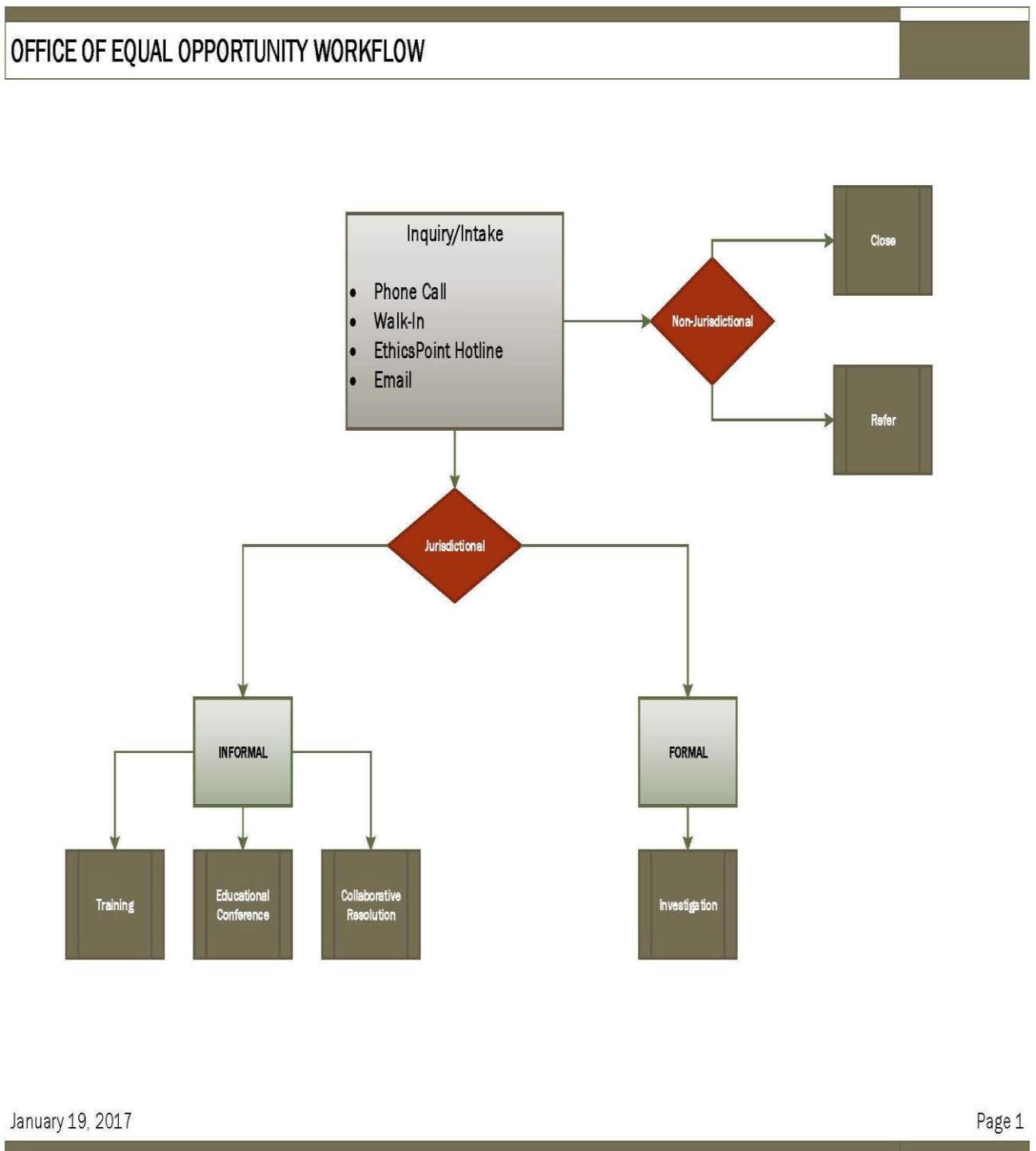


Figure 6- OEO Workflow

VII. Investigative Timelines

OEO strives for a timely and prompt investigative process despite limited staffing and an ever increasing caseload.

In 2018, OEO average case closure was 139 days for all cases, and 151 days for Title IX cases. Closure time increased due to continued uptick of complaints and investigator vacancies. Filling two investigator vacancies will improve timelines. In addition, Human Resources is conducting a staff audit to ensure that OEO is appropriately staffed.

Investigations		Title IX	
Year	AVG Time to Close	Year	Avg. Time to Close
2011	197	2014	168
2012	182	2015	106
2013	216	2016	125
2014	166	2017	107
2015	104	2018	151
2016	134		
2017	98		
2018	139		

Table(s) 2 - Average Time to Close all Investigations, with Title IX Cases broken out of this

VIII. Title IX and DOJ Compliance

In order to ensure Title IX Compliance, best practices in gendered/sexual violence prevention and response, and to assist all members of our campus community who have been impacted by any form of gender discrimination, OEO works closely to establish and maintain cross campus collaborations. We work closely with UNMPD, the Dean of Students Office, LoboRESPECT Advocacy Center, Women's Resource Center, LGBTQ Resource Center, Residence Life and Student Housing and American Campus Communities, Faculty SAFE, Human Resources, the Provost and Academic Affairs, University Communication and Marketing, Main Compliance office, and the President's Office. In 2017, OEO created deputy Title IX Coordinators in Athletics, Human Resources, Provost's Office, and Residence Life and Student Housing. In 2019, OEO has the goal to create deputy Title IX Coordinators at each of the branch campuses and UNM Health Sciences Center and to expand advocacy centers and services for faculty, staff and students, including the opening of an advocacy center (Women's Resource Center) on north campus.

The Title IX Coordinator at OEO established relationships with faculty researching sexual violence and sexual harassment. The goal of several research projects is to improve prevention and response of campus sexual misconduct both at UNM and nationwide. Part of this research uses the data OEO has been gathering through its administration of campus climate surveys on sexual misconduct. UNM, through OEO and Dr. Theresa Cruz, Deputy Director of the UNM Prevention Research Center, partnered with the University of Kentucky to administer the Multi-Campus Bystander Efficacy Evaluation (McBEE). This three-year project will allow us to review our own efforts and our students' experiences and knowledge related to sexual misconduct. We will also be able to benchmark our results with the other universities participating. McBEE surveys main campus undergraduate students, aged 18-21.

In 2018, OEO received the first McBEE survey results which show demonstrate that, overall, UNM students receive Bystander Intervention training at higher rates than other institutions involved in the survey. For example, 57% of students indicated receiving at least one bystander intervention training in the last academic year; 28% reported receiving multiple trainings. With respect to received bystander training since fall 2017, UNM consistently scored higher than other schools participating in the survey. Most notably, 68.6% of UNM students indicated receiving a school specific training, compared to other schools with similar size at 14.6%.

OEO administered climate surveys to undergraduates in 2016 and 2017. The climate surveys showed that our students know that UNM has a policy against sexual misconduct and generally know where to go for help. Our students also engage in bystander intervention activities regularly in order to protect their fellow students and/or to speak out against rape culture. As with the national trend, however, our students do not feel comfortable reporting sexual misconduct to the University for myriad reasons and of those who experience sexual violence, only 5% report to any University department. The surveys also showed that UNM students experience intimate partner violence and sexual harassment at higher rates than the national average.

In spring 2019, OEO will conduct a climate survey for Graduate and Professional Students, including graduate students and students in health professions and law programs.

For all results of the climate surveys, please see the following website:

http://oio.unm.edu/title-ix/campus_climate_survey_2017.html

IX. Clery Compliance

In 2018, the Clery Act Compliance Officer (CACO) continued his work on UNM being Clery compliant, and the following is a brief highlight of some of the things that were accomplished this past year. The CACO also wrote the 2018 Annual Safety and Security Report:

https://police.unm.edu/html/2018_Annual_Safety_Report.pdf

This report includes crime statistics, a safety program, crime prevention inventory, and several important safety and reporting policies. The report continues to become further compliant with federal regulations, as it has been evaluated by the Clery Center the past three years. Additionally, the CACO provided training to numerous Campus Security Authorities (CSAs) across the University, which included training all of the point people responsible for compiling Clery statistics and data. The CACO also worked diligently to address short stay away trips, which students took through UNM affiliated programs, including athletics trips and course work taught off site.

The CACO conducted the 3rd Annual Campus Safety Week to make the UNM Campus Community more aware of campus safety prevention programs/resources. Some of the events during the week included:

- Annual Safety Walk (the walk resulted in over 150 work orders that remedied lighting issues around campus)
- Coffee with a Cop (opportunity to meet UNMPD officers)
- Brought in National Group to inform students on bystander intervention
- Safe Zone Training
- Self Defense Course

In August of 2018, the CACO was promoted to Director of Compliance, and maintains his Clery Compliance responsibilities. The CACO has been named as one of the Executive Members of the Safety Council implemented by President Stokes to address UNM safety concerns.

X. Affirmative Action Plan

Executive Order 11246 requires federal contractors to create a written Affirmative Action Plan (AAP) that measures whether women, minorities, veterans, and individuals with disabilities are being employed at the expected rate given their composition of the contractor's workforce. In 2018, OEO worked with data stewards and campus partners to obtain workforce data on faculty and staff to create the AAP, run statistical analyses, and prepare the voluminous report in compliance with federal law. OEO also worked with data areas to create comparator groups that are similar in duties and pay. The AAP is published on an annual basis.

OEO has also worked with campus partners on issues of diversity, hiring best practices, AAP responsibilities, and how to address underutilization.

XI. Americans with Disabilities Act (ADA)

The OEO Director also serves as the UNM ADA Coordinator, responsible for accessibility and accommodation issues on campus.

In 2018, OEO spearheaded and participated in several ADA initiatives. OEO updated University Administrative Policy 3110 (Accommodations for Faculty and Staff) and participated in the creation of a Universal Design Policy (5320).

OEO spearheaded the creation of an Accessibility Coalition comprised of campus partners including student organizations, the Accessibility Resource Center, the Facilities Access Committee, and Staff Council, to identify and prioritize accessibility issues on campus.

In 2018, OEO coordinated the hiring of a vendor to review the University's compliance with Title II, which requires all federally funded institutions to have a "transition plan" that prioritizes compliance with the ADA. The vendor, Accesssology, will begin their review in spring 2019.

In 2018, OEO assisted and facilitated 43 ADA accommodations for staff and faculty at the University.

XII. Increase in OEO Staffing

In 2018, OEO was allowed to use the FTE funding from the Clery Coordinator position – which moved to UNM's Main Compliance Office – to create an Associate Director position and an additional compliance manager position. OEO also filled 2 investigator vacancies. This increased staffing will allow OEO to address complaints and provide requested guidance and training requests at main, north, and branch campuses.

OEO PROFESSIONAL INVOLVEMENT AND SERVICE TO CAMPUS

Professional Involvement:

- ◆ Clery Center Collaborative NACCOP Member
- ◆ Southwest Women's Law Center Board UNM Staff Council Executive Committee
- ◆ Gene Franchini High School Mock Trial Program
- ◆ NM Hispanic Bar Association
- ◆ NM Women's Bar Association
- ◆ ADA Coordinator Program
- ◆ Society of Corporate Compliance and Ethics
- ◆ National Association of Colleges and Universities
- ◆ Partners for Employment

Service to Campus:

- ◆ Mentor 2.0 Program
- ◆ National Student Exchange Coordinator
- ◆ Protect the Pack Rally
- ◆ Safety Week Committee

University Committees:

- ◆ Campus Safety Committee Campus Violence Policy Committee
- ◆ Compliance Committee Diversity and Inclusion Diversity Taskforce
- ◆ Employee Life Staff Council Sub-Committee Employment Area Leads
- ◆ Facilities Access (Chair)
- ◆ LoboRESPECT Steering Committee
- ◆ Minors on Campus Committee (Chair)
- ◆ Presidential Task Force on Reporting Sexual Misconduct and Harassment
- ◆ SMART (Co-Chair)
- ◆ Social Media Users Group
- ◆ Staff Council
- ◆ Ethics Committee
- ◆ Title IX Committee (Chair)
- ◆ Tobacco Free Campus
- ◆ Preferred Name Committee
- ◆ Whistleblower Policy Committee
- ◆ Accessibility Action Committee

The University of New Mexico – DOJ Agreement Final Report

October 2016 – October 2019

Final Report on UNM's Actions to Advance Anti-Harassment and Sexual Misconduct Efforts



On October 17, 2016, following a report by the U.S. Department of Justice (DOJ) released in April of that year, the U.S. Department of Justice and the University of New Mexico (UNM), entered into a three-year formal agreement (Agreement) regarding UNM's efforts under federal civil rights laws to prevent and address sexual misconduct, and to provide clear and consistent policies and procedures for reporting, investigating and responding to such conduct. UNM is one of a small handful of universities that entered into such agreements with the Department of Justice.

UNM cannot be a strong university unless it addresses sexual misconduct effectively, fully, and in a timely manner. UNM has undertaken significant work over the last three years to address sexual misconduct on campus. UNM has, in good faith, met the terms of the Agreement and maintained timely compliance during the past three years. Specifically, UNM submitted 13 formal status reports and provided more than 10,000 pages of data and information to the DOJ during this time period. UNM also hosted DOJ attorneys on the campus while they conducted

two separate site visits. This three-year process has been an informative and positive experience for the university. UNM has been diligent and responsive with all of its dealings with the DOJ.

UNM has taken compelling steps to address sexual misconduct at UNM and change the campus culture, training record numbers of faculty, staff, and students on sexual misconduct prevention at the university. UNM has funneled new resources into campus training, investigation, and advocacy regarding sexual assault. For the past three years, more than 36,900 students received in-person sexual misconduct awareness training in accordance with the Agreement. This student training effort consumed approximately 1,066 hours of student and staff time and involved 711 separate mandatory training sessions. During this period, UNM also required all of its individual employees to participate in an annual online training to learn how to respond effectively to sexual misconduct, a training completed 21,473 times over the three-year period with a participation rate of approximately 98% of the employees on the campus each year. UNM has also revised its policies and procedures and implemented new processes for dealing with sexual misconduct on the campus, and conducted six (6) climate surveys on the main and branch campuses, creating a feedback loop for further implements. Going beyond the requirements of the agreement with DOJ, UNM has also contracted with outside specialists to conduct numerous trainings for employees engaged in preventing campus violence, and hosted countless events and activities that were not required under the Agreement.

At UNM, all students, faculty and staff should be able to experience an environment free from harassment and discrimination. Therefore, it has been a top priority for UNM to comply with this Agreement, promote positive behavior, and foster a safe and respectful culture. Below you will find a summary of all of UNM's efforts under the Agreement.

UNM Training (2016 - 2019):

One of the most significant agreements that the parties came to involved providing training to the UNM campus. Training is one important piece of a comprehensive approach to preventing harassment and other inappropriate conduct on a university campus. Prior to entering into the Agreement, UNM started developing an in-person training for incoming students that has been further refined over the past three years. In addition, UNM decided that sexual harassment training should be a priority for all UNM employees, not just supervisors. Below you will find a detailed description of UNM's training efforts.

Training for Students

As part of the Agreement, UNM agreed:

- UNM to provide *in-person interactive training* on sexual harassment to incoming students through its New Student Orientation program and offer it to the University community on an ad-hoc basis throughout the year. The in-person interactive training that the University was already providing its incoming students in the New Student Orientation program is titled *The Grey Area*. During the Agreement period, DOJ determined that the *Grey Area* training complied with all of its specific requirements as part of the monitoring

component of this Agreement.

- By February 1, 2017, UNM had to establish the necessary infrastructure to allow it to provide the in-person interactive training described in this Agreement on an ongoing basis. On or before February 1, 2017, UNM established the necessary infrastructure, hired new staff members, and purchased materials needed to provide this training. See 3rd Status report, submitted on February 1, 2017.
- Starting in 2017, UNM was required to issue notices to all current students that those who had not taken the in-person interactive training would be required to take such training prior to the end of the Fall 2017 academic semester. In March 2017, all UNM students were notified by email about the mandatory training requirement. The notice was also disseminated through UNM's website and social media outlets. See 3rd Status Report, submitted on February 1, 2017.
- UNM agreed to ensure that all students enrolled in graduate programs at UNM have received training by December 31, 2017. UNM provided training to graduate students over the course of 2017 and 2018. See p. 4.
- UNM agreed, starting in the 2017-2018 academic year, to provide the in-person interactive training to all students who are new to the University. This training was required to be mandatory for all students new to the University starting in the 2017-2018 academic year (including freshmen, new graduate students, and incoming transfer students).

The in-person training program, entitled *The Grey Area*, is approximately 1.5 - 2 hours in length and is comprised of two sessions: a large group session and a smaller, interactive session. In the sessions, students examine the interconnected issues of dating and domestic violence, sexual violence, bystander intervention, and consent, through a variety of discussions and supportive materials.

In the spring of 2017, UNM began providing the mandatory, in-person, interactive training to all students at UNM. This includes freshmen, new graduate students, and incoming transfer students. UNM also started providing training to existing students. These trainings are being offered across campus at varying times and locations. This has continued into 2018 and 2019 for all new freshmen, new graduate students, and incoming transfer students. See p. 4.

- Going forward, after the Agreement ends, UNM commits to continuing to provide all new and first-year students with the *Grey Area* in-person interactive training or a comparable training.
- Starting in the 2017-2018 academic year and continuing through the end of this Agreement, UNM agreed to provide all continuing students who have already received

the in-person interactive training with annual interactive online training on sexual harassment. In the 2017-2018 academic year, UNM began to provide *Campus Clarity*, an online, interactive training module to all continuing students.

- In addition, if students want to take additional training on Title IX and sexual assault prevention topics, UNM has online and in-person options available. For more information, students can contact UNM's Office of Equal Opportunity.

Summary of the student training efforts to date:

- First Year Training Efforts (2016 – 2017)
 - 15,945 undergraduates were trained (including New Student Orientation for 2015, 2016, 2017, and for spring 2018). 76 sessions were offered from March – December 2017.
 - 4,127 graduate/professional students were trained. 87 sessions were offered from June – December 2017.
 - 2,294 undergraduates were trained at UNM branch campuses (Gallup, Los Alamos, Taos, and Valencia). 88 sessions were offered across all branches from March – December 2017.
- Second Year Training Efforts (2018)
 - 5,856 undergraduates were trained (including New Student Orientation for spring 2019). 100 sessions were offered from January – December 2018.
 - 1,712 graduate/professional students were trained. 88 sessions were offered from January – December 2018.
 - 964 undergraduates were trained at UNM branch campuses (Gallup, Los Alamos, Taos, and Valencia). 59 sessions were offered across all branches from January – December 2018.
- Third Year Training Efforts (2019)
 - 4,329 undergraduates were trained. 55 sessions were offered from January – October 2019.
 - 1,107 graduate/professional students were trained. 71 sessions were offered from January – October 2019.
 - 563 undergraduates were trained at UNM branch campuses (Gallup, Los Alamos, Taos, and Valencia). 36 sessions were offered across all branches from January – October 2019.

Attendance is currently being tracked through a manual sign-in process for all in-person training.

- All students who received *The Grey Area* in-person training in the summers 2015 - 2019 and who are still enrolled at the University are invited annually to take a follow up course while they remain enrolled at UNM. *Campus Clarity: Think About It* is an online training module provided by EVERFI and is an interactive learning tool for both undergraduate and graduate student populations. Since January 2018, 6,384 undergraduate students and 2,973 graduate students have completed this training.

Training for Employees

As part of the Agreement, UNM agreed:

- By December 31, 2016, the University will provide training to all University staff and faculty that it designates as responsible employees, including but not limited to members of UNMPD. The University had already purchased interactive online training modules; DOJ committed to determining whether the training complied with the requirements. The Agreement mandated that each responsible employee will be required to complete the training annually.

Since 2016, UNM has trained tens of thousands of employees about workplace harassment, including sexual harassment, various types of discrimination, Title IX, and the Campus SAVE Act. Upon entering into the Agreement in 2016, UNM has required *all* faculty, staff, and student employees to take the online training course, *Intersections: Preventing Discrimination and Harassment*, on an annual basis. LawRoom supports this training module. *Intersections* contains interactive exercises and covers all aspects of promoting a harassment and discrimination free workplace.

- The University agreed to maintain a system for monitoring training to ensure that every responsible employee of the University participated in the training.

UNM monitors training through its Learning Central Learning Management System. Training courses are assigned to employees on an annual basis, and completions are tracked and monitored by individual supervisors, departmental administrators, and UNM's central HR office. In advance of the annual deadline, reminder notifications are sent to employees and supervisors on a regular basis from the Learning Management System. The Division of Human Resources also sends targeted notifications of incomplete training courses to University leadership, including regular reports to Deans and Vice Presidents, of incomplete training in their areas.

- The training includes participant evaluations. The Agreement requires UNM to analyze the evaluations to determine ongoing effectiveness of the training.

At the end of the training course, employees are asked to complete a brief survey evaluating the effectiveness of the course and to provide comments. Evaluations for the course are consistently high: 4.12 out of 5 on average for the *Intersections* course. Further, beginning in 2019, UNM renewed its training agreement with Everfi, which provided access to a broader set of training courses to support its employees. One change, in response to feedback, was to launch a new version of Everfi's course (*Harassment and Discrimination Prevention*), as well as distinguish the course assigned between employees and supervisors in order to provide supervisors with more meaningful and targeted information. So far in 2019, the new version of the *Harassment and Discrimination Prevention* course received high ratings as well, an average of 4.17 out of 5.

- Beginning with the 2016-17 academic year, the University agreed to ensure that all employees new to the University employed in positions identified by the University as "responsible employee" (as provided in Agreement Sections IV.B.1 and 4) complete the training required in this Section III.B within thirty (30) days of their employment start date.

Upon being hired, all new employees are assigned UNM's new hire curriculum through Learning Central, with a due date of 30 days after the date of hire. The tracking and notification process for new hires mimics the annual training tracking as discussed previously.

Summary of the employee training efforts to date:

- For the 2016 calendar year, UNM's employee training had broad participation by faculty, staff, and student employees. Of the 13,649 UNM faculty, staff and student employees, 12,321 individuals (90.3%) completed the required *Intersections: Preventing Discrimination and Harassment* training in 2016.
- For the 2017 calendar year, UNM's employee training continued to have broad participation by our faculty, staff, and student employees. Of the 12,923 UNM faculty, staff, and student employees, 12,321 individuals (94.9%) completed the required *Intersections: Preventing Discrimination and Harassment* training in 2017.
- For the 2018 calendar year, UNM's employee training continued to have a strong participation. Of the 13,292 UNM faculty, staff, and student employees, 12,297 individuals (92.5%) completed the required *Intersections: Preventing Discrimination and Harassment* training in 2018.
- In 2019, UNM continues to require completion of *Harassment and Discrimination Prevention* by all employees. While the annual training deadline is not until December 1, as of October 15, UNM is showing good progress toward completion. Of the 14,391 UNM

faculty, staff, and student employees, 6,640 individuals (46.1%) completed the required *Intersections: Preventing Discrimination and Harassment* training. This point in time completion rate is in line with previous years, and UNM anticipates achieving similar completion rates as in 2016-18.

UNM's employee training efforts have exceeded expectations, training 21,473 unique individual employees since 2016. This online training is helping to strengthen UNM's culture by succinctly communicating its values, goals, and policies to motivate individuals to act ethically and responsibly. UNM leadership believes that online training is one of the important ways to raise awareness of the different types of unacceptable behavior. By requiring that all employees participate in training on a regular basis, UNM is sending a clear message from the top that it is committed to preventing harassment and other abusive behavior.

	2016	2017	2018	2019 YTD
Regular Staff	99.1%	99.8%	98.9%	51.8%
Regular Faculty	96.9%	97.1%	94.1%	35.5%
Student Employees	92.5%	98.7%	97.8%	53.7%
Temp/On-Call	61.6%	78.0%	72.6%	35.5%
Total	90.3%	94.9%	92.5%	46.1%

Specialized Training

UNM agreed that personnel involved in processing, investigating, or resolving complaints of sexual misconduct would receive additional training. This includes intensive and specialized training for Office of Equal Opportunity (OEO) staff members, UNM Police Officers, and Dean of Students Office personnel who are likely to receive reports, investigate, and handle discipline involving sexual harassment and misconduct. This specialized training has proved critical in providing nuanced understanding for those individuals that most often address concerns from students and staff. The training allows for additional technical and process training, as well as training that allows staff to practice their skills and actively improve their knowledge base.

As part of the Agreement, UNM agreed:

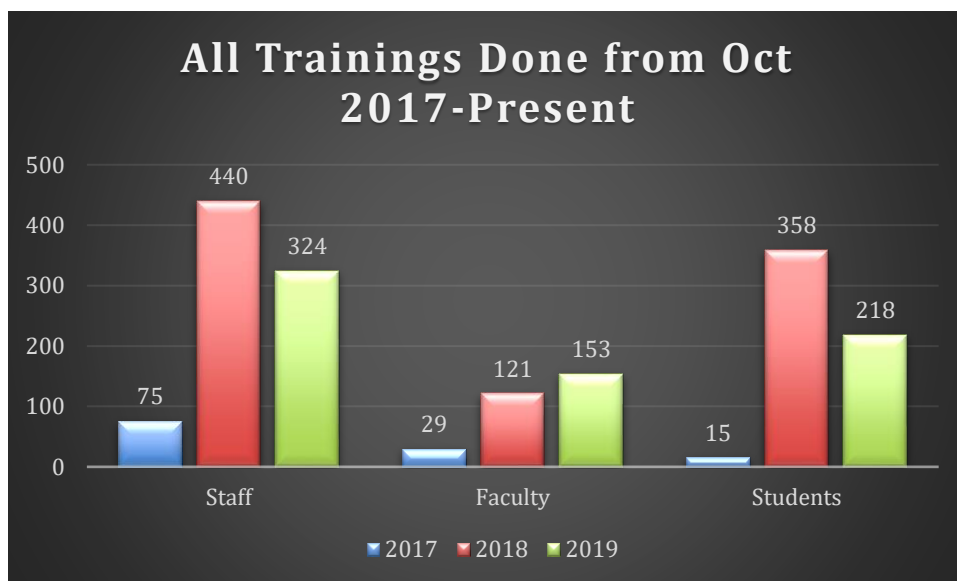
- By December 1 of each year covered by this Agreement, the University will ensure that the Title IX Coordinator and all employees directly involved in processing, investigating, adjudicating, responding to appeals, and/or sanctioning complaints of violations of University policies through the DCP regarding allegations of sexual harassment have received detailed Title IX training(s). UNM ensured that the Title IX Coordinator and all employees involved in Title IX work received detailed Title IX trainings. This was conveyed to DOJ in the 1st Status Report on November 15, 2016, 6th Status Report on December 1, 2017, and 11th Status Report on November 30, 2018.

- By December 1, 2016, UNMPD will ensure that all UNMPD officers who respond to or investigate allegations of criminal sexual assault and domestic violence have received training on evidence-based, trauma-informed investigative techniques. Training should also include information on how to recognize and eliminate implicit and explicit gender bias in policing. On January 3 and 4, 2017, UNM ensured that all UNMPD officers and others received FETI Training, via Dr. Chris Wilson. New officers have been provided training by David Lisak, a recognized local expert on the topic.
- By December 1, 2016, UNMPD will establish a written protocol for all UNMPD officers who respond to or investigate allegations of criminal sexual assault to receive training at least annually on investigating criminal sexual assault and domestic violence to ensure all officers are aware of current best practices. This protocol was conveyed to DOJ on November 15, 2016 in the 1st status report.

Summary of the specialized employee training efforts to date:

During the span of the Agreement, UNM has provided and sent employees to tens of thousands of hours of specialized training sessions. This includes:

- Staff members at UNMPD, OEO, and the Dean of Students Office have collectively participated in thousands of hours of training focused on Title IX, Trauma Informed Investigation, Inherent Bias, and Rape Crisis.
- From October 2017 to present, OEO conducted 1,733 trainings for students, faculty, and staff.



- In January 2017, UNM engaged Dr. Chris Wilson, a nationally known professional trainer, to conduct an intensive, multi-day training session entitled *Forensic Experiential Trauma*

Interview (FETI) within the Sexual Assault Investigation Response for numerous University employees. This training enables response staff to gather evidence more effectively and better understand the traumatized person's experience.

- In early 2017, the UNM Ombuds Office developed a supportive listening presentation for UNM faculty and staff: *Supportive Listening 101: Listening and Responding Supportively to Accounts of Sexual Misconduct*. Ombuds describes the presentation as follows: In this 30-minute presentation, you will learn the essential Dos and DON'TS for listening supportively without causing unintentional harm. Supportive Listening 101 is an introduction to basic tools to help you foster a safe and supportive environment for those speaking about sexual violence and misconduct.

Since this program's development, the Ombuds Office has conducted 32 presentations for 695 people on campus.

- In October 2017, UNM provided a *Neurobiology of Trauma* training by Dr. David Lisak. For the past 30 years, Dr. Lisak has been the premier researcher in the area of sexual and gender-based violence on college campuses, having conducted his research out of the Psychology Department at the University of Massachusetts. Dr. Lisak also offered a condensed version of the *Neurobiology of Trauma* training for Interim President Chaouki Abdallah, Vice Provost Rich Wood, a member of the Board of Regents, and several staff members from the Office of the Provost.
- In October 2017, UNM provided a workshop entitled *Ableism in Anti-Violence Prevention*. This workshop addressed how to assist individuals who have hidden or visible disabilities.
- In November of 2017, UNM hosted a *National Clergy Training Conference*. This conference informed participants on how to fully comply with the federal Clergy Act.
- In November of 2017, UNM hosted a training by an attorney from the Sheehan and Sheehan Law Firm on workplace investigations. This workshop taught UNM administrators, faculty, and staff on how to properly investigate workplace incidents.
- In January of 2018, UNM hosted a *Respondent Training Session*. This session allowed participants to understand how to properly and fairly work with Respondents (those whom the concerns have been lodged against) in cases of sexual misconduct with a focus on due process considerations.
- Helen Grant (Title IX Consultant), February 2018 – UNM hired Helen Grant to assess compliance with Title IX.
- During the late spring of 2018, the UNM Ombuds Office developed a presentation entitled *So, I Have to Report*. Since it has been developed, the Ombuds Office has delivered five presentations to 91 staff members.

- Athletics Compliance Office, August 2018 – The compliance office trained all teams about UNM’s [Hazing Policy](#). Additionally, all athletes are required to sign Hazing Policy Forms prior to participation.
- Alan Berkowitz Bystander Training, September 5, 2018 – Mr. Berkowitz trained approximately 60 people on bystander intervention theory and practice.
- Dan Beebe Group, September 2018 – Trained all student athletes about prevention of harassment, discrimination, retaliation, and sexual misconduct.
- UNM’s Ombuds Services for Staff conducted a workshop entitled *Responding Supportively*, approximately three (3) hours in length and provided in-person. 10 people attended this workshop. Ombuds also conducted a 35 minute supportive listening training and since 2017, 794 have attended.
- *ATIXA Title IX Investigator training and certification*, October 2018.
- David Lisak, *The Neurobiology of Trauma*, October 2018. Dr. Lisak conducted a workshop entitled *The Neurobiology of Trauma*. This half day training was attended by UNMPD, Dean of Students, Advocates, and OEO staff.
- Norman Bay, *Internal Investigations*, August 2019 – Former UNM law professor and past Chairman of the Federal Energy Regulatory Commission provided training to those involved in internal investigations at UNM, including OEO, HR, Dean of Students, and Compliance offices.
- LGBTQ Resource Center, *SAFEZONE*, August 2019 – Resource Director Frankie Flores presented a four (4) hour training on important issues within the LGBTQ community and how investigators must be sensitive when looking at cases involving these communities.
- *National Discussion on Sexual Assault and Harassment at America’s Universities and Service Academies* Annapolis, Maryland, April 2019. The OEO Director and Title IX Coordinator attended this national conference focused on sexual assault prevention and data collection.
- Coming February 6, 2020 – The Department of Defense will hold its second regional conference on the *National Discussion on Sexual Assault at America’s Universities* at UNM (first was held at SUNY). The Title IX Coordinator and the OEO Director are working with allies on campus to provide a conference that will discuss best practices and honor our commitment to continued work on sexual assault prevention and intervention.

Policies, Procedures & Practices (2016 – 2019):

Title IX requires Title IV funding recipients such as UNM to respond promptly and effectively to complaints of sexual misconduct. Policies and procedures play an important role in handling complaints of sexual misconduct. UNM undertakes its own investigation of complaints and has several policies and protocols that address sexual misconduct. As part of this Agreement, UNM completely revamped its policies and procedures related to Title IX. Below is a detailed description of UNM's efforts related to writing and revising new policies and procedures.

As part of the Agreement, UNM agreed to:

- Review all relevant policies, procedures, and attendant materials for consistency and clarity, and to amend, rescind, or insert cross-references as necessary.
- Ensure that its procedures provide for adequate, reliable, prompt, and impartial investigation, adjudication, and appeal of all complaints of sexual harassment, including an equal opportunity for the parties to present witnesses and other evidence.
- Develop written internal protocols for the implementation of the Discrimination Claims Procedure.
- Establish written internal protocols regarding communications about its response to allegations of sexual harassment, including a process by which OEO and the Dean of Students Office share information and respond as appropriate.
- Revise the University's procedures for electronically tracking all alleged sexual harassment incidents.
- Ensure that OEO retains all records and supporting written documentation related to any incident of alleged sexual harassment.
- Establish a process for the Title IX Coordinator to regularly review all reports of conduct that may constitute sexual harassment and all files and reports related to the investigation, adjudication, appeal, and sanctions of sexual harassment allegations.
- On or before December 1, 2016, the University will submit to the DOJ for review and approval any initial proposed revisions of its policies, procedures, and attendant materials related to sexual harassment. If the DOJ chooses to provide comments on the University's proposed revisions, the DOJ will do so within 30 days of receipt.
- No later than 30 days after final execution of each revised or new policy or procedure, the University will provide all students and employees with written notice regarding the revised or new policy or procedure regarding sexual harassment.

- By the start of each academic year, the University will review and update the LoboRESPECT website to ensure it provides information consistent with any revised policies and procedures.

Summary of the efforts to revise the policies and procedures to date:

UNM agreed to change several of its policies, procedures, and practices relating to sexual harassment and misconduct. Prior to the start of the DOJ investigation, UNM drafted a new comprehensive policy on sexual violence, which was issued as University Administrative Policy (UAP) 2740: Sexual Violence and Sexual Misconduct, on May 15, 2015.

In the fall of 2016, a team of UNM employees reviewed and started rewriting all relevant policies, procedures, and attendant materials for consistency and clarity, and to amend, rescind, or insert cross-references as necessary. As they reviewed and revised the materials, they made sure that the procedures provided for adequate, reliable, prompt, and impartial investigation, adjudication, and appeal of all complaints of sexual harassment, including an equal opportunity for the parties to present witnesses and other evidence.

- Before December 1, 2016, UNM submitted to the DOJ for review and approval any initial proposed revisions of its policies, procedures, and attendant materials related to sexual harassment. The DOJ provided some comments on the University's proposed revisions in early 2017.
- The Office of Equal Opportunity made significant edits to [UAP 2720: Equal Opportunity, Non-Discrimination, and Affirmative Action](#), to address the DOJ and other concerns. Revisions to UAP 2720 were adopted on February 26, 2018.
- A campus-wide group worked on revisions to [UAP 2740: Sexual Misconduct](#). Revisions to UAP 2740 were adopted effective February 26, 2018 to reflect needed changes.
- UNM has improved its procedures to provide reliable, prompt, and impartial investigation, adjudication, and appeal of all complaints of sexual harassment and misconduct. The Office of Equal Opportunity's revised procedures and guidance documents are clear and effective, and intended to streamline the manner in which the office investigates claims that are raised. This better aligns the University's procedures with the recommendations from the DOJ. Newly adopted (in June 2016) Office of Equal Opportunity procedures include:
 - [Discrimination Claims Procedure](#)
 - [Checklist for Formal Investigation Process – Individual](#)
 - [Checklist for Formal Investigation Process – Departmental](#)

This included adopting written internal protocols for the implementation of the Discrimination Claims Procedure.

- On November 1, 2016, the UNM Police Department adopted a written protocol, for all police officers who respond to or investigate allegations of sexual assault, requiring training at least annually.
- New Dean of Students Office procedures and protocols adopted in 2017 include:
 - Additional protocol and development of supportive and interim measures, such as academic and administrative measures; and
 - Safety measures, such as interim bans and no contact directives.
- New Title IX Protocol for Interim Measures
 - A task force has been convened to review and improve methods of obtaining interim measures. A rubric is now being utilized to determine which party would be burdened in an interim measure, such as housing or course changes. In addition to the rubric, both HR and the Office of the Provost have agreed to issue No Contact Directives (NCD) when faculty and/or staff are involved. The task force continues to work toward standardizing the process for requesting and obtaining interim measures to ensure fairness and consistency across cases.
- New guidance documents and internal protocols improve regular communication between UNM Units.
 - On January 12, 2017, the UNM Police Department and the Office of Equal Opportunity finalized a Memorandum of Understanding detailing how they will work together on sexual harassment and misconduct cases.
 - On January 27, 2019, the Dean of Students Office and the Office of Equal Opportunity finalized a Memorandum of Understanding describing how they will work together on sexual harassment and misconduct cases.
 - The UNM Police Department has developed a system for consistent referrals of sexual harassment and misconduct cases to UNM's Title IX Coordinator.
 - Rubric utilization for interim measures related to Title IX allegations.
- UNM started implementing new internal reporting systems to record and track crucial information involving the investigation of sexual harassment and misconduct matters.
- OEO now retains all records and supporting written documentation related to any incident of alleged sexual harassment via the EthicsPoint database for historical data and pattern review.
- UNM implemented a process for the Title IX Coordinator to regularly review all reports of conduct that may constitute sexual harassment, as well as files and reports related to the investigation, adjudication, appeal, and sanctions of allegations of sexual harassment. In 2019, OEO created an updated jurisdictional form that parses out issues for investigators to consider.

- At the start of each academic year, UNM updates the [LoboRESPECT website](#) to ensure it provides information consistent with any revised policies and procedures. The website was updated in August 2017, August 2018, and August 2019. This website includes comprehensive information on UNM's prevention education efforts and programs, services and support for victims of sexual misconduct, and policies.

Education Climate (2016 – 2019):

As part of the Agreement, UNM agreed to:

- Document, on an internal spreadsheet, any steps it takes to address sexual misconduct.
- Using evidence-based methodology and validated questions, UNM agreed to conduct one or more annual climate surveys for all students.
- Submit its proposed climate survey and assessment methodology to DOJ for review.
- Implement a monitoring program to assess the effectiveness of its efforts to prevent and address sexual harassment and retaliation and to promote a non-discriminatory school climate.
- Issue an annual assessment of the effectiveness of its anti-harassment efforts, including a review of the student climate surveys to determine: where and when sex-based harassment occurs; deficits in students' knowledge of what constitutes sexual harassment that violates University policy, where to report it, and the results of reporting to different resources; barriers to reporting sexual harassment; and recommendations for how the University can better encourage reporting of and improve its response to complaints.
- Conduct a review of all reports of sexual harassment and among other things, the University's responses to such reports, particularly with respect to: whether such reports were adequately, reliably, promptly, and impartially investigated and resolved; how many resulted in a finding of violation of University policy and (where applicable) the disciplinary action taken; and the University's actions to remedy the effects of any hostile environment and retaliation that occurred.

Summary of the efforts surrounding campus climate surveys to date:

- During spring 2016, UNM conducted a Main Campus [climate survey](#) to make sure that UNM is serving the student population regarding campus climate. In particular, the results of this climate survey concluded that a majority of students generally knew that UNM had a policy prohibiting sexual misconduct and recognized where to get help on campus.
- During spring 2017, UNM conducted [two campus climate surveys](#): one for the branch

campuses and one for UNM's main campus. At UNM's branch campuses, the National Campus Climate Survey (NCCS) was utilized through SoundRocket, an outside vendor. The survey ran for approximately four (4) weeks, with five (5) email reminders and assistance from each branch campus to promote the survey and provide incentives for participation. The response rate total for all campuses was 17%, which is slightly above the national average (15%) for commuter campuses.

- During spring 2019, UNM utilized the National Campus Climate Survey (NCCS) through SoundRocket to survey graduate and professional students. UNM has a response rate of 27.64% and an 86.50% completion rate. 90.1% of students reporting knowing that UNM has a local policy against Sexual Misconduct; 68% reported knowing where to find the policy; and 82% reported knowing where to get help on campus if a sexual assault occurs.
- Also, during spring 2017 on UNM's main campus, OEO, in collaboration with a UNM faculty principal investigator and the University of Kentucky, used the Multi College Bystander Efficacy Evaluation (McBee). The survey ran for approximately four (4) weeks with one (1) email reminder and multiple incentives for participation provided by the University of Kentucky. The response rate total for this survey was 10%, which is less than ideal for a survey of this kind. Given the low response rate and narrow parameters of the study itself (Main Campus students, aged 18-24, only taking on-campus classes), it is important to review the results of this survey through that lens.
- In spring 2018, UNM conducted a McBee Climate Survey, to survey the campus climate on the UNM Campus for the 2017-2018 academic year. This survey was sent to 5,556 undergraduate students. There were 786 eligible students and 81% completed or partially completed the survey.
- UNM conducted its third McBee Climate Survey during spring 2019. The survey was sent to 10,976 undergraduate students. Of the 1,298 who were eligible, 1,000 (76%) students completed the survey and additional 10% partially completed the survey.
- Prior to conducting any of the above-mentioned climate surveys, UNM submitted its proposed climate survey and assessment methodology to DOJ for review.
- UNM has utilized EthicsPoint to maintain all history on every case. The system allows OEO to track dates, names, demographics, and all case details. These data points allow OEO to track every aspect of a case and run analytics on the data.
- In August 2019, UNM conducted a [review](#) of all reports of sexual harassment and created a three year comprehensive data trend review. The review looked at cases by basis, outcomes, and Respondent type.

Miscellaneous Requirements (2016 – 2019):

With respect to the Title IX Coordinator, UNM agreed to:

- Review all policies, OEO's DCP, and attendant materials to ensure they consistently identify the Title IX Coordinator's name or title, office address, email address, and telephone number in all places where that information is published.
- Ensure that all published notices of nondiscrimination with the Title IX Coordinator's information are consistent with the requirements of Title IX at 28 C.F.R. § 54.140.

Summary of the efforts to date:

- In response to these requirements, UNM reviewed all of its policies and related materials and consistently identified the Title IX Coordinator in the documents. In addition, UNM conducted an internet review of all sites where the Title IX Coordinator is mentioned and corrected all sites that it was able to.
- Once a year, UNM publishes a notice of non-discrimination with the Title IX Coordinator's information. This information is distributed to the entire campus.

Additional Accomplishments

UNM has made numerous other efforts that were not terms the parties explicitly agreed to as part of the Agreement. This includes:

- Starting in the summer of 2017, all LoboCard IDs now display the contact information for the UNM Police Escort Service and the LoboRESPECT Advocacy Center on the back of each card.
- UNM conducted Campus Safety Week (2017), focused on educating students, faculty, and staff about resources for the prevention of sexual misconduct. During Campus Safety Week, UNM's interim President issued a campus-wide message focused on preventing sexual misconduct on the campus. In addition, the interim President participated in the Annual Campus Safety Walk.
- In September 2017, UNM hosted national speaker, Kate Harding, for a campus-wide talk. Harding addressed the myths of rape culture in her lecture, *Taking Down Rape Culture*. Her lecture came during UNM's Campus Safety Week and National Campus Safety Awareness Month.
- For Domestic Violence Awareness Month (2017), the LoboRESPECT Advocacy Center hosted the following events:
 - Apples for Awareness: 10/10/17

- Paint the Campus Purple chalking event: 10/18/17
- Volunteer for Valencia: 11/1/17
- For Domestic Violence Awareness Month (2018), the LoboRESPECT Advocacy Center hosted the following events:
 - Taking Strides to End Domestic Violence w/ Alpha Chi Omega: 11/18/17
 - The Pack Goes Purple Basketball Games, Women's 1/17/18 and Men's 1/20/18
- For Sexual Assault Awareness Month (2018), the LoboRESPECT Advocacy Center hosted the following:
 - Events:
 - Farm Worker's Awareness Month SAAM collaboration with UNM CAMP, Film showing: *Rape in the Fields* and subsequent panel: 4/2/18
 - Sheer Empowerment event in collaboration with ASUNM: 4/13/18
 - UNM Baseball SAAM Awareness Game: 4/21/18
 - Tabling at SHAC Condom-Mint Event: 4/26/18
 - Social Media Outreach:
 - SAAM Teaser Week Packet: 3/16/18
 - March into SAAM Packet: 3/23/18
 - Consent Packet: 3/30/18
 - Supporting Survivors Packet: 4/6/18
 - Active Bystander Packet: 4/13/18
 - On & Off Campus Resources Packet: 4/20/18
- In September 2018 and 2019, the UNM President assisted with the Annual Campus Safety Walk and other Safety Week events, which included:
 - A first time stand-alone safety walk during safety week for North Campus in 2019, which President Stokes assisted with
 - Coffee with a Cop events, where our UNM Community could touch base with UNMPD to ask them about safety issues, which included door prizes
 - Bystander focus groups for future bystander intervention trainings
 - Stop the Bleed and Hands Only CPR Training
 - SafeZone Training
 - Working with Disruptive Students in the Classroom
- For Sexual Assault Awareness Month (2019), the LoboRESPECT Advocacy Center hosted the following:
 - Events:
 - Resource Reception: 4/9/19
 - *I Am Evidence* film screening: 4/15/19
 - Social Media Outreach:
 - I Ask for Consent packet: 3/25/19
 - I Ask for Digital Consent packet: 4/8/19
 - I Ask How to Talk About Consent packet: 4/12/19

■ I Ask How to Help packet: 4/12/19

- *Speak About It* Bystander Training (September 6, 2018) – The LoboRESPECT Advocacy Center hosted *Speak About It*, a college touring performance group whose show centers around true stories about sex, sexuality, healthy relationships, consent, and boundaries, which are also several topics discussed through the annual *Grey Area* training.
- In 2019, the LoboRESPECT Advocacy Center has focused on creating training programs that further training goals outside of *The Grey Area* training program. Based on student feedback, LoboRESPECT designed new workshops: *Finding the Line* (Healthy Relationships), *All In: Action in our Community* (Bystander Intervention), and *Can I Talk to You?* (Holding Tough Conversations/Active Listening).
- For Red Zone Awareness (2019), the LoboRESPECT Advocacy Center hosted the following Social Media Outreach:
 - Reclaim the Red Packet: 9/6/19
 - Bystander Intervention packet: 9/16/19
 - Active Bystander training packet: 9/24/19
- For Domestic Violence Awareness Month (2019), the LoboRESPECT Advocacy Center hosted the following
 - Events:
 - Purple Thursday: 10/24/19
 - Social Media Outreach:
 - Healthy Relationships packets: 10/7, 10/14, 10/21 & 10/28
 - DV Support Packet: 10/14/19
 - Motivational Monday: 10/21/19
 - Wellness Wednesday: 10/23/19
 - DV Wrap up packet: 10/28/19
- OEO created a Standard Operating Procedure for jurisdictional determinations and EthicsPoint entry to ensure consistency and clarity in these areas.
- Athletics Training
 - In 2018 and 2019, UNM athletes, coaches, staff, and administration received training from the Dan Beebe group.
 - All incoming UNM athletes received the *Grey Area* training in person.
 - Each athletic team received a Bystander Intervention training provided by the LoboRESPECT Advocacy Center.
 - The Title IX Coordinator met individually with each head coach during the months of February and March 2019. She discussed reporting obligations, interim measures, and answered questions the coaches may have had.

- Traveling office hours
 - In September 2019, the Title IX Coordinator implemented traveling office hours to provide drop in consultations to departments and units. The Title IX Coordinator's first travelling office hours were at Anderson School of Management.
- Interim Measures Rubric
 - The Title IX Taskforce Interim Measures committee finalized a rubric designed to fairly and consistently provide interim measures to those requesting them. In some instances, the rubric will be used to determine which party will bear the burden of an interim measure.
 - The Title IX Coordinator developed a rubric for emergency bans as an interim measure. This will help in evaluating safety risks and trends related to sexual misconduct.
- Preferred Name. UNM students can now choose the first name they prefer to have appear on their LoboCard ID and diploma. As part of its commitment to providing a safe, inclusive environment, the University recognizes that many people prefer to use a name other than their legal name to identify themselves. The initiative continues and will soon allow class rosters to reflect a preferred name.
- Title IX Task Force. This Task Force was convened to assess current practices/policies, improve existing services, and begin collaborating on ways to address future changes to guidance. The Task Force is comprised of students, faculty, staff, and UNMPD. The task force has three subcommittees with various foci. One subcommittee is addressing concerns related to interim measures, such as standardizing the practice and increasing what is available to faculty and staff. The second subcommittee is focused on supportive services. This group is working to expand supportive services across campus. This group is also looking at ways to increase advocates and supportive services for faculty and staff. Thus far, this subcommittee has been successful in identifying a UNM mental health worker who is now offering safety planning for faculty and staff, and working with the OMBUDS to serve as a navigator and provide parties with information regarding the OEO process and what they can expect in the OEO process. The third subcommittee is looking at incorporating live hearings as part of University civil rights investigations.
- Coordinated Community Response Team (CCRT). Led by our Clery Officer and the Director of El Centro de la Raza, the CCRT was created last year through an Office of Violence Against Women grant to combat sexual assault, date rape, and stalking. Following expiration of the Agreement, the Office on Violence Against Women's (OVW) Grant to Reduce Sexual Assault, Domestic Violence, Dating Violence, and Stalking on Campus Program (Campus Grant) has a unique opportunity to support already existing programming and services, while expanding and strengthening: UNM's evidence-based education and prevention programming; tailored, trauma-informed, victim-centered services and response; and promoting accountability and policy that is reflective of this

commitment. The CCRT is committed to building long-lasting institutional support beyond the three funded years of the grant, with an overall aim of creating cross-community partnerships that help to make UNM a safer and healthier space for students, staff, faculty, and community members of the greater Albuquerque area.

Staffing Changes/Updates (2016 – 2019):

- OEO currently employs a Director, Associate Director, a Title IX Coordinator, four (4) civil rights investigators, and two (2) compliance managers who work to address issues of sexual harassment and sexual misconduct matters. Although two of the investigator positions were originally temporary, UNM established permanent funding in the budget for these positions. In addition, an Administrative Assistant and a Data Manager assist with data collection and input, quality assurance of data, and administrative tasks that support these efforts.
- In 2017, UNM's Dean of Students Office hired two (2) Trainers/Advocates to assist with *The Grey Area* in-person student training effort and to provide support and advocacy through the LoboRESPECT Advocacy Center. With this addition, the Dean of Students Office now utilizes seven (7) Advocates, five (5) of whom are in LoboRESPECT. In 2019, the LoboRESPECT Advocacy Center has one (1) Program Manager/Advocate, one (1) Trainer/Advocate, one (1) Administrative Assistant/Trainer, and is currently onboarding one (1) Student Success Specialist who will assist in multiple areas including advocacy, training, and marketing.
- In 2017, UNM's Women's Resource Center (WRC) hired a new director, and in 2018, WRC was moved to report directly to an Associate VP in Student Affairs, rather than the Dean of Students Office. WRC is a place of advocacy, support, and safety for all members of UNM and the greater community. WRC also hired a gendered violence program coordinator who, in collaboration with the Education Coordinator at the LoboRESPECT Advocacy Center, designed a program to provide peer educators with tools, knowledge, and skills-based workshops on the following topics: sexual violence prevention, hate, bias and discrimination prevention, alcohol and substance abuse, suicide prevention, and bystander intervention. In addition, WRC added an academic advisor one (1) day a week so students can receive academic support in the same safe space they are receiving other support services. WRC recently hired two new full-time advocates to further assist in advocacy efforts.
- Respondent Support Services (RSP). UNM aims to create a safe learning environment for all students. Should OEO identify a student as a Respondent during an investigation, Respondents are encouraged to contact the Dean of Students Office to inquire about Respondent Support Persons (RSPs). The six RSPs are trained resource persons at UNM. These individuals undergo extensive training to be able to assist Respondents in navigating the OEO investigation process. RSPs are able to offer near equivalent services

to Respondents in order to alleviate the impact of an investigation on their educational experience at UNM. These individuals undergo FETI training, as well as Title IX procedure, DOS conduct procedure, and student rights training. Services an RSP might offer include: attend meetings (investigative conversations, housing removal/relocation discussions, resolution agreement discussions, e.g.) as a support person; review documents and materials from investigation, final report, and sanctioning decisions as requested; manage academic, housing, access to dining facilities, and interim safety measures as requested by Respondent; provide information and referral to University and community based resources for additional support needs; supporting and connecting Respondents with on-campus and off-campus resources; assist with Academic Supportive Measures; provide general support and a safe listening space.

- Complainant and Respondent Support Services. The same supportive services mentioned above have been available for a number of years for both Complainants and Respondents, although the Respondent support has recently become more formalized to add advocates for Respondents.
- Campus-wide deputy Title IX coordinators were established in 2017, in order to formalize the work being done in Title IX compliance and ensure that each area on campus is being served fully. The new deputy Title IX coordinators are found in Human Resources, the Office of the Provost, Athletics, and Residence Life and Student Housing. UNM's interim President provided the catalyst and support for these leaders to be recognized formally across campus.
- During the summer of 2018, a new HSC Compliance Director was selected. In 2019, the Compliance Director hired a compliance specialist. Both have been trained on Title IX and the effects of trauma on the brain.
- In 2019, the UNM Board of Regents received five (5) new members, all of whom have received Title IX training, as well as training on the effects of trauma on the brain.

Faculty Efforts (2016 - 2019):

UNM faculty from across the institution have put significant effort and resources into helping make UNM a safer campus.

- Faculty offer a variety of courses that directly address topics of relationship violence and/or sexual misconduct, including undergraduate and graduate level courses, across the UNM campus, including the Health Sciences Center and the School of Law.
- UNM faculty has been very engaged in improving the campus environment. In the fall of 2016, UNM faculty members created Faculty for a Sexual Assault Free Environment at

UNM (Faculty SAFE UNM) to collaborate with administration in the execution of the DOJ Agreement and increase faculty participation in efforts to prevent sexual harassment and misconduct at UNM. Faculty SAFE UNM has a core leadership group of approximately 20 faculty members; relies on a listserv for over 80 affiliated faculty members who receive announcements and requests; and maintains a web page of UNM announcements and resources (<https://facultysafeunm.wordpress.com/>).

- Representatives of Faculty SAFE serve on both Policy Office and Title IX committees, where they play an active and collaborative role in the development of UNM policies on sexual harassment and misconduct. Faculty SAFE members regularly attend trainings and presentations sponsored by OEO, Staff Ombuds, LoboRESPECT and ADVANCE at UNM, providing suggestions and feedback that reflect faculty perspectives. From August to December 2017, three members of Faculty SAFE – also representing the three major branches of faculty governance – participated in the Presidential Task Force on Reporting Sexual Misconduct and Harassment and Supporting the UNM Community, collaborating with staff representatives from across the campus to draft a victim-centered, trauma-informed reporting policy for UNM.
- In November 2016, the Faculty Senate passed a [Resolution Regarding Faculty Reporting Obligations at The University of New Mexico](#). This resolution affirmed the faculty's role in fostering awareness of sexual violence and supporting students and other members of the campus community impacted by sexual violence, recommending that most faculty and staff be exempted from the obligation to report.
- In February 2017, Faculty SAFE UNM, in cooperation with the Feminist Research Institute, the Health Sciences Center Faculty Council, OEO, and 15 other academic and administrative units, hosted a *Faculty Symposium on Campus Sexual Violence: Research and Response*, featuring psychologist Dr. Jennifer Freyd from the University of Oregon. In addition to the lecture, *Addressing Sexual Assault: Moving from Institutional Betrayal to Institutional Courage*, Dr. Freyd met with faculty, administrators, staff, and police engaged with Title IX compliance, as part of Faculty SAFE UNM's efforts to strengthen research-based responses to sexual harassment and violence at UNM.
- Faculty have spearheaded efforts to increase research on sexual violence and gender inequality at UNM, first by bringing the three-year, CDC-funded University of Kentucky Multi-College Bystander Efficacy Evaluation study to UNM from 2017 to 2019 under the guidance of PE Theresa Cruz, Pediatrics. A second study, funded with seed money from the Office of the VP for Research and led by UNM political scientist Mala Htun, examined

the effects of the *Grey Area* training on student awareness of sexual assault and gender norms. As part of the training study, in February of 2018, researchers held a Campus Research Workshop with four invited experts and went on to present these findings of the training study at the American Political Science Association conference in 2018. Dr. Elizabeth Hutchison, Director of the Feminist Research institute, has authored a third study that examines the origins and effects of faculty involvement in campus sexual violence prevention, which she has presented at Columbia University and the Western History Association, and is forthcoming as a chapter in *The Academic's Handbook* with Duke University Press. Finally, Dr. Amy Brandzel of Women's, Gender and Sexuality Studies and American Studies has organized the roundtable *Administering Justice?: Feminist and Queer Critiques of Title IX* for the 2019 National Women's Studies Association meetings in San Francisco.

- Dr. Liz Hutchison, Senior Vice Provost Dr. Barbara Rodriguez, and Health Sciences Center Vice Chancellor Dr. Amy Levi are the UNM representatives to the National Academy of Sciences, Engineering, and Medicine Action Collaborative on Preventing Sexual Harassment in Higher Education. This four-year project commits UNM to working with 59 other institutions of higher learning to address sexual harassment across academia.

Web Resources (2016 - 2019):

- LoboRESPECT is the name of UNM's comprehensive approach to preventing and responding to sexual violence in the campus community. The LoboRESPECT website includes information on UNM's prevention education efforts and programs, services, and support for victims of sexual violence, our policies and sanctions, and much more. The website can be found at: <http://loborespect.unm.edu/about.html>.
- Information about *The Grey Area* in-person student training program for the prevention of sexual harassment and misconduct and policies and procedures regarding Title IX complaints is located at: <http://thegreyarea.unm.edu>. Additional dates and times will be listed, as they become available. Many departments and colleges across campus will be hosting additional training sessions.
- Newly adopted Office of Equal Opportunity procedures can be found at: <https://oeo.unm.edu/index.html>. In addition, OEO's website is now ADA compliant, ensuring improved accessibility and usability. The website now has easy access to online filing and resources.
- Notices and information about UNM's Title IX Coordinator have been widely disseminated to the university community. Additional information regarding the Title IX Coordinator is located at: <https://oeo.unm.edu/title-ix/index.html>.

- Additional information about Faculty SAFE UNM can be found at: <https://facultysafeunm.wordpress.com/about/>.
- OEO has created web access to the appeals process for the University President and the Board of Regents and created a [form](#) that appellants may use to guide their appeal.
- OEO's three year data review is on its website in providing transparency and useful campus information.
- The University is now utilizing EthicsPoint, an online reporting site that allows faculty, staff, students, visitors, and community to file complaints regarding a variety of issues including personnel, fiscal and ethical, and includes the ability to report discrimination or other misconduct. EthicsPoint is one more way individuals can have their complaints addressed and allows the University to track and benchmark. Complaints can be filed anonymously.

Conclusion:

UNM's hard work has paid off. University policies are clearer and more consistent. UNM employees and the student body are better educated on the processes and where to go for assistance. Investigations into sexual misconduct are much stronger, making responses more effective and transparent. There has been a substantial increase in people reaching out to report misconduct and/or seek assistance and support. Staff and faculty are also playing a greater role in monitoring trends and acting proactively to prevent additional sexual misconduct.

UNM remains committed to preventing sexual misconduct, conducting fair processes for all, and providing a secure and caring environment for the entire community. We consider the safety of our students, employees, citizens and guests of UNM, Albuquerque and the State of New Mexico to be of utmost importance. Our work in this area over the last three years has given us a necessary jump start for a process of continuous improvement. UNM will continue prioritizing the training and resources needed to combat these serious issues.

President Garnett S. Stokes

President of the University of New Mexico

November 8, 2019

Annual Clery Report

— 2019 —



THE UNIVERSITY OF NEW MEXICO

2019 ANNUAL SAFETY FIRE AND SECURITY REPORT

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Purpose of the Annual Security and Fire Safety Report (ASFSR):

The Clery Act requires all colleges and universities across the country to publish an annual safety report by October 1 of each year. This report informs the respective campus communities of Clery reportable crime statistics for the past three years and contains institutional policies and programs that pertain to sexual misconduct, safety and crime prevention. Doing so, informs the entire University of New Mexico (UNM) Main Campus community including current and prospective faculty, staff and students of what safety features UNM has to offer and what Clery Crime Statistics have been reported at UNM. The Annual Security and Fire Safety Report (ASFSR) is published and distributed by UNM via e-mail to all current faculty, staff and students each year, as part of Clery Act requirements. The ASFSR can also be found on the UNM Main Web Page, via the campus safety link: <http://campussafety.unm.edu/>. The ASFSR is also available in print form upon request from the Office of Equal Opportunity (OEO) 609 Buena Vista NE, Albuquerque, NM 87131.

The information in this report also includes UNM West/UNM Health Sciences Rio Rancho Campus. The 40,000 square foot building, located at 2600 College Blvd. NE, in Rio Rancho, NM houses general-purpose classrooms, a computer lab, a common area, quiet study space and office space, including meeting areas for community groups. UNM West/UNM Health Sciences Rio Rancho Campus does not maintain any residential facilities nor does it have its own campus police.

For the purposes of the Clery Act, UNM West/UNM Health Sciences Rio Rancho Campus is considered a “Separate Campus” by the Department of Education because it meets the following:

- UNM owns or controls the site;
- It is not reasonably geographically contiguous with the main campus;
- It has an organized program of students; and
- There is at least one person on site acting in an administrative capacity;

Preparing the ASFSR:

Each year the ASFSR for UNM Main Campus and UNM West/UNM Health Sciences Rio Rancho Campus is prepared by the Director of Compliance, with the assistance of the UNM Police Department (UNMPD) and the Clery Committee for UNM Main Campus. Through the efforts of these individual entities, an annual review of the following is used to put together UNM’s ASFSR:

- A review of applicable policies that are required as part of the ASFSR;
- An inventory of crime prevention and educational programming efforts that are offered by UNM for the campus community;
- A review of the reporting avenues for the UNM Community to report crimes at UNM;
- A reconciliation and review of the Crime and Fire Statistics that are required to be entered as part of the ASFSR;
- Additionally, the Director of Compliance will keep updated with any new initiatives or compliance information to be placed in the ASFSR, as stated by the U.S. Department of Education.

Compiling Crime Statistics and Crime Reporting

The Crime Statistics that are included in this report are reported through one of the following areas for UNM Main Campus and UNM West/UNM Health Sciences Rio Rancho Campus:

- UNM Police Department (UNMPD) - (UNM Main Campus Only)
- RRPD (UNM West/UNM Health Sciences Rio Rancho Campus Only)
- Campus Security Authorities (CSAs) who handle the majority of conduct referrals at UNM, which include UNM Hospital Security, UNM Residence Halls, ACC Properties and the Dean of Students Office.
 - CSA's other than those mentioned above report crimes through the CSA Reporting form, which is found after logging into the CSA Member Profile in the upper right of the following website: <https://police.unm.edu/>
- Campus Surveys are also sent on an annual basis to all CSAs and applicable local law enforcement officials (according to UNM's Clery Geography), as determined by the Clery Act Compliance Officer, UNMPD, and the Clery Committee. CSAs generally would include the following:
 - Any individual or individuals who have responsibility for campus security, but who do not constitute a campus police department or a campus security department (e.g., an individual who is responsible for monitoring the entrance into institutional property).
 - Any individual or organization specified in an institution's statement of campus security policy as an individual or organization to which students and employees should report criminal offenses.
 - An official of an institution who has significant responsibility for student and campus activities, such as:
 - Dean of Students;
 - Director of Athletics, a team coach or a faculty advisor to a student group;
 - A student resident advisor or a professional staff member in the UNM Residence Halls;
 - A Coordinator of Greek Life of Student Activities Coordinators.

The intent of including non-law enforcement personnel as CSAs is to acknowledge that many people, students in particular, are hesitant about reporting crimes to the police, but may be more inclined to report incidents to other campus-affiliated individuals.

Examples of individuals who DO NOT meet the criteria for being CSAs include a faculty member who does not have any responsibility for student and campus activities beyond the classroom, clerical staff, custodians, maintenance personnel and cafeteria staff.

Who should UNM Community Members specifically report Clery Crimes to?

It is preferred that UNM students who are the victim of, or witness to, any crime on the UNM Main Campus accurately and promptly report incidents to UNMPD (505-277-2241). Should the incident occur at UNM West/UNM Health Sciences Rio Rancho Campus, students should accurately and promptly report incidents to the RRPD (505-891-7226). Whether you are on the UNM Main Campus or on the UNM West/UNM Health Sciences Rio Rancho Campus, you can also report to one of UNM's Anonymous/Statistical Reporting Sites, which include:

- LoboRESPECT Advocacy Center (505) 277-2911, the LGBTQ Resource Center (505) 277-5248, and the Women's Resource Center (WRC) (505) 277-3716 – These centers are designated advocacy and support sites for those students who have experienced all types of crimes or violence including sexual misconduct. Students who utilize these centers may talk with anonymity to individuals employed at these centers. However, these centers will report the nature, date of report and general location of the incident to the Clery Act Compliance Officer in the UNM Compliance Office.

It is preferred that UNM faculty and staff who are the victim of, or witness to, any crime on the UNM Main Campus to accurately and promptly report incidents to UNMPD (505-277-2241). Should the incident occur on the UNM West/UNM Health Sciences Rio Rancho Campus, it would be reported to the RRPD (505-891-7226). Whether on the UNM Main Campus or on the UNM West/UNM Health Sciences Rio Rancho Campus, UNM faculty or staff can also report an incident to the:

- Office of Equal Opportunity (OEO) (505-277-5251) - All members of the UNM community including faculty, staff, students, and visitors can report hate crimes, sexual misconduct, stalking, domestic violence, dating violence and other discrimination-based incidents to any professional staff member with OEO.

However, UNM encourages accurate and prompt reporting of all crimes to campus police or appropriate police agencies when the victim of a crime elects to or is unable to make such a report. Here is a listing of all the agencies that individuals can report crimes to and the reports will be provided to the Clery Officer for statistical reporting purposes:

- UNMPD (505-277-2241) – All members of the UNM community including faculty, staff, students and visitors can report crimes to UNMPD.
- To your local police department if you are not located on the UNM Main Campus.
- UNM Hospital Security (505-272-2160) - All members of the UNM community including faculty, staff, students and visitors can report crimes to UNM Hospital Security.
- Office of Equal Opportunity (OEO) (505-277-5251) - All members of the UNM community including faculty, staff, students, and visitors can report hate crimes, sexual misconduct, stalking, domestic violence, dating violence and other discrimination-based incidents to any professional staff member with OEO.
- Dean of Students Office (505-277-3361) - All members of the UNM community including faculty, staff, students, and visitors can report crimes to the Student Conduct Officer or Dean of Students.
- Student Activities Coordinators (SAC) (505-277-4706) – Students can report crimes to a professional staff member with the UNM Greek Life Office, to the Director of SAC, or Assistant Director of SAC
- Athletics Department – Student Athletes can report crimes to any of their coaches
- UNM Residence Halls – Students can report crimes to your Residence Advisor (RA) or to any member of the Residence Life Professional Staff
- American Campus Community (ACC) Properties – Students can report crimes to a Residence Advisor (RA) or to any member of the ACC Professional Staff.
- Faculty/Staff Advisor of a Student Group – Students can report crimes to their faculty advisor to their student group.

- Global Education Office or National Student Exchange Office – Students can report crimes to their exchange advisor or coordinator.

Anonymous, Confidential and Voluntary Reporting:

As part of our UNM process, we encourage all individuals to report crimes, however, when the victim or witness of a crime on the UNM Main Campus or UNM West/UNM Health Sciences Rio Rancho Campus elects to or is unable to make such a report to UNMPD or their respective law enforcement agency; but wants it included as a statistic in the ASFSR, that individual can voluntarily make a confidential report by using one of the following reporting avenues below:

Anonymous, Confidential and Voluntary Reporting Sites (A person who reports a Clery crime to a counselor will not have that information shared beyond the counselor, unless there is a health and safety issue that legally permits sharing beyond a counselor):

- Student Health and Counseling (SHAC) Phone Number: (505) 277-3136 Website: (<https://shac.unm.edu/counseling/index.html>) - Professional counselors with UNM's SHAC are not CSAs, so that crime reports made to counselors by UNM students are not disclosed by the counselor to UNMPD or the Clery Act Compliance Office for inclusion in the annual disclosure of crime statistics. However, professional counselors with SHAC are required, when informed about crimes involving students, to inform the student being counseled of the procedures for reporting crimes to law enforcement or for reporting crimes voluntarily and confidentially to a CSA office or to the Office of Equal Opportunity (OEO).
- Counseling and Referral Services (CARS) Phone Number: (505) 272-6868 Website (<https://cars.unm.edu>) - Professional counselors with UNM's CARS are not CSAs, so that crime reports made to counselors by staff or faculty are not disclosed to UNMPD for inclusion in the annual disclosure of crime statistics.

Anonymous, Confidential and Voluntary Statistical Reporting Only Sites (A person who voluntarily reports Clery crimes to one of the following areas, will only have de-identified information shared with the Clery Act Compliance Officer – meaning your name will not be reported, unless you would like it reported):

The following centers are designated advocacy and support sites for those students who have experienced all types of crimes or violence including sexual misconduct. Students who utilize these centers may talk with anonymity to individuals employed at these centers. However, these centers will report the nature, date of report and general location of the incident to the Clery Act Compliance Officer in UNM Compliance Office.

- **LGBTQ Resource Center** – Phone Number: (505)277-5428 Website: <https://lgbtqrc.unm.edu>
- **LoboRESPECT Advocacy Center** – Phone Number: (505)277-2911. Website: <https://loborespect.unm.edu/>
- **Women's Resource Center** – Phone Number (505)277-3716. Website: <https://women.unm.edu>

The following department is designated for faculty and staff who have experienced all types of crimes or violence, including sexual misconduct. Faculty and staff who utilize this department may talk with anonymity to individuals employed in this department. However, these centers will report the nature, date

of report and general location of the incident to the Clery Act Compliance Officer in the UNM Compliance Office.

- UNM Ombuds Office – Ombuds Services supplements existing compliance and formal reporting channels by offering a place where faculty and staff can talk privately about building communication and collaboration. They provide a variety of informal services to assist employees in preventing and/or resolving any workplace conflicts efficiently and effectively. They work with faculty and staff and their supervisors or coworkers. They listen respectfully and emphasize collaboration and fair consideration of all sides of an issue. Phone Number: (505) 277-2993 Website <http://ombudsforstaff.unm.edu/index.html>

Confidential and Voluntary On-Line or Telephone Reporting Sites (Should the information from one of the three on-line or telephone reporting sites have enough detail that it is a Clery reportable crime, then this de-identified information will be shared with the Clery Act Compliance Officer by UNMPD or via one of the investigative agencies that handles Ethics Points reports):

- UNMPD's Anonymous Tip or Incident Form by going to the following website: <https://police.unm.edu/default.aspx?MenuItemID=155&%20MenuGroup=Public+Home>
- UNMPD Phone Line – (505)277-2241 Individuals can make anonymous calls to this phone number, to report any type of crime
- Any member of the UNM community may also report an anonymous tip to UNMPD through the LoboGuardian Application on their smart phone, by going to the following site and downloading the application: <http://loboguardian.unm.edu/> Students will need to search and download the Rave Guardian app in the Apple App Store or the Google Play Store. Users can find more assistance for downloading this application through the following site: https://unm.custhelp.com/app/answers/detail/a_id/7313/kw/7313 (The above are the only three ways to make an anonymous report to UNMPD)
- EthicsPoint hotline by calling 1-888-899-6092 or by going to the UNM Compliance Hotline website at <https://secure.ethicspoint.com/domain/media/en/gui/42682/index.html>

.Not Reporting Crimes:

- Victims of crimes have the right not to report crimes to the local authorities or other departments, however UNM encourages all victims of crimes to accurately and promptly report the incident to one of the Advocacy Centers or to either SHAC if you are a student or to CARS if you are an employee of UNM. We encourage the UNM community to reach out to one of these areas, so that you can get the assistance you need, find out about the UNM resources available to you, and to understand more about the investigative process, should you elect to have the incident investigated.

Crimes that must be reported are:

- Murder and Non-negligent Manslaughter
- Negligent Manslaughter
- Sex Offenses (Rape, Fondling, Incest, Statutory Rape)
- Robbery
- Aggravated assault

- Burglary
- Motor Vehicle Theft
- Arson
- Liquor Law Arrests
- Liquor Law Referrals for Disciplinary Action
- Drug Law Arrests
- Drug Law Referrals for Disciplinary Action
- Weapons Violations
- Dating Violence
- Domestic Violence
- Stalking

All Hate Crimes noted by category of bias (race, gender, gender identity, religion, sexual orientation, ethnicity, national origin or disability), which include the following:

- Murder and Non-negligent Manslaughter
- Negligent Manslaughter
- Sex Offenses (Rape, Fondling, Incest, Statutory Rape)
- Robbery
- Aggravated assault
- Burglary
- Motor vehicle theft
- Arson
- Larceny – Theft
- Simple Assault
- Intimidation
- Destruction, Damage or Vandalism to Property

Reporting to and Overview of the UNM Police Department



UNMPD is open 24 hours a day, 365 days a year to respond to your needs. All UNMPD officers are required to meet state certification standards mandated by the New Mexico Department of Public Safety. The UNM Board of Regents (Section 29-5-2 NMSA 1978) commissions UNMPD officers. They have full power of peace officers on campus, including the authority to enforce all applicable laws, ordinances, and campus traffic regulations, and the authority to arrest. Officers are also cross-commissioned countywide by the Bernalillo County Sheriff. Commissioned county-wide means that UNMPD officers have jurisdiction both on and off campus and throughout the entire Bernalillo County area, however UNMPD and the Albuquerque Police Department (APD) have an agreement that UNMPD patrol all UNM leased or owned property on the UNM main

campus, while APD patrols other areas outside of the UNM Main Campus. UNMPD has interoperable radio communications and can talk to police, fire and UNM Hospital during emergencies.

UNMPD investigates complaints of on-campus criminal activity, working closely with the Bernalillo County Second Judicial District Attorney's Office to ensure effective prosecution. UNMPD is cross-commissioned within Bernalillo County and enforces state laws and regulations in the fraternity/sorority and student housing areas. In addition, UNMPD has written agreements with the APD and the Rio Rancho Police Department (RRPD) concerning law enforcement and criminal investigations on city and state property. By statute, New Mexico State Police already has jurisdiction to enforce state laws and has arrest authority within the entire state of New Mexico, which includes the UNM Main Campus and UNM West/UNM Health Sciences Rio Rancho.

UNMPD routinely works and communicates with APD, the Bernalillo County Sheriff's Office, RRPD, the Albuquerque Aviation Police Department, the New Mexico State Police, and a variety of federal agencies, both on-campus and in areas within close proximity to the campus. In fact, multiple police agencies routinely work large-scale special events, such as football games, on campus.

UNMPD encourages all faculty, staff, and students who are the victim of, or witness to, any crime on the UNM Main Campus to accurately and promptly report all crimes to UNMPD or to the appropriate police agencies, when the victim or witness of a crime elects to or is unable to make such a report to UNMPD. The UNM Community can also submit an anonymous tip to UNMPD through the following avenues:

- UNMPD's Anonymous Tip or Incident Form by going to the following website:
<https://police.unm.edu/default.aspx?MenuItemID=155&%20MenuGroup=Public+Home>
- UNMPD Phone Line – (505)277-2241. Individuals can make anonymous calls to this phone number, to report any type of crime

Any member of the UNM community may also report an anonymous tip to UNMPD through the LoboGuardian Application on their smart phone, by going to the following site and downloading the application: <http://loboguardian.unm.edu/> Students will need to search and download the Rave Guardian app in the Apple App Store or the Google Play Store. Users can find more assistance for downloading this application through the following site:
https://unm.custhelp.com/app/answers/detail/a_id/7313/kw/7313

In an emergency, you may dial 911 or 505-277-2241. The 911 system automatically traces the location of all calls, which enables officers to respond even when a caller cannot provide the location. When you dial 911 from a campus telephone, your call will be received by UNMPD. If you use a cell phone to dial 911, the call will be received by APD, but will be transferred to UNMPD if you have an on-campus emergency. Outside of the Albuquerque metro area, you will reach the appropriate law enforcement agency where the 911 system is utilized.

Special telephones providing emergency services for the deaf are placed at various locations on the UNM campus. UNMPD is equipped with a Telephone Device for the Deaf (TDD), at (505) 277-0888 for 24-hour service.

Blue Light Emergency telephones, which are direct lines to UNMPD Dispatch, are located throughout the UNM campus. You may use the emergency telephone by pressing the red button. UNMPD Dispatcher will answer the telephone promptly, and you will be able to relate the nature of your emergency. Also, a blue light over the telephone will flash for the duration of the call to assist emergency personnel in locating the caller. We ask that you call (505) 277-2241 to report non-emergencies. Emergency

telephones will not enable you to make calls other than directly to the Police Dispatcher as an EMERGENCY.

Crimes committed off the UNM Main Campus should be reported to the appropriate police agency (APD, Bernalillo County Sheriff's Department, etc.). Under New Mexico law, the original entry police report must be made available for review upon request by a member of the public. Supplemental police reports detailing the investigation, and including the names of the accused, and witnesses are not available for public inspection during the course of the police investigation. Following the closure of the police investigation, UNMPD maintains confidentiality of the information in the supplemental police reports to the extent allowed by law.

Daily Crime Log:

UNMPD maintain a Daily Crime Log of all reported by crimes reported by CSA's on the UNM Main Campus, which includes:

- Date and Time Crime Reported
- Incident Type
- Location of Incident
- Disposition

*The information in this log will not include any personal identifying information about the victim.

This information is public information and can be found on the following website:

<https://police.unm.edu/default.aspx?MenuItemID=127&MenuGroup=Public+Home>

Campus Security Overview – UNM West/UNM Health Sciences Rio Rancho Campus

The Sandoval Regional Medical Center security team is responsible for 24/7 patrol of the UNM West Building. Additionally, there are duress buttons located at appropriate locations for UNM West/UNM Health Sciences Rio Rancho Campus Staff to signal SRMC Security for assistance, if needed. The law enforcement agency that has arrest authority, jurisdiction and responds to UNM West/UNM Health Sciences Rio Rancho Campus is the RRPD, which does differ from UNM Main Campus. UNMPD does not have arrest authority at UNM West/UNM Health Sciences Rio Rancho Campus. UNM West/UNM Health Sciences Rio Rancho Campus students get the same training on safety prevention, as UNM Main Campus students do.

Off Campus Students and Student Organization Reporting of Crimes

There are no known UNM Student organizations that operate, own or control any off-site facilities. However, there are a number of recognized student groups at UNM. It is possible at some point during the year; that virtually all of the recognized student groups hold some type of meeting or event at an off-campus venue. Off-campus law enforcement, should it be needed, would fall to the police agency that has primary jurisdiction. In most cases, this would be the Albuquerque Police Department.

When a UNM student is involved in an off-campus offense, the law enforcement agency that has primary jurisdiction handles the case. UNMPD may assist with an off-campus investigation if asked to do so by the local, county, state or federal agency that has primary jurisdiction. APD does not routinely notify UNMPD of incidents that involve students who live within Albuquerque Police Department's jurisdiction.

Some UNM students live in off-campus apartments that are within close proximity to the campus. Albuquerque Police Department has primary jurisdiction in these areas. UNMPD responds to incidents that are close to the campus when requested to do so by the Albuquerque Police Department.

Emergency Notification Processes

UNM is required, as appropriate, to issue Emergency Notifications (Alerts) or Timely Warnings (Advisories) to comply with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act of 1998 (Clery Act). For more information, see [UAP 2745 \(“Clery Act Compliance”\)](#). Current processes are being reviewed to add to the Emergency Control Policy.

Emergency Notification (Lobo Alert)

Emergency Notifications (Alerts) notify the campus community, including UNM West/UNM Health Sciences Rio Rancho Campus, of any significant emergency or dangerous situation occurring on campus that involves an immediate threat to the health or safety of students or employees. If UNMPD determines and verifies that a situation is an immediate threat to the health and safety of students or employees, it will without delay decide if an emergency notification is warranted and will craft a message that takes into account the safety of the UNM community and determine the content of the notification.

Once an emergency has been reported to UNMPD, the on-call UNMPD Command Staff individual will make the determination to activate an Emergency Notification (Lobo Alert). The on-call individual may use the assistance of the University Communications and Marketing Department (UCAM) in creating the wording of the message for the UNM community. This message will include safety precautions to take, where the problem exists and what areas to avoid to keep themselves safe. UNMPD in collaboration with first responders will make an assessment if only a segment (based on whether the range of the threat is isolated to a specific area of campus) of the campus needs to take action and that information will be included within the e-mail notification sent out to all individuals with at unm.edu e-mail address. The UNM Communications Director will notify, as appropriate, the local news media and inform the local community via UNM’s social media accounts.

UNMPD provides Emergency Notifications (Alerts) to the campus community via text messaging, email, UNM’s website, and, as appropriate, an audible siren system advising to shelter in place. UNM West/UNM Health Sciences Rio Rancho Campus will utilize the same process as UNM Main Campus to notify their respective campus of their emergency notifications, with the exception of the audible siren system. Emergencies should be reported to UNMPD or the RRPD for UNM West/UNM Health Sciences Rio Rancho Campus Students, by calling 911.

Some examples of Emergency Notifications (Alerts) are:

- Approaching extreme weather
- Hostile Threat
- Bomb threat
- Explosion, fire, or gas leak
- Serious health-related outbreak
- Riot
- Terrorist incident

Emergency Drills, Testing and Evacuation Procedures:

Emergency Management at the University of New Mexico and UNM West/UNM Health Sciences Rio Rancho Campus

UNM's Office of Emergency Management assists departments and campuses with developing, maintaining, and implementing emergency operations plans, developing and conducting exercises, hazard and risk education, and building partnerships with external response agencies. The Office of Emergency Management is responsible for assisting with and coordinating the University's overarching mitigation, preparedness, response, and recovery programs.

Each campus within the UNM system maintains an emergency management program. Within the context of these programs, each campus develops and distributes emergency response procedures to students and employees. These procedures are maintained and distributed in a variety of ways. Some campuses post the information in hallways and classrooms; others have this information available on their website. Pamphlets and brochures with emergency response information are available both on UNM main campus and UNM West/UNM Health Sciences Rio Rancho Campus through the campus's security or police department.

Drills, Exercises, and Training

To ensure the campus's emergency management plans remain current and actionable, the campuses conduct at least one exercise annually. These exercises include, but are not limited to tabletops, drills, functional, or full-scale. The campuses conduct after-action reviews of all emergency management exercises. The Office of Emergency Management works with each campus location to develop exercises and scenarios and schedules and coordinates these events with local, state, and federal response agencies as well as stakeholders.

In conjunction with at least one emergency management exercise each year, the campus will notify the appropriate campus community of the exercise and remind the community of the University's LoboAlert System and emergency response procedures.

Testing of the Emergency Notification (Alert) process occurs periodically, as follows:

- The UNM siren system, email, text, social media, and UNM webpages will be tested once every semester to test functionality.
- UNM will conduct an emergency exercise once every four years using alternating locations across campus, which will include first responders who would typically respond to emergencies.
- UNM will conduct tabletop exercises of emergency responses every year, with the exception of the year that the live exercise is implemented.
- UNM will evaluate these exercises upon their completion to understand their effectiveness and evaluate the goals of each test.

Enrollment for Lobo Alerts:

All faculty, staff and students are automatically enrolled into receiving Lobo Alerts. If a student did not provide a cell phone number on their application or changes their cell phone number and would like to receive the text message alerts, they can update their information by going to <https://loboalerts.unm.edu/>

Community members can sign up for Lobo Alerts by going to:
<https://www.getrave.com/login/unmcommunity>

Timely Warning Processes

When a Clery Act crime is committed within UNM's Clery geography, including UNM West/UNM Health Sciences Rio Rancho Campus, and the situation poses a serious or continuing threat, the Emergency Manager or UNMPD will issue a Timely Warning (Advisory) to promote safety and aid in the prevention of similar crimes on campus. The Timely Warning (Advisory) should include appropriate information as soon as it becomes available, such as location, crime, description of subject (if known), and any other pertinent details. Additional updates may be issued as the situation evolves.

To require a Clery Act Timely Warning (Advisory), an incident must:

- Involve a Clery Act crime;
- Occur within the Clery Geography, which includes:
 - On-campus (buildings on the UNM Main Campus);
 - Non-campus (buildings not reasonably contiguous to the UNM Main Campus, but are leased or owned by UNM); and,
 - Public property (public property that is immediately adjacent to the UNM Main Campus).
- Be reported to a campus security authority or local police authority; and,
- Represent a serious or continuing threat to the students and employees on campus. An example would be that the alleged suspect(s) of a Clery related a crime who may still be on campus and has not been apprehended, could potentially pose a serious and continued threat to UNM.

The determination of a "serious or continuing threat" is made by the on-call Command Staff individual at UNMPD. Once the determination of a serious and continued threat has been made, the on-call Command Staff individual will activate the Timely Warning (Lobo Advisory) and may use the assistance of UCAM in crafting the wording of the message for the UNM community.

A decision as to whether to issue a timely warning and to what segment of the UNM community to advise, will be made on a case-by-case basis in light of all the facts surrounding a crime, including:

- The location of the crime
- The seriousness or violent nature of the crime
- Whether there is still a continued threat to the UNM community
- The nature of the threat, whether it is a general or specified threat

The Timely Warning will be sent out via the UNM Lobo Alert system, which includes an initial text alert sent out to all members of campus, who have not opted out of receiving the text, followed up by an e-mail notification to all individuals who have a unmc.edu e-mail address or members of the community who have signed up through the community site. The UNM Communications Director will notify, as appropriate, the local news media and social media to inform the community outside of UNM.

A Timely Warning (Advisory) might not be issued if it could compromise the apprehension of a suspect.

Emergency and Timely Warning Communication Avenues

UNM will use the following methods for providing Emergency Notification (Alert) and Timely Warning (Advisory) notices:

- UNM E-Mail: To provide faculty, staff, and students with Emergency Notifications (Alerts) and Timely Warnings (Advisories)
- UNM Web Page: To provide information about Emergency Notifications (Alerts) and Timely Warnings (Advisories)
- Lobo Alerts (an emergency texting system): To provide information about Emergency Notifications (Alerts) and Timely Warnings (Advisories); all UNM employees and students are automatically enrolled in this system
- UNM Sirens (strategically placed warning sirens): To warn the campus community of a current or impending emergency situation; community members should shelter in place and look for further information through Lobo Alerts, UNM E-mail, or the UNM Web Page

Security and Access to the UNM Main Campus:



We strive to make our campus safe by limiting access to buildings after hours. Classroom and other nonresidential buildings on campus are generally open during regular business hours, when class is in session and for special events. Access to these buildings afterhours; is only granted to those with key or card access to the respective building. Persons authorized to remain in the building after closing time are required to have proper identification at all times. Police and security personnel conduct frequent internal and external checks of all buildings on campus.

The UNM Residence Halls (Alvarado, Coronado, Hokona, Laguna/DeVargas, Lobo Rainforest, Redondo Village Apartment and Santa Clara) and the American Campus Community Residence Hall (Casa Del Rio) have key fob access to their respective residence halls. The UNM Residence Hall (Student Residence Center Apartments –SRC) has key access to their perimeter doors, with key fob access to their

individual rooms. Additionally, the UNM Residence Halls have student security staff, who monitor the perimeter doors of the residence halls and the parking lot areas of the residence halls. The student security staff are also in direct radio contact with UNMPD. Student security staff are also available to escorts students within the residence hall area of campus.

Access to UNM's American Campus Communities Residence Hall (Lobo Village) is done through an access gate for vehicles and key fob access for resident's apartments. Lobo Village uses a third-party security company where they have security in place at the gate and roaming security from 10 p.m. to 6 a.m.

Entry to Student Family Housing is controlled by code access through an electronic gate. Security guards are on duty during the evening hours to protect the safety and security of the complex and residents. Apartments are accessed via key access to each unit.

UNM maintains seven residence hall complexes on campus. Residence Hall perimeter doors are secured and entry is controlled by key fob access or by keys. Each complex has evening on-duty staff to respond to resident needs and the Student Residence Center (SRC) Desk is open 24 hours, seven days a week and serves as a service and emergency contact point for residents.

Resident Advisors are available in each unit to assist students. Students living in the residence halls are briefed on UNM Residence Hall policies, fire safety information and on crime prevention techniques at orientation/floor meeting held for residents at the start of each semester. Further information may be obtained from the Residence Hall Handbook:

http://issuu.com/unmhousing/docs/residence_hall_handbook_2015

UNM is concerned about the safety/security considerations and maintenance of their campus facilities. Each fall semester UNM performs a Safety Walk, where students, faculty, and staff members evaluate the lighting and other safety hazards around the UNM Main Campus. Results of this walk are submitted to the appropriate offices on our campus, so that these offices can work to rectify the issue.

Key UNM personnel, including UNMPD, are represented on committees that plan new buildings and the security utilized in the planning of those buildings for both UNM Main and UNM West/UNM Health Sciences Rio Rancho Campus. The UNM Facilities Management Department routinely evaluates the maintenance and safety of its buildings periodically throughout the year. Additionally, the UNM Facilities Management Department will respond to safety and security hazards, such as broken windows or lighting concerns. To make a service request, UNM faculty, staff or students can make this request by submitting the request to:

<https://iservicedesk.unm.edu/home.html>

Security and Access of Campus Facilities to UNM West/UNM Health Sciences Rio Rancho Campus

UNM West/UNM Health Sciences Rio Rancho Campus is open to students and guests between 8 a.m. and 9:30 p.m. Monday-Friday, and is closed on Saturdays and Sundays. Building hours occasionally vary and are based on the course schedule for the current term. Sandoval Regional Medical Center (SRMC), security staff provide regular patrols for UNM West/UNM Health Sciences Rio Rancho Campus.

A student who experiences sexual violence or misconduct on the UNM West/UNM Health Sciences Rio Rancho Campus or off-campus in Rio Rancho should contact the Rio Rancho Police Department at (505)

891-7226. If it is an emergency, dial 911. UNM West/UNM Health Sciences Rio Rancho Campus strongly encourages individuals who have experienced sexual violence or misconduct to report the incident to law enforcement. Students may contact the UNM Main Campus Office of Equal Opportunity at (505) 277-5251 to report an assault for administrative action or for assistance in contacting law enforcement authorities in order to report an assault.

A student seeking assistance with changes to their academic situation due to experiencing sexual violence or misconduct should contact the UNM Dean of Students Office at (505)277-3361. The UNM Dean of Students Office is also responsible for administering the Student and Visitor Codes of Conduct.

Procedures to follow if a crime of Sexual Assault, Domestic Violence, Dating Violence or Stalking (Sexual Misconduct) has occurred

The following information can be obtained in writing from the LoboRESPECT Advocacy Center and through the UNM Sexual Misconduct and Assault Response Team (SMART). Additionally, the LoboRESPECT Advocacy Center will assist students through these processes, should they wish to have the assistance.

First Steps to Consider:

- **Get to a safe place**
- **Preserve all physical evidence of the assault, even if you are unsure whether you want to report the crime.**
 - Don't shower or wash clothing
 - Save all text messages, emails, social media postings (taking screenshots can be helpful) or anything else that might relate to the assault, or that might be helpful later in reconstructing a timeline of events.
 - Write down the names of people who might have seen you immediately before or after, as it is easy to forget names or locations.
 - Even if you do not want to participate in the investigative process now, you might later change your mind, so it is helpful to preserve as much information as possible. This also may be helpful in obtaining a restraining order.
- **Obtain a forensic exam**
 - UNMPD or the local police authority can provide transportation, even if you do not want to file a police report!
- **Go to a nearby hospital or medical center for medical attention**
- **Call a trusted friend, family member, or someone else who can provide emotional support.**
- **Contact a resource center to help you navigate your options**
- **Contact a University Survivor Advocate**

For help 24 hours a day, contact the LoboRESPECT Advocacy Center / (505) 277-2911

Getting Medical Attention:

- **Albuquerque Sexual Assault Nurse Examiner (SANE)**

- Off Campus. Located at 625 Silver Ave SW, Albuquerque, NM
- (505)884-SANE (7263) (24-hr dispatch)
- 24-hour free medical and forensic exams by trained nurses; emergency contraception; treatment for sexually transmitted infection; evidence collection; forensic photography; follow-up services. UNMPD can provide transportation, even if you do not want to file a police report! *SANE may be able to collect evidence within 5 days of an assault.*

Reporting the Sexual Misconduct (Including Dating Violence, Domestic Violence and Stalking)

Although the University strongly encourages all members of the community (faculty, staff and students) to immediately report sexual misconduct to law enforcement, you have a choice to make such a report, or you can decline to involve the police. Whether or not anonymity is requested, information about sexual violence and misconduct will be treated privately and **only** be shared on a need-to-know basis, and as authorized under University policy and applicable federal and state law. However, should you wish to report an incident of Sexual Misconduct, you can review the following chart.

REPORTING INCIDENTS OF CRIMES OF VIOLENCE INCLUDING SEXUAL MISCONDUCT	
<p>Criminal Reporting Options (Should you wish to pursue this incident criminally)</p> <p>If the incident occurred on the UNM Main Campus, contact UNMPD – or your Rio Rancho Police Department (505) 891-7226 should the incident have occurred off campus or UNM West/UNM Health Sciences Rio Rancho Campus</p> <ul style="list-style-type: none"> • UNMPD can be called 24 hours a day/365 a year by calling (505)277-2241 • You can also make an anonymous report online , if desired • You may decline to notify law enforcement authorities 	<p>Administrative/Disciplinary Reporting Option (Should you wish to pursue administrative/disciplinary complaint)</p> <p>Contact the Office of Equal Opportunity (OEO) at (505)277-5251 or by e-mail at oeounm.edu</p> <ul style="list-style-type: none"> • OEO only investigates incidents and does not sanction • You may decline to notify OEO
<p>Anonymous Reporting and Advocacy Options (If you are unsure you would like to pursue this administratively or criminally and want to find out your options). These resources can help you to do the following:</p> <ul style="list-style-type: none"> • LoboRESPECT Advocacy Center: (505) 277-2911 (All UNM Students) • LGBTQ Resource Center: (505) 277-5428 (All UNM Students) • Women’s Resource Center (WRC): (505) 277-3716 (All UNM Students) • UNM Ombuds Services: (505) 277-2993 (All UNM Faculty and Staff) 	<p>Counseling and Medical Reporting Options (For medical assistance, counseling and examinations):</p> <ul style="list-style-type: none"> • Counseling and Referral Services (CARS) (505)272-6868 (Counseling for Faculty and Staff) • Sexual Assault Nurse Examiner: (505)884-7263 (Examinations for cases of Sexual Violence for the entire UNM Community) • Student Health and Counseling: (505) 277-3136 (Counseling for Students)

Protective and Supportive Measures:

There is detailed information that a person can find by going to the LoboRESPECT Advocacy Center, which is located at [LoboRESPECT Advocacy Center](#), the supportive measures handout can be found at <https://loborespect.unm.edu/support/supportive-measures.pdf> Please see appendix A for UNM's Protective and Supportive Measure information for students.

Faculty, Student and Staff Supportive Measures

Supportive measures, including accommodations, will be provided in writing to the complainant, regardless as to whether the complainant chooses to report the crime to UNMPD or local law enforcement or otherwise make a report to the University (OEO or Dean of Students). UNM will also maintain as confidential, any accommodations or supportive measures provided to the complainant, to the extent that maintaining such confidentiality would not impair the ability of the institution to provide accommodations or supportive measures. As a matter of practice, the advocacy centers or Office of Equal Opportunity will provide written notification via e-mail to students and employees about existing counseling, health, mental health, victim advocacy, legal assistance, visa and immigration assistance, student financial aid and other services available to parties bringing forward a concern and to respondents, both within and outside the UNM community.

The LoboRESPECT Advocacy Center, with the assistance of Dean of Students Office and guidance from the Title IX Coordinator has the authority to implement interim safety measures for students, as an administrative investigation is underway to ensure the safety of the campus community as a whole. The LoboRESPECT Advocacy Center and the Dean of Students Office will determine the necessity for and scope of any Interim Safety Measure prior to the completion of the University's investigation. During Interim Safety Measures, the University will do its best to continue to allow involved students to obtain access to their education with as minimal interference as possible. Supportive measures are designed to protect the educational experience and safety of all involved, as well as the greater UNM Community. UNM will maintain the confidentiality of these supportive measures, as required by law. Protective and supportive measures may be temporary or permanent in nature.

Such measures may include:

Students can seek supportive measures at any point after an allegation, by contacting the:

LoboRESPECT Advocacy Center (505) 277-2911, the Dean of Students Office (505) 277-3361 or to the Title IX Office (505) 277-5251
<ul style="list-style-type: none"> • <u>Assistance in communicating with law enforcement and/or administrative investigative resources on campus</u>
<ul style="list-style-type: none"> • <u>Assistance in accessing counseling or health care resource both on the UNM Campus and in the community</u>
<ul style="list-style-type: none"> • Academic accommodations, which may include working with professors regarding completion of coursework and with absences

<ul style="list-style-type: none"> • Course accommodations, which may include changing course sections to eliminate/limit interactions between affected parties or complete withdraws should a student wish to separate from the university
<ul style="list-style-type: none"> • Assistance with working with Financial Aid and Scholarships to help the student continue their financial assistance at UNM
<ul style="list-style-type: none"> • Assistance with on campus housing, such as temporary or permanent room relocation for either affected party, navigation of housing contracts and other potential housing needs
<ul style="list-style-type: none"> • Assistance with communicating with supervisors for on campus jobs, regarding work schedules and absences from work
<ul style="list-style-type: none"> • Assistance in creating safety strategies for the student
<ul style="list-style-type: none"> • Assistance with visa or immigration status, should there be a potential for impact on those statuses
<ul style="list-style-type: none"> • Assistance in modifying parking on campus
<ul style="list-style-type: none"> • Potential to impose Interim Suspensions on students or employees, who are respondents
<ul style="list-style-type: none"> • Assistance with <u>no-contact directives</u>, which means students, can request to have another person not contact them directly or through other avenues. Students may also work with UNM Campus Police, should they elect to have a restraining order put into place, in addition to the no-contact directive. Should students wish to not work with UNM Police, they can work with any of our advocacy centers for direction on how to request a restraining order. Violations of no-contact directives are handled by the Dean of Students Office, while violations are restraining orders are handled by UNMPD.

UNM is currently working to expand their services for supportive measures, but they can seek supportive measures at any point after an allegation, through either:

<p><u>Counseling and Referral Services</u> (CARS) (505) 272-6868 http://cars.unm.edu</p>
<ul style="list-style-type: none"> • Provides a safe and confidential setting in which clients may freely discuss concerns to promote emotional healing.
<ul style="list-style-type: none"> • Will assist in developing Safety Plan options for staff
<ul style="list-style-type: none"> • Offers assistance in identifying specific resources, University offices, and/or policies for guidance in addressing the client's situation.
<ul style="list-style-type: none"> • Offers assistance in developing options for reporting alleged violations of law or policy to appropriate personnel.
<p>UNM Ombuds Services: (505) 277-2993 https://ombudsforstaff.unm.edu</p>
<ul style="list-style-type: none"> • Offers confidential, neutral, informal, and independent assistance in the form of one-on-one visits in which an ombuds listens, without judgment, in order to help a visitor gain deeper

understanding of his or her situation and options. While an ombuds may listen and provide a visitor with information, the visitor is solely responsible for deciding what actions to take.
<ul style="list-style-type: none"> • Offers assistance in identifying specific resources, University offices, and/or policies for guidance in addressing the visitor's situation. This includes, direction on how to obtain a <u>no-contact directive</u>, which means students, can request to have another person not contact them directly or through other avenues.
<ul style="list-style-type: none"> • Offers assistance in developing options for reporting alleged violations of law or policy to appropriate personnel.

Investigative and Disciplinary Procedures:

The UNM Office of Equal Opportunity (OEO) has the responsibility of investigating all matters of Sexual Misconduct, (including, sexual harassment, domestic violence, dating violence and stalking) for faculty, staff and students. OEO's Discrimination Claims Procedure documents how the investigative process occurs, for sexual harassment, domestic violence, dating violence and stalking) claims for faculty, staff, students, and visitors, which is as follows:

Discrimination Claims Procedure – Office of Equal Opportunity

UNM is committed to creating and maintaining a community that is free from all forms of discrimination, including harassment, differential treatment, failure to accommodate, and retaliation because of participation in civil rights protected activity. The University has policies that prohibit all forms of discrimination and retaliation, and specifically prohibit all forms of sexual harassment, a form of gender discrimination that is prohibited by state and federal law (including, but not limited to Title IX of the Education Amendments of 1972). The prohibition includes sexual violence, which is considered a severe form of sexual harassment.

The University of New Mexico is committed to providing equal access to educational and employment opportunities for all individuals. The university considers the following protected statuses:

The Office of Equal Opportunity (OEO) is the independent, impartial and neutral campus entity designated to ensure compliance with all University policies that apply to civil rights including investigations of any allegations of civil rights violations. When investigating an allegation of civil rights violations, the OEO acts as the finder of fact and will prepare an investigative report at the conclusion of the investigation as described below. The OEO has no sanctioning authority. If the OEO determines that a civil rights policy has been violated, the OEO will send the investigative report to the appropriate sanctioning authority as described in VII(D)(10)(i). The OEO reports directly to the UNM President's office to maintain optimal independence and impartiality.

1 Title VII of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, religion, sex (gender), color, or national origin. The Pregnancy Discrimination Act (PDA) is an amendment to Title VII of the Civil Rights Act of 1964. Discrimination on the basis of pregnancy, childbirth, or related medical conditions constitutes unlawful sex discrimination under Title VII. Title IX of the Educational Amendments of 1972 prohibits discrimination on the basis of sex (gender) in any educational program or activity receiving federal financial assistance. Both Section 503 / 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 prohibit discrimination against qualified individuals with disabilities. Title IV of the Civil Rights Act of 1964 prohibits discrimination on the basis of sex in public schools and colleges. The New Mexico Human Rights Act of 1978 and its amendments prohibit discrimination in employment on the basis of race, age, religion, national origin, sexual orientation, gender identity, spousal affiliation, ancestry, sex, physical or mental disability and serious medical condition. The Age Discrimination in Employment Act of 1974 (as amended in 1986) abolished mandatory retirement based on age and prohibits discrimination in

employment against individuals age 40 and above. Title VI of the Civil Rights Act of 1964 prohibits discrimination in student programs on the basis of race, color, and national origin. The Equal Pay Act of 1983 prohibits discrimination in salary and wages on the basis of sex (gender). The Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) is a federal law that establishes rights and responsibilities for uniformed service members and their civilian employers. Vietnam Era Veterans' Readjustment Assistance Act, as amended (VEVRAA) at 41 CFR Part 60-300. VEVRAA prohibits federal contractors and subcontractors from discriminating in employment against protected veterans, and requires employers to take affirmative action to recruit, hire, promote, and retain these veterans.

The OEO staff will treat you with respect and will approach your case impartially and equitably. In fulfilling its dual tasks of educating and providing public service, the University shall demonstrate leadership in remedying discrimination and providing equal opportunities in employment and education. OEO, acting under the authority of UNM policies 2200(8), 2720, 2730, 2740, 2750, 2310, 2215, 3110, 3210, 3790 and Board of Regents Policy 2.3, may take necessary action to prevent, correct, and educate in relation to behavior that violates University civil rights policies or impacts the educational or employment environment. Leadership in the Office of Equal Opportunity includes the Director of OEO and ADA Coordinator, the Title IX Coordinator, and the Clery Act Compliance Officer.

This Claims Procedure is the methodology employed by OEO when processing complaints that allege violations of University policy. Some of the complaints that may be brought under this procedure may also contain allegations that qualify as alleged violations of criminal statutes. As stated above, OEO only processes alleged policy violations; it does not process alleged crimes. All persons who believe they have been the victim of a crime may report such crime to law enforcement at any time.

DEFINITIONS

- Good Cause - adequate or substantial grounds or reason to take a certain action.
- Preponderance of the evidence – the relevant evidence gathered during an administrative investigation that demonstrates that it is more likely than not that a policy violation occurred.
- Evidence – Evidence consists but of, but is not limited to, eyewitness statements, photos, video, security video, audio recordings, social media, emails, texts, cellular records, police reports, and any other information that would assist the investigator in making a finding.
- Complainant – the person or persons filing a complaint with OEO.
- Respondent – the person or persons responding to a complaint filed with OEO.
- Witness – Any person who may have direct or indirect knowledge of the evidence in the case.
- Jurisdiction – a determination that the circumstances of a matter or allegations of a complaint are such that OEO is empowered by University policy to investigate or remedy those circumstances or allegations.
- Protected Status – a trait or association recognized by law or policy as protected against unlawful discrimination. The University recognizes the following as protected statuses: age, ancestry, color, ethnicity, gender identity, gender/sex, genetic information, medical condition, national origin, physical or mental disability, pregnancy, race, religion, sexual preference, spousal affiliation, and veteran status.
- COA – Confirmation of Allegations.
- COR – Confirmation of Response.
- PLOD – Preliminary Letter of Determination.
- FLOD – Final Letter of Determination.
- Closure Letter – Notice to the parties that the investigation file has been closed.

I. NOTIFICATION AND CORRESPONDENCE WITH OEO

OEO generally sends official notifications and other documentation to individuals via email to official University email addresses. Individuals may request that OEO use an alternative email address or a different method of contact, but unless and until this request is made, OEO will assume that its usual practice is acceptable, and will assume that all correspondence sent to individuals' University email addresses is received upon sending. Requests by an individual that OEO correspond with them via an email address other than their University email address must be made in writing via email to oeounm@unm.edu.

If an individual prefers to receive correspondence by mail, that preference and the individual's preferred mailing address must be specified in writing and delivered either by email to oeounm@unm.edu, or by mail to OEO's mailing address at 1 UNM, MSC05 3150, or by hand delivery to OEO during OEO's regular office hours at 609 Buena Vista Dr. NE.

All correspondence sent from OEO to an individual by email is deemed received by the recipient on the date the email is sent. All correspondence sent from OEO to an individual by mail is deemed received by the recipient three business days after the date of the postmark on the correspondence.

II. RETALIATION

It is the policy of the University of New Mexico to foster an environment where faculty, staff, and students may raise civil rights claims without fear of retaliation or reprisal. All members of the University community have a right to redress for perceived violations of their civil rights. It is contrary to state and federal civil rights laws and University policy 2200(8) to retaliate against any person for asserting his or her civil rights or reporting civil rights related misconduct including sexual misconduct. These rights include notifying the University of civil rights concerns, filing a claim of discrimination, and participating as a witness in an investigation or responding to allegations of civil rights violations. Retaliation or reprisal against any participant in an investigation will not be tolerated by this institution. Retaliation against a person who seeks assistance from OEO, or files a claim of discrimination (including harassment, sexual harassment and failure to accommodate), or participates in an OEO investigation is grounds for a subsequent civil rights claim. Additionally, any participant in an investigation who is found to have intentionally misdirected an investigation, whether by falsehood or omissions, may be subject to disciplinary action consistent with University policy.

III. REPORTING CONCERNS

All members of the University community, including those below, are encouraged to contact OEO if they observe, experience or encounter conduct they believe may be related to civil rights violations.

- UNM Students
- UNM Student Employees
- UNM Staff
- UNM Faculty
- UNM Applicants
- Visitors
- Former UNM Employees/Students

Any member of the University community may notify OEO of potential civil rights violations through any of the following means:

- by completing and submitting an OEO Intake Form,

- by email (oeounm@unm.edu), fax (505-277-1356), or mail (MSC05 3150) of a written document describing the concerns,
- via the UNM EthicsPoint Hotline Complaint Form,
- by appointment or walk-in at 609 Buena Vista Dr. NE, building 42 on the campus map.
- by telephone at 505-277-5251.

All complaints should include the following information:

1. The Complainant's name and preferred contact information; whether they are student, staff, faculty, applicant or a visitor to the University; and whether they are the individual whose civil rights have allegedly violated or are a person reporting on behalf of that person (3rd party complainant.)
2. The Respondent's name and contact information and whether the Respondent is staff, faculty, a student, or a visitor to the University.
3. The Complainant's protected status.
4. The civil rights category the Complainant believes the allegations qualify for (i.e. sexual violence or misconduct, discrimination, harassment, failure to accommodate, etc.).
5. The reasoning for the civil rights category identified and protected status.

Persons who submit complaints may be contacted by OEO to discuss the details of the concerns and may be asked for certain factual information, including dates, times, and location of the events at issue, and names and contact information for witnesses who may have information regarding the allegations in the complaint.

OEO may receive information related to potential civil rights violations that may not qualify as a civil rights policy violation but still warrant some action by the University. In these cases, OEO will determine what informal action to take. These actions could include:

- Meeting with the Respondent to ensure they are aware of University policies and expectations;
- Requesting the supervisor, faculty member, department chair, or other supervising official monitor the environment for inappropriate behavior,
- Conduct an educational conference (as described below),
- Conduct training for a specific department or other informal means of resolution as determined by OEO.

IV. TIMEFRAME

Individuals who believe their civil rights have been violated at the university should file a complaint within 180 calendar days from the most recent alleged discriminatory incident. This time frame may be extended due to the severity of the allegations (such as sexual violence) as determined by OEO.

V. JURISDICTION

OEO reviews complaints of discrimination brought by the University community to determine whether OEO is authorized to investigate the complaints. To make this determination, OEO may interview the Complainant about the allegations and discuss which of the three (3) available procedural options described below the Complainant would prefer to pursue. Mediation which is not conducted by the OEO, has been listed as a fourth procedural option and but in some circumstances may be utilized as a resolution to a civil rights concern, or in addition to one of the procedural options offered by OEO. If the

Complainant submits concerns via mail, email or other electronic format, OEO will meet with the Complainant to gather the relevant facts. OEO reviews the information and makes a determination as to whether OEO has jurisdiction over:

1. The parties involved. OEO investigates policy violations. Therefore, the policy alleged to have been violated must apply to at least one of the persons involved in the issue raised with OEO.
2. The subject matter of the allegations underlying the complaint. OEO has jurisdiction to investigate alleged policy violations regarding civil rights. In order for OEO to have jurisdiction to investigate allegations in a complaint, the allegations must qualify on their face as a violation of one or more of the University's civil rights policies. If the allegations in the complaint do not allege that one of the University's civil rights policies have been violated, then OEO may not be able to accept jurisdiction. As noted above, OEO may take informal action related to allegations that do not, as alleged, violate university policy and therefore, the university and OEO encourage everyone who has any concerns related to civil rights to bring their concerns to OEO.

OEO must have jurisdiction over at least one of the parties involved and the subject matter of the allegations underlying the complaint in order to investigate. Nevertheless, even if it determines that it has such jurisdiction, neither an investigation nor the outcome of an investigation is guaranteed. Rather, OEO reserves the right to determine what action it will take to ensure the University's compliance with civil rights policy and state and federal regulations that relate to civil rights.

OEO will notify the Complainant within five (5) business days (barring documented extenuating circumstances) of one of the following:

1. OEO has jurisdiction over the allegations.
2. OEO needs more information in order to determine jurisdiction. If the complaint lacks specificity to determine jurisdiction, OEO will seek additional information or clarification from the Complainant. If additional information or a request for extension is not provided within five (5) business days of OEO's request, OEO will close the case for lack of jurisdiction.
3. OEO has determined that it does not have jurisdiction over the concerns. If OEO
4. determines it lacks jurisdiction, it may take any or all of the following actions:
 - a. close the inquiry;
 - b. refer the case to the appropriate campus resource for issues not related to civil rights; and/or
 - c. take informal action as determined by OEO to stop potentially harassing, discriminatory, or retaliatory behavior, or any other informal action intended to mitigate circumstances that, if continued, may qualify as a policy violation, including a hostile work or learning environment. OEO may partner with other University departments, as appropriate, to mitigate these concerns through educational or other informal measures.

VI. ACCEPTED JURISDICTION

If OEO accepts jurisdiction of allegations of a civil rights policy violation, OEO then notifies Complainant and Respondent that a complaint has been accepted as jurisdictional, and provides the parties the name and title of the individual assigned to process the allegations.

Upon acceptance of jurisdiction, the investigator attempts to schedule a meeting with the Complainant, if a face-to-face meeting has not already occurred. During this meeting the investigator and Complainant discuss the three (3) procedural options described below and determine which one the Complainant

prefers to pursue. Mediation which is not conducted by the OEO, has been listed as a fourth procedural option and but in some circumstances may be utilized as a resolution to a civil rights concern, or in addition to one of the procedural options offered by OEO. OEO takes procedural preference into account but reserves the right to determine the option it will employ to address any concerns. Such a determination will be made based on the circumstances presented, including the nature and severity of the concerns alleged and whether the alleged behavior creates or may create a hostile educational or working environment for the Complainant and/or others on campus.

VII. PROCEDURAL OPTIONS

A. Withdraw the complaint

A Complainant may elect to withdraw his or her complaint at any time after bringing concerns to OEO. If Complainant chooses to withdraw the complaint, Complainant will be asked to sign a statement verifying this decision. If OEO receives notice of allegations and Complainant does not respond to OEO or chooses not to participate, OEO generally considers this as Complainant effectively withdrawing the complaint even without a signed statement. However, even if a Complainant withdraws his or her complaint, OEO reserves the right to continue its inquiry into the concerns independent of the Complainant in order to ensure compliance with University policy and related state and federal regulations. OEO will notify the Complainant within five (5) business days if any further action will be taken regarding their complaint. OEO may take informal or formal actions as deemed appropriate to ensure a working and learning environment free from harassment and discrimination.

B. Educational Conference

An educational conference, when selected by Complainant or deemed appropriate by OEO, is a path designed to eliminate the alleged conduct, prevent its recurrence, and remedy its effects in a manner that ensures compliance and the safety and welfare of the campus community. The purpose of an educational conference is to inform Respondents that allegations have been made against them and to make them aware of University policies and expectations of behavior. This is an informal process where an investigation is not conducted and the allegations in the complaint are therefore neither corroborated nor contested. An educational conference is not disciplinary in nature.

Examples of educational conferences include, but are not limited to:

- Meet with Respondent to discuss the allegations and University policy;
- Meet with Respondent and with Respondent's supervisor separately if the allegations regard a work environment;
- Meet with Respondent and supervisor or other authority figure together; or
- Provide training or engage in other collaborative processes as deemed appropriate by OEO. The type of educational conference is selected by OEO after discussion with the complainant.

Once the type of educational conference is determined, OEO notifies Respondent of the alleged conduct at issue. If requested, OEO may attempt to maintain the anonymity of Complainant; however, the effectiveness of an education conference may be diminished if a Complainant chooses to remain anonymous. In addition, complete anonymity may be impossible, as a Respondent may be able to identify a Complainant based on the specific concerns raised.

After the educational conference, OEO sends follow-up correspondence to Respondent, and/or to Respondent's supervisor or other authority figure, documenting what action was taken by OEO. OEO

notifies Complainant of the action taken and follows up with Complainant regarding the complainant's initial concerns in approximately three (3) months, to ensure they have been eliminated.

As with all procedural options, OEO reserves the right to determine the option it will employ in order to ensure compliance with University policy and related law and regulations. Educational conferences may not be appropriate for all forms of conduct prohibited by University civil rights policies. Educational conferences are not an available procedural option when OEO determines that an informal process is not appropriate based on the severity of allegations pursuant to Administrative Policies 2720, 2200 and 2740.

C. Mediation

OEO encourages parties to use Ombuds Faculty and Staff services at any point to develop options for resolutions and communication between the parties. Mediation may alleviate the need for a formal investigation or educational conference or may be utilized concurrently. Mediation is not an available procedural option when OEO determines that an informal process is not appropriate based on the severity of allegations pursuant to Administrative Policies 2720, 2730, 2200 and 2740.

D. Formal Investigation

Please see Addendum 1 for an abbreviated checklist of the formal investigation process that is described in detail in this section.

A Complainant may request that OEO conduct a formal investigation into alleged civil rights policy violation(s). OEO may also determine that a formal investigation is warranted regardless of Complainant's election or participation. Please note that if the Complainant elects not to pursue an investigation or does not participate in OEO's investigation OEO may still conduct a formal investigation into the alleged civil rights policy violation(s) regardless of Complainant's election or non-participation, if OEO determines that it is necessary to prevent the recurrence of the conduct and/or remedy its effects. If OEO determines that it must investigate regardless of Complainant's election or non-participation, OEO will notify Complainant of the reasons for this determination.

Because it is empowered to investigate only those allegations of civil rights policy violations within its jurisdiction as provided by University policy, OEO reserves the right to determine whether to conduct a formal investigation as well as the specific allegations it will investigate and the manner in which it will conduct that investigation if an investigation is conducted.

1. **Formal investigation process overview**

The formal investigation is a neutral evidence gathering process during which OEO gathers evidence from Complainant and Respondent, any witnesses they identify, any witnesses OEO identifies, and from any other source with relevant information that OEO determines may be useful or relevant to the investigation. Both Complainant and Respondent are encouraged to provide any and all evidence and witnesses they deem relevant to their case and should consider submitting evidence that is described in the definition section above. At the completion of the investigation, based on the relevant evidence gathered and in consideration of the totality of circumstances, OEO determines whether the University civil rights policies that Complainant alleges to have been violated by Respondent have in fact been violated. The terminology used to identify OEO's determination is POLICY VIOLATION or NO POLICY VIOLATION.

In making a determination whether a civil rights policy has been violated, OEO uses a Preponderance of the Evidence Standard. This means that a violation is deemed to have occurred when the evidence

gathered during OEO's investigation supports the conclusion that the UNM civil rights policies under investigation "more likely than not" was violated.

2. General statement regarding timelines for formal investigations

Investigations of civil rights policy violations typically take approximately 60 business days to complete, but may take additional time dependent upon on the complexity of the particular claim and other extenuating circumstances. When there are factors that extend this time frame, both Complainant and Respondent are notified of the extension and OEO documents the reasons for the extension. Similarly, when circumstances dictate that any of the timelines specifically identified herein be extended, OEO notifies both Complainant and Respondent and documents the reasons for the extension.

Should Complainant or Respondent require a limited extension of any time limits applying to them as stated herein, they should submit a request as soon as they learn of the need for an extension and state the reason for the request. If good cause for an extension is provided, OEO may grant the request. If a request is granted, OEO will notify Complainant and Respondent of the length of the extension and the reason provided for the extension.

3. The complaint

OEO investigates complaints of violations of University civil rights policy. In this context, the term "complaint" means a perfected statement of allegations that one or more University civil rights policies were violated. A statement of allegations is considered perfected when Complainant fully and finally verifies the specific civil rights allegations and issues Complainant wants OEO to investigate, by signing and returning the Confirmation of Allegations Letter drafted by OEO that contains a recitation of those allegations.

The 60-day investigation timeline referred to above does not begin until the Complainant's statement of allegations has been perfected and signed as described above.

4. Modification of the formal investigation process

This procedure may be modified in cases of severe allegations, such as sexual assault, that may potentially impact the environment or safety of members of the campus community. These modifications could include interviewing Respondent prior to Complainant perfecting the complaint or having signed the confirmation letter or interviewing witnesses or gathering evidence prior to meeting with Complainant or Respondent.

5. Complainant Meeting

Typically, as part of the formal investigation, OEO engages in an interview process with Complainant so that they can identify the specific allegations of civil rights policy violation(s) that Complainant wishes OEO to investigate. This interview process may consist of multiple meetings as needed.

During the interview, OEO will describe the investigative process, the rights and responsibilities of the parties and the University's policy prohibiting retaliation. During this process, Complainant may bring any support person they wish, within reason. OEO can also arrange for an advocate from one of the University's advocacy resources to be present to support Complainant during the OEO meeting(s), if requested.

When the interview process is complete and the specific allegations of civil rights policy violation(s) have been identified for investigation, OEO drafts and sends a Confirmation of Allegations Letter (COA) to

Complainant within ten (10) business days after completing the interview process. The COA contains a recitation of the specific allegations that Complainant asked OEO to investigate.

Complainant has the opportunity to review the allegations identified in the COA and verify that that statement of allegations is an accurate statement of the allegations Complainant desires OEO investigate. This is verified by Complainant signing and returning the COA within five (5) business days of the date Complainant receives the COA.

If, upon review, Complainant wishes to edit or make additions to the statement of allegations, Complainant must notify OEO within five (5) business days of receipt of the COA. If revisions are made to the COA, OEO will revise the document and return it to the Complainant for verification signature within five (5) business days of OEO receiving notification of the needed revisions. OEO will include and factual revisions or additions, however, retains the authority to ensure that the COA contains relevant facts that establishes jurisdictional elements. Complainant has two (2) business days from receipt of the revised COA to sign and return the COA to OEO.

If Complainant does not return the COA or respond to OEO communication, OEO accepts this as the Complainant withdrawing the complaint. However, OEO continues to reserve the right to take any action it deems necessary to ensure a working and learning environment free from harassment and discrimination.

6. Respondent Meeting

If a formal investigation is elected, OEO schedules a meeting with Respondent. During this meeting, OEO describes the investigation process, the rights and responsibilities of all parties, and the University's policy prohibiting retaliation. During this meeting, Respondent may bring any support person they wish, within reason. OEO can also arrange for an advocate from one of the University's advocacy resources to be present to support the Respondent during the OEO meeting(s), if requested.

At the initial meeting, OEO notifies Respondent of the nature and scope of Complainant's allegations and the University policies Complainant alleges Respondent violated, and give Respondent the opportunity to provide a statement and answer questions in response to those allegations. More than one meeting may be needed in order for OEO to fully develop the response.

When the interview process is complete and the specific response has been provided by Respondent, OEO drafts and sends a Confirmation of Response (COR) to Respondent within ten (10) business days after completing the interview process, with a recitation of Respondent's response to the allegations Complainant identified for investigation. Once received, Respondent has the opportunity to review the response statement in the COR and verify that it is accurate. Verification is accomplished by Respondent signing and returning the COR Letter.

If, upon review, the Respondent wishes to edit or make additions to the confirmation of response, Respondent must notify OEO within five (5) business days of receipt of the COR. If revisions are made to the COR, OEO revises the document as instructed by Respondent and returns it to Respondent for verification signature within five (5) business days of OEO receiving notification of the needed revisions. OEO will include and factual revisions or additions, however, retains the authority to ensure that the COR contains relevant facts that establishes jurisdictional elements. Respondent has two (2) business days from receipt of the revised COR to sign and return the COR to OEO.

If Respondent does not return the COR or respond to OEO communication, OEO moves forward with its investigation, even if it does not have Respondent's response to the allegations or other input from the Respondent.

OEO will conduct independent Complainant and Respondent meetings, but will attempt to conduct them as close in time as possible.

7. Evidence Gathering

As part of its formal investigation, OEO gathers information it deems pertinent to the investigation. Complainant and Respondent may submit any documentation they believe should be considered, and may identify any witnesses they believe should be interviewed. Complainant and Respondent should submit any evidentiary items that are listed in the Definition section above including electronic evidence such as social media posts, audio, text and phone records. Complainant and Respondent should notify OEO as soon as possible of any electronic evidence such as surveillance or video tape and social media, in order for OEO to preserve the evidence. OEO may also identify documents and witnesses not identified by Complainant or Respondent if OEO determines that such documents may be relevant to its investigation or that the witnesses may have information relevant to that investigation. OEO may also receive information from other University offices as appropriate or review public sources such as social media or public records.

OEO has sole discretion to determine which specific allegations it will investigate and the manner in which it will conduct that investigation. As such, OEO has sole discretion to determine which witnesses and documentation will be considered, the relevance of the information to the investigation, and what, if any, weight and credibility to assign that information.

OEO does not have subpoena authority or other authority to compel document production or witness participation. Document production and witness participation is therefore voluntary; however, the University strongly encourages all members of the University community to participate in OEO investigations and provide information when OEO requests it pursuant to its role as investigator.

8. Draft Report

When its review of the evidence is completed, OEO issues a Draft Report to Complainant and Respondent simultaneously that includes: 1) Complainant's statement, 2) Respondent's statement, and 3) a description of the evidence gathered. Complainant and Respondent each have five (5) business days to respond to the draft report with any new factual evidentiary information they wish OEO to consider.

9. The Preliminary Letter of Determination (PLOD)

After both parties have received an opportunity to provide new factual evidence in response to this Draft Report within the stated time limit, and in consideration of any such evidence received, OEO issues a Preliminary Letter of Determination (PLOD), which includes 1) a preliminary statement regarding whether the preponderance of the evidence supports a finding that University civil rights policy has been violated, and 2) an analysis containing a description of the evidence that was considered, how it was considered, and how it relates to the preliminary finding. OEO issues the PLOD to Complainant and Respondent simultaneously.

Complainant and Respondent have two (2) business days from the date they receive the PLOD to respond. A response to the PLOD, by Complainant or Respondent, may only consist of new, not-yet-

provided information or evidence and a statement of the relevance or pertinence of that new information or evidence to the analyses, conclusions, and/or findings in the PLOD.

10. The Final Letter of Determination (FLOD)

If Complainant and/or Respondent submits a response to the PLOD as provided above, OEO considers the response prior to issuing a Final Letter of Determination (FLOD). If neither Complainant nor Respondent submits a response to the PLOD, or if responses do not provide any new, not-yet-considered information that requires further investigation and/or consideration, OEO issues the FLOD simultaneously to Complainant and Respondent within two (2) business days of the expiration of the timeline to respond to the PLOD.

If Complainant's and/or Respondent's response to the PLOD requires additional investigation and/or consideration, OEO notifies Complainant and Respondent that new, not-yet-provided information was submitted that requires additional investigation and/or consideration and endeavors to complete such additional investigation and/or consideration as quickly as practicable. Upon completion of such additional investigation and/or consideration, OEO simultaneously issues the FLOD to Complainant and Respondent.

The FLOD reflects OEO's final determination as to whether or not the preponderance of the evidence it gathers during its formal investigation demonstrates that UNM civil rights policy has been violated as alleged by Complainant. A copy of the FLOD is kept in the file and an original is provided to both Complainant and Respondent. The FLOD contains findings and concludes whether or not discrimination, retaliation, and/or harassment has occurred in violation of University policy (stated as POLICY VIOLATION or NO POLICY VIOLATION).

10. (i.) Sanctions

OEO has no sanctioning authority. If OEO's final determination is that a policy has been violated by a preponderance of the evidence, the OEO will send a copy of the Draft Report and the Final Letter of Determination to the appropriate sanctioning body on the date the Closure Letter is issued. If the Respondent found to have violated policy is a student, the Draft Report and FLOD will be sent to the Dean of Students. If the Respondent found to have violated policy is a faculty member, the Draft Report and FLOD will be sent to the Provost's office and to the Dean of the school or specialty area where the faculty is located. If the Respondent is a staff member, the Draft Report and FLOD will be sent to Human Resources to be shared with the staff supervisor or manager. Investigative reports may also be shared with others with a legitimate business reason to be advised of the determination, including UNMPD, student conduct, residence life, Clery Coordinator, Greek Life, or athletics. OEO will determine what information and what officials must be advised of findings, in order to remedy the effects of discriminatory conduct and prevent its recurrence.

11. Records

In order to protect the integrity of the investigation, no documents or records are released to the Complainant or Respondent until the Draft Report is issued. The Draft Report contains a description of the documents and records OEO gathered during the investigation and will use to determine whether policy was violated.

VIII. DEPARTMENTAL INVESTIGATIONS

Please see Addendum 2 for an abbreviated checklist of the departmental investigation process that is described in detail in this section.

As an equal opportunity employer and an equal educational opportunity institution, the University is legally obligated to provide and maintain an atmosphere free from discrimination. The University must respond appropriately to all reports of discrimination. Such response may include investigating claims and taking appropriate corrective action even when there are no individuals standing in the roles of Complainant and/or Respondent as provided above.

If OEO receives reports of alleged violation(s) of University civil rights policy, including but not limited to alleged discriminatory actions, and those reports include allegations of violations that may affect multiple individuals within one department, OEO may exercise its authority to conduct a civil rights-related departmental investigation to address any actual or potential harm and remedy any effects of that harm.

Departmental investigations may be initiated at OEO's sole discretion when the totality of allegations in one or multiple reports or claims of discrimination indicates that a discriminatory environment may exist within that department. Under such circumstances, the University stands as the Complainant in the matter. A Dean of an academic area or Director of a unit may also request that OEO conduct a departmental investigation. Under such circumstances, the Department stands as the Complainant in the matter. In all such cases, OEO determines whether it is authorized by University civil rights policy to exercise its jurisdiction to investigate an alleged discriminatory environment, and at its sole discretion defines the scope of the investigation, if any is to occur.

There may exist circumstances where OEO is not authorized to exercise jurisdiction over allegations pertaining to an individual Complainant (for example, the allegations do not state violation(s) of University civil rights policy or the conduct complained about is not related to civil rights). However, there may be other factors, such as the existence of multiple complaints with similar shared facts or circumstances that are sufficient to indicate a pattern of acts that, in the aggregate, violate University civil rights policy. Under such circumstances, OEO may determine that a departmental investigation is warranted despite individual complaints not being accepted as jurisdictional.

Departmental Investigation Process:

OEO determines jurisdiction of a departmental complaint within five (5) business days of compiling the facts that indicate an investigation is warranted. OEO immediately notifies Respondent that jurisdiction has been accepted, indicates the investigator assigned, and seeks to schedule a meeting with Respondent to discuss the process, the rights and responsibilities of the parties, the University's prohibition against retaliation, and provide an overview of the allegations of civil rights violations that have been raised.

After gathering all available, relevant information in the investigation, OEO invite s the Respondent to discuss the allegations in detail and provide a response to the allegations via an interview. Once the interview process is complete, OEO drafts and sends a Confirmation of Response (COR) containing a recitation of Respondent's response to the allegations to the Respondent within ten (10) business days after completing the interview process.

When the COR is received, the Respondent has the opportunity to review the response statement in the COR and verify that that statement is an accurate representation of Respondent's response. Verification is accomplished by Respondent signing and returning the COR Letter.

If, upon review, Respondent wishes to make further edits or additions to the response, Respondent must notify OEO within five (5) business days of receipt of the COR. If revisions are made to the COR, OEO revises the document and returns it to the Respondent for verification signature within five (5) business days of OEO receiving notification of the needed revisions. If revisions have been made, Respondent has two (2) business days from receipt of the revised COR to sign and return the COR to OEO.

If Respondent does not return the COR as provided in this section or respond to OEO communication, OEO moves forward with its investigation, even if it does not have Respondent's response to the allegations or other input from the Respondent.

At the conclusion of the investigation, OEO issues a Draft Report that contains information on the allegations, response from the Respondent and all relevant evidence gathered in the investigation. OEO provides this draft report to the Respondent and appropriate Dean or Director. Those who receive the draft report have five (5) business days to provide comment, response, or new, factual information.

After the parties have provided comments and/or new, factual information, or when the deadline has passed with no response from the parties, OEO writes a Final Report which includes the information from the draft report, any new information gathered from the parties, and an analysis and finding of whether or not any civil rights policy was violated. The Final Report reflects OEO's final determination as to whether or not the Preponderance of the Evidence it gathers during its formal investigation demonstrates that UNM civil rights policy has been violated. A copy of the Final Report is kept in the file and an original is provided to those who received the Draft Report. The Final Report contains findings and concludes whether or not discrimination, retaliation, and/or harassment has occurred in violation of University policy (stated as POLICY VIOLATION or NO POLICY VIOLATION).

IX. APPEAL TO THE OFFICE OF THE PRESIDENT AND TO THE BOARD OF REGENTS

Individuals may appeal a final determination issued by OEO to the President of the University of New Mexico within five (5) business days of the date of issuance of the final determination from OEO.

The President will consider an appeal of a final OEO determination only if the appeal alleges one or more of the following extraordinary circumstances:

1. Proper procedure has not been followed. If an appeal states this as its basis, the specific procedure that was allegedly not followed should be identified and a description of how that procedure was not followed should be provided.
2. The determination is unsupported by the facts. If an appeal states this as its basis, the specific allegations of fact and specific conclusions that the appealing party wishes to dispute should be identified, and the appealing party should describe how the conclusions being challenged are not supported by the identified facts.
3. The decision violates University policy. If an appeal alleges this as its basis, the specific policy that was allegedly violated by the decision should be identified, and a description of how that policy was allegedly violated should be provided.

The appeal must clearly state which one (or more) of these three grounds for appeal is alleged. No other grounds for appeal will be considered.

Appeals to the President must be received by the Office of the President within five (5) business days of the date the OEO determination was issued. Exceptions to this time limit will only be considered on a case by case basis with sufficient justification provided by the individual seeking the exception. Appeals

that are not received within five (5) business days of the date of the OEO determination will be denied unless an exception to the appeal time limit has been granted by the President.

Appeals must be in writing and must identify the person appealing the determination; identify the determination(s) being appealed; contain a clear summary of the ground(s) for the appeal; contain a statement of how the individual appealing the determination will be harmed if the determination is not reversed or modified; and state the date upon which the appeal was submitted to the Office of the President. No additional written documentation will be required to appeal an OEO determination. Appeals that fail to meet these minimum criteria may be denied.

Appeals may be submitted electronically to unmpres@unm.edu, submitted by mail to MSC05 3300, Scholes Hall Suite 144, 1 University of New Mexico, Albuquerque, NM 87131, or hand delivered to the Office of the President at Scholes Hall, Suite 144. Emailed appeals will be considered received by the Office of the President the date and time they are sent. Appeals sent by mail will be considered received by the Office of the President as of the date of postmark on the document. Hand-delivered appeals will be considered received by the Office of the President when a representative from the Office physically accepts delivery of the document and notes the date and time of receipt thereon. Appeals that are not submitted as provided above may be denied.

If an individual files an appeal of an OEO determination, OEO will be informed of the appeal. OEO will notify the other interested parties to the determination in writing that an appeal has been filed. OEO may wait to notify disciplinary authorities of its determination pending the outcome of the appeal.

If an appeal alleges that OEO has not followed proper procedure in its finding, OEO will be given the opportunity to respond to this allegation.

Best efforts shall be made to make a decision within 20 business days after the appeal is received. If the appeal is considered, the President may decide to uphold the determination being appealed in its entirety or may remand all or part of the appealed determination back to OEO for additional proceedings or other action. Written notice of the President's decision will be provided to the appealing party and to OEO. All other parties will be simultaneously notified of the decision by OEO.

If the Office of the President denies an appeal of OEO's final determination or upholds that final determination without change, OEO may take whatever further action it deems is warranted on the matter, including but not limited to forwarding its final determination to appropriate disciplinary bodies or administratively closing the matter.

Under Regents' Policy Manual - Section 1.5: Appeals to the Board of Regents, the Board of Regents has the discretion to review the President's decision on an appeal of OEO's final determination. An appeal may be submitted to the Board of Regents only after the President's review and decision are completed. The Board of Regents has sole discretion to determine whether the appeal will be accepted and/or considered. Additional information on Appeals to the Board of Regents can be found at <https://policy.unm.edu/regents-policies/section-1/1-5.html>.

X. CLOSURE LETTER

At the conclusion of any appeal to the President, OEO closes the investigative file and sends notices to the parties that the investigative file is closed. If any policy violations have been established, OEO will proceed pursuant to VII (D)(10)(i) – Sanctions.

XI. CONFIDENTIALITY

The University strives to respect individuals' privacy and requests for confidentiality to the extent permitted by state and federal laws. However, the University has an obligation to investigate and resolve civil rights claims. To meet this obligation, the University may be required to share information with persons who have a legitimate need to know that information. For example, those who are responsible for sanctioning individuals OEO found to have violated University civil rights policy may have a legitimate need to know the factual findings and determination made by OEO. Those who manage the processes for appeals of OEO final determinations may have a legitimate need to know the details of OEO's investigation and/or need to review the evidence underlying a finding.

As such, while it strives to respect the confidentiality and privacy of all parties involved in the process, the University cannot under any circumstances guarantee complete confidentiality unless required to do so by law. Examples of situations in which confidentiality cannot be maintained include, but are not limited to:

- when the University is required by law to disclose information (such as in response to a legal process or a request for information under the Inspection of Public Records Act);
- when OEO determines that disclosure of information is necessary for conducting an effective and fair investigation; and
- when confidentiality concerns are outweighed by the University's obligation to protect the safety or rights of others.

All University students, staff, and faculty who participate in an internal civil rights investigation are expected to keep investigation information confidential during the course of the investigation in order to maintain the integrity of the investigation. Any attempt by any participant in an internal civil rights investigation to influence the outcome of an investigation, including by divulging information to others who have no legitimate need to know that information, may be grounds for disciplinary action.

XII. REQUESTS FOR ANONYMITY

Individuals who report discrimination may choose to deliver those reports to OEO through anonymous means, such as through the University's anonymous compliance hotline. OEO's ability to conduct a full investigation into the alleged discrimination may be limited. Similarly, an individual who reports discrimination anonymously may have only limited protection from retaliation. Additionally, complete anonymity can never be guaranteed as the specific allegations in a complaint may make the anonymous reporter identifiable.

Individuals may anonymously report allegations of gender discrimination prohibited by Title IX of the Education Amendments of 1972, including allegations of sexual harassment, sexual misconduct, and sexual violence. If the individual reporting alleged gender discrimination requests that his or her identity remain anonymous or requests that the University take no action regarding the alleged discrimination, the University takes reasonable steps to honor those requests. However, the University may, depending on the allegations, still be required to investigate and take reasonable action in response to the allegations raised notwithstanding the reporting party's request for anonymity or that no action be taken. OEO evaluates requests for anonymity and requests that no action be taken in a case-by-case basis and makes determinations regarding such requests at its sole discretion. For more information about the rights of individuals participating in procedures related to alleged gender discrimination in violation of Title IX of the Education Amendments of 1972, please refer to University Administrative Policy 2740: Sexual Violence and Sexual Misconduct.

Complainants Shall Be Entitled:	Respondents Shall Be Entitled:
<ul style="list-style-type: none"> • To be treated with respect, dignity, and sensitivity throughout the process. • To information on obtaining orders of protection and no contact orders. • To information on how the college will protect the confidentiality of the victim. • To notification of available services for mental health, victim advocacy, legal assistance, and other available community resources. • To be informed of the University's sexual violence policies and procedures. • To written notification about their right to change academic, living, transportation, or work situations even if they do not formally report or participate in the University's investigatory or disciplinary process. • To written notification of a student or employee's rights and options, regardless of whether the crime took place on campus or off campus. • To a timely and thorough investigation of the allegations. • To participate or decline to participate in the investigation or disciplinary process. However, these processes may still occur and decisions made based on the information available. • To the same opportunity as the respondent to have others present at any meeting with University officials for support and/or consultation. • To the same opportunity as the respondent to present and have others present evidence about alleged violations in investigatory and/or disciplinary proceedings. • To be notified, in writing of the outcome of any investigative, disciplinary, or appeals proceeding (victim is free to share the outcome with anyone they wish). • To appeal the decision and sanctions determined by the Investigation and/or disciplinary proceedings. • To be protected from retaliation for their involvement in university investigatory proceedings. 	<ul style="list-style-type: none"> • To be treated with respect, dignity, and sensitivity throughout the process. • To information on how the college will protect the confidentiality of the respondent. • To notification of the how to access all available resources (i.e., counseling services, advocacy/support). • To be informed of the University's sexual violence policies and procedures. • To timely written notice of all alleged violations within the complaint. • To a timely and thorough investigation of the allegations. • To participate or decline to participate in the investigation or disciplinary process. However, these processes may still occur and decisions made based on the information available. • To the same opportunity as the complainant to have others present at any meeting with University officials for support and/or consultation. • To the same opportunity as the complainant to present and have others present evidence about alleged violations in investigatory and/or disciplinary proceedings. • To be notified, in writing of the outcome of any investigative, disciplinary, or appeals proceeding (respondent is free to share the outcome with anyone). • To appeal the decision and sanctions determined by the Investigation and/or disciplinary proceedings. • To be protected against retaliation for their involvement in university investigatory proceedings.

UNM will take the appropriate course of action based on the incident in question and will handle this incident in a prompt, fair and impartial manner from the initial investigation until the conclusion of the appeals process. The preponderance of evidence standard will be utilized to decide the outcome of all administrative cases against faculty, staff and students. The investigators in OEO, who investigate cases of sexual misconduct (including, sexual harassment, sexual violence, domestic violence, dating violence and stalking) are trained annually specifically in investigating Title IX matters. Those whom sanction individuals for cases of sexual misconduct (including, sexual harassment, sexual violence, domestic violence, dating violence and stalking) are trained annually specifically in sanctioning Title IX matters. These trainings include in-person workshops, facilitated presentations and webinars, which cover proper techniques for questioning witnesses, evaluating evidence and basic rules for conducting investigations.

Through their investigation, if OEO makes a determination they will then provide the information to the appropriate areas who then handle the disciplinary/sanctioning phase of this process. UNM Main Campus and UNM West/UNM Health Sciences Rio Rancho Campus have the following disciplinary/sanctioning procedures for handling, all potential policy violations and crimes of violence (including, sexual harassment, domestic violence, dating violence and stalking) for faculty, staff, students and visitors, which are as follows and described in more detail below:

- Faculty found responsible by OEO, will be referred to the UNM Provost Office
- Staff found responsible by OEO, will be referred to the Human Resources Department
- Students found responsible by OEO, will be referred to the Dean of Students Office

FACULTY DISCIPLINARY PROCESS (This process is for all faculty misconduct, including allegations of Sexual Misconduct, including Sexual Assault, Dating/Domestic Violence and Stalking)

Faculty who are found to be in violation of this policy may be subject to disciplinary action as provided in the Faculty Handbook Policy C07 (“Faculty Disciplinary Policy”), which states:

1. The university encourages a supportive problem-solving approach to workplace problems, but the university recognizes that misconduct may require disciplinary action. The university normally uses progressive discipline to address possible misconduct. Progressive discipline is intended to be corrective, not punitive in nature. It is designed to provide faculty with notice of deficiencies and an opportunity to improve. However, some violations of policies and procedures, or continued negative behavior, may be of such serious nature that suspension without pay or discharge pursuant to Faculty Handbook policies may be appropriate.

2. Any member of the faculty, including any serving as an academic administrator, who violates a published university policy may be subject to warning, censure, suspension without pay, or dismissal. Teaching or research assistants in their faculty capacity are considered faculty members for purposes of this Policy.

a) "Warning" means an oral reprimand or expression of disapproval.

b) "Censure" means a written reprimand or expression of disapproval, which should include an explanation of the nature of the misconduct, and the specific action to be taken by the faculty member and/or chair to correct the problem, including mentoring, if appropriate, and a statement that further disciplinary action could occur should the problem persists.

c) "Suspension without pay" means disciplinary suspension without regular salary for a stated period of time.

d) "Dismissal" means termination of employment (see Faculty Handbook Sections B.5.3, B.6.4.3, and

B.5.4).

3. The procedures specified in this policy provide for the consideration and determination of proposed disciplinary actions against faculty members short of dismissal. Consideration and determination of disciplinary actions that may result in a proposed dismissal of a tenured faculty member, or dismissal of an untenured faculty member prior to expiration of his or her contract term, are governed by sections B.5.3, B.6.4.3, or B.5.4, respectively, of the Faculty Handbook and are not covered by these procedures. However, cases in which faculty dismissal has been considered pursuant to sections B.5.3, B.6.4.3, or B.5.4, and a lesser sanction is ultimately proposed instead by the administration, shall be handled under this policy, without duplicating steps that have already taken place. In particular, if the chair and dean conclude that suspension without pay is appropriate in a case in which dismissal was considered but rejected, the faculty member is entitled to request a peer hearing as provided below in sections 10 and 11.

4. In the case of allegations against a faculty member that appear to be within the scope of another specific University policy that has its own procedures for investigation and resolution (including but not limited to allegations of research misconduct, discrimination, or sexual harassment), the chair or dean shall forward such allegations to the appropriate person or department for handling pursuant to the applicable policy. If such a process requires the chair to make a disciplinary determination after an investigation and recommendation from another University body, this policy will be followed in determining the appropriate discipline. If the other procedure involved a hearing before a faculty committee, any factual determinations will not be subject to reconsideration by faculty peer review under this policy.

5. References to the department chair in this policy also include the program director or associate or vice dean in a non-departmentalized school or college. If allegations are made against a department chair or other administrator, the next higher academic authority shall perform the functions assigned in this Policy to the chair, and the provisions shall be modified as appropriate. Any individual(s) bringing an allegation of faculty misconduct to the chair's attention is protected by, and subject to, the University's policy on reporting misconduct (UBPPM section 2200, Whistleblower Protection and Reporting Suspected Misconduct and Retaliation).

6. In all cases other than those set forth in paragraphs 3 and 4 above, if a member of the faculty is alleged to have violated a policy of the university, the department chair shall provide the faculty member a written notice explaining the nature and specific content of the alleged violation, together with a copy of this policy, and shall discuss the alleged violation with the faculty member. The written notice shall be given to the faculty member within ninety (90) days of the chair learning of the apparent violation of policy. The faculty member may be accompanied by one person in meeting with the chair. The faculty member and the chair shall notify each other at least two working days prior to the scheduled meeting who, if anyone, will be accompanying them at the meeting. The chair should issue a written report within five (5) working days after the meeting summarizing the discussion with the faculty member, keep a copy in the faculty member's file, and send a signed copy to the faculty member. Before, during or after the meeting, the chair may ask the faculty member to respond in writing to the notice and present any relevant written material within a reasonable time specified by the chair. Likewise, the faculty member shall be free to submit any materials reasonably desired on his/her own volition, no later than five (5) working days after meeting with the chair unless the chair grants additional time in writing. The matter may be concluded at this point by the mutual consent of all parties.

7. The department chair or the faculty member may initiate conciliation proceedings at any time prior to the chair's decision by contacting the Ombuds Dispute Resolution Services for Faculty program as provided in Section C345 with notice to the other parties. Conciliation may be undertaken if both parties agree.

8. If a mutually agreeable resolution (with or without conciliation) is not achieved, the department chair shall make a decision in the matter and communicate it to the faculty member in writing within ten (10) working days after meeting with the faculty member or the termination of conciliation efforts if they are unsuccessful, whichever is later. The faculty member shall have ten (10) working days from receipt of the written decision to submit a written request for review by the appropriate dean, who will issue a written decision concerning whether the chair's decision is upheld, modified or reversed. Prior to making a decision, the dean shall meet with the department chair and the faculty member, and their representatives if desired, together or separately, and shall receive and consider any documents the parties wish to submit. Documents shall be submitted within five (5) working days of the faculty member's request for review. If formal conciliation has not been attempted previously, the dean may refer the matter to Ombuds Dispute Resolution Services for Faculty. The dean will communicate his/her decision to the parties in writing within ten (10) working days after meeting with the faculty member or the termination of conciliation efforts if they are unsuccessful, whichever is later.

9. If the faculty member does not agree with the dean's action, he/she may submit a written request for review by the Provost or Chancellor within five (5) working days of receipt of the dean's decision. The Provost/Chancellor will decide the matter on the record unless he/she determines that it would be helpful to meet with the parties, together or separately. Within ten (10) working days after receipt of the complete record or after meeting with the parties, whichever is later, the Provost/Chancellor shall uphold, modify or reverse the dean's decision by written notice to the parties. The Provost/Chancellor may seek an advisory investigation and opinion from the Faculty Ethics Committee. The decision of the Provost/Chancellor is subject to discretionary review by the President or Board of Regents if requested by the faculty member.

10. If the chair, after meeting with the faculty member and considering all materials submitted pursuant to section 6, proposes to suspend the faculty member without pay, the chair shall meet with the dean to review the matter. If the proposal is supported by the dean after meeting with the chair and the faculty member, the faculty member is entitled to a faculty peer hearing. The faculty member shall send such a request to the Provost/Chancellor within five (5) working days of receipt of the dean's determination.

11. If a faculty peer hearing is requested as provided in this Policy, the chair of the Faculty Ethics Committee will arrange for a hearing before two members of that committee from outside the faculty member's department, chosen by the Faculty Ethics Committee, and one uninvolved department chair from a different school or college chosen by the Provost/Chancellor. The hearing will be held as soon as reasonably possible and shall be conducted according to the university's Dispute Resolution Hearing Procedures. The University Secretary's office shall make arrangements for the hearing. Hearings shall be recorded and shall be private unless both parties agree that the hearing be open. The hearing panel may uphold or reverse the proposal to suspend the faculty member without pay. If the panel's decision is to reverse the proposal, the panel may direct the chair and dean to impose a lesser disciplinary measure. The panel's decision may be reviewed on the record by the Provost/Chancellor, but the panel's decision shall not be reversed or modified except in the case of clear error, which shall be detailed in writing by the Provost/Chancellor. The decision of the Provost/Chancellor is subject to discretionary review by the President or Board of Regents if requested by the faculty member.

12. The faculty member may bring a complaint before the Committee on Academic Freedom and Tenure (AF&T) if he/she believes the matter or its handling is within the jurisdiction of the Committee. The Committee will determine whether the matter is within its jurisdiction and, if so, shall handle the matter under the Policy on Academic Freedom and Tenure. Normally, review by the AF&T Committee should be sought after the determination by the Provost/Chancellor. If the faculty member pursues the matter before the AF&T Committee, AF&T shall accept the facts as determined by the faculty peer hearing, if one was held.

13. If the final determination is that no misconduct occurred, efforts shall be undertaken to the extent possible and appropriate to fully protect, restore, or maintain the reputation of the faculty member.

14. These procedures do not supersede Appendix VIII to Part B of the Faculty Handbook, concerning the Faculty Ethics Committee, and a faculty member who believes that he/she has been improperly accused of unethical behavior may bring the matter to the attention of the Ethics Committee under Appendix VIII after determination by the Provost/Chancellor.

Staff who are found to be in violation of this policy may be subject to disciplinary action as provided in UAP 3215 (“Performance Management”), which states:

STAFF DISCIPLINARY PROCESS (This process is for all employee misconduct, including allegations of Sexual Misconduct, including Sexual Assault, Dating/Domestic Violence and Stalking)

Progressive Discipline

The University uses progressive discipline for employees, when appropriate. Progressive discipline is designed to allow an employee a reasonable opportunity to meet the requirements of the job, comply with applicable standards, and improve performance. “Performance” for purposes of this policy is used broadly and includes all aspects of being successful in a job.

Progressive discipline may not be appropriate in all instances, such as when health or safety is at risk or a crime has been committed. It does not bar a supervisor from imposing more severe discipline depending on the individual circumstances. Some violations are of such a serious nature that they warrant severe disciplinary action, including but not limited to suspension or discharge without affording prior progressive discipline.

Progressive discipline may include the use of letters for improvement, written warnings, suspension, and discharge. Discipline should be administered equitably and consistently. See the HR website for tools to assist in ensuring appropriateness of actions. Depending on the nature of the matter, a supervisor may start progressive discipline at any appropriate point in the process. The following sections describe in detail the actions associated with the progressive discipline process.

Supervisors should advise employees:

- of the nature of the problem; policies or procedures violated; and expectations (including those job expectations that the employee did not meet, required actions to correct the problem, and timelines for completion);
- that further disciplinary action up to and including discharge may occur should the problem persist; and
- that disciplinary action may be disputed through the applicable appeal process noted in Section 10.

The employee may provide an explanation for the problem. In such cases, the supervisor should consider the employee’s explanation for the problem prior to deciding on whether to take formal disciplinary action.

Since the purpose of discipline is to provide employees with an opportunity to correct problems, when an employee has sufficiently corrected a problem and the supervisor is satisfied that it will not reoccur, subsequent performance evaluations should reflect the improved performance.

5.1. Letter for Improvement

The letter for improvement is the lowest level of disciplinary action. It informs employees of the issues of concern and their supervisors' expectations for improvement. It is expected that such discussions will result in improved performance. A letter for improvement is not documented in an employee's official personnel file maintained by the Division of HR. However, the supervisor shall maintain a record of any letter for improvement in the departmental file. This document may be referred to in any further disciplinary action.

5.2. Written Warning

The written warning is the next level of disciplinary action and is used for more severe issues or for situations where issues have continued despite being given an opportunity to improve. A written warning is documented in the employee's official personnel file maintained by the Division of HR. After an employee has received at least two (2) positive performance evaluations, an employee may petition the applicable dean or director to have the written warning removed from the employee's official personnel file.

5.3. Suspension

A suspension is the third level of possible disciplinary action. It may be issued to an employee due to performance problems that have not been satisfactorily corrected through the use of prior discipline or for serious violations of policy, procedure, or other applicable standards. An employee whose suspension is being considered will be allowed an opportunity to know why the supervisor is considering the action and to respond to the contemplated action before the final decision is made. See Section 6.2 below.

Suspensions are normally one (1) – five (5) days in length but may be longer depending on the severity of the issue. Proposed suspensions (notices of contemplated action for suspension) and final suspensions (notices of final action for a suspension) require approval, in advance, by the appropriate dean or director and the VP for HR. The manager must comply with the notice requirements listed in Section 6 of this policy.

5.4. Discharge

A discharge is a permanent involuntary separation of employment from the University for disciplinary reasons and is reserved for the most serious infractions or for continued issues that previously have been addressed but have not been corrected. An employee whose discharge is being considered will also be allowed an opportunity to know why the supervisor is considering the action and to respond to the contemplated action before the final decision is made. See Section 6.2 below. Proposed discharges (notices of contemplated action) and final discharges (notices of final action) requires approval, in advance, by the appropriate dean or director and the VP for HR. The manager must comply with the notice requirements listed in Section 6 of this Policy.

6. Notice of Contemplated Action and Notice of Final Action

The notice of contemplated action is a written notice that outlines the reasons for considering an employee's suspension or discharge. The notice of final action is the final written decision from the employee's supervisor or manager after having taken the employee's response to the notice of contemplated action into account.

Any time period noted under this policy does not include the day of the action from which this time period begins to run. If the last day of the time period falls on a Saturday, Sunday, or holiday, the last day of the time period shall be the next working day.

6.1. Notice of Contemplated Action

The Notice of Contemplated Action must include all of the following points:

- The acts that the supervisor believes constitute proper/just cause (see Section 7). These may include one (1) or more of the acts listed in this policy, but are not specifically limited as such.
- A summary of the evidence against the employee.
- An identification of the University policies, if any, the employee is alleged to have violated.
- Required timeframes in accordance with Section 6.2.

Notices shall be in writing and should be served in person, if possible. At the time of service, the employee should be asked to sign an acknowledgement of receipt. If the employee declines, the supervisor shall so note for the record. If the notice cannot be served in person, the notice may be sent by certified mail with a return receipt requested. The notice must be properly stamped and addressed to the last address provided by the employee. Service is complete when the notice is hand delivered or deposited with the United States Postal Service by certified mail with a return receipt requested. A copy of the notice will be sent to the Division of HR for placement in the employee's official personnel file.

6.2. Response to Notice of Contemplated Action

An employee may respond to the notice of contemplated action orally and/or in writing. The response is provided to the manager that signed the notice. An employee's written response must be received within eight (8) work days from receipt of that notice. If an employee wants to respond orally, a written request for the meeting to respond orally must be submitted within five (5) work days from receipt of the notice. Any extension of time to the employee's response must be in writing and agreed upon by both the employee and the manager.

If responding orally, the employee may have a support person in the meeting but that individual must not verbally advocate on behalf of the employee. When an employee advises the manager of an intent to respond orally, the employee also must advise the manager if the employee is bringing a support person and if that person is an attorney. Refer to the appropriate collective bargaining agreement regarding representation for employees in positions covered under labor agreements

A copy of the response will be sent to the Division of HR for placement in the employee's official personnel file.

6.3. Notice of Final Action

After considering the employee's oral and/or written response, the manager shall decide on the action to be taken. If it is determined that the employee is to be discharged, the supervisor must obtain approval by the VP for HR, and serve the employee with the written notice of final action. The notice of final action should be delivered within thirty (30) calendar days after receipt of the employee's response. Cases occasionally may require additional time. If so, a letter will be sent to the employee noting the need for additional time (bargaining unit members may refer to their union contract, if applicable). The notice of final action should include all of the following points:

- The final action to be taken.
- The acts constituting proper/just cause, which shall only include allegations specified in the notice of contemplated action.
- A summary of the evidence.
- A reply to the employee's response, if any.
- The effective date of the action.
- A statement of the appeal processes available to the employee.

A copy of the notice will be sent to the Division of HR for placement in the employee's official personnel file.

Discharges or suspensions may be appealed according to Section 10.

7. Proper/Just Cause for Disciplinary Action

Proper/just cause is generally significant or substantial misconduct relating to the employee's work that is inconsistent with the employee's obligation to the University and that violates policy, procedure, or other standards. A list of examples that could constitute proper/just cause for disciplinary action is shown below, but is not an all-inclusive list.

- Attendance issues (unsatisfactory attendance including tardiness).
- Abuse of sick leave. See [UAP 3410 \(“Sick Leave”\)](#).
- Violation of departmental or University policy on confidentiality, or the release of confidential information in violation of law.
- Conviction of a felony or misdemeanor, depending on the nature of the offense and applicability to the type of position the employee holds, consistent with the Criminal Offender Employment Act.
- Discrimination against an individual or creation of a hostile work environment based on race, ethnicity, national origin, medical condition, gender, and other protected classes under state or federal law as determined by the Office of Equal Opportunity. See [UAP 2720 \(“Prohibited Discrimination”\)](#) and [UAP 2740 \(“Sexual Misconduct”\)](#).
- All allegations of discrimination, including sexual harassment, must be referred to the [Office of Equal Opportunity](#). Failure or refusal to appropriately refer allegations of discrimination, including sexual harassment, to the Office of Equal Opportunity.
- Deliberate falsification or misrepresentation of information on employment applications or resumes, timesheets, or other University records.
- Impairment in the workplace, in violation of [UAP 3270 \(“Suspected Impairment at Work”\)](#).
- Illegal or inappropriate use of drugs or alcohol, including possession of substances or related paraphernalia. See [RPM 2.6 \(“Drug-Free Environment”\)](#).
- Possession of or distribution of obscene or pornographic material unrelated to business needs or University research.
- Unacceptable computer use. See [UAP 2500 \(“Acceptable Computer Use”\)](#).
- Inability to perform the job according to expectations, after documented performance coaching.
- Safety issues (violation of safety protocol).
- Sleeping during work hours.
- Theft, embezzlement, or fraud. Misappropriation or personal use of University funds, property, possessions, or resources. Failure to follow purchasing protocols. See [UAP 7205 \(“Dishonest or Fraudulent Activities”\)](#).
- Insubordination – intentional or willful failure to obey a lawful and reasonable request of a supervisor.
- Inappropriate/unprofessional behavior or violation of Employee Code of Conduct. See [UAP 3720 \(“Employee Code of Conduct and Conflicts of Interest”\)](#).
- Vehicle use policy violation. See [UAP 7780 \(“Use of University Vehicles”\)](#).
- Violence or threat of violence, such as assault, battery, or stalking of individuals on the University campus. See [UAP 2210 \(“Campus Violence”\)](#).
- Violation of University policies or procedures.

Concerns about progressive discipline being misused or non-compliant with this policy may be reported to the VP for HR or according to [UAP 2200 \(“Reporting Suspected Misconduct and Whistleblower Protection from Retaliation”\)](#). See Section 10 for formal appeal processes.

8. Pay Status

Post-probationary and contract employees will remain on paid status at all times pending delivery of discipline. Post-probationary and contract employees may continue working or may be placed on

administrative leave with pay pending completion of the investigative or disciplinary process. Requests for administrative leave must be sent to the HR Consultant. The VP of HR will coordinate with the respective executive vice president, who will approve or disapprove the leave. For more information, refer to Section 3.7 of [UAP 3415 \("Leave with Pay"\)](#).

9. Required Approval by the Division of HR

It is recommended that supervisors speak with their HR Consultant and obtain guidance prior to issuing a Letter for Improvement. Supervisors contemplating a written warning, demotion, or discharge of any employee, including forced termination of probationary and temporary employees, must consult with their HR Consultant before taking such action. Suspensions and discharges must also be approved in writing by the department's dean, director, or above and by the VP for HR.

10. Appeal Process for Suspension and Discharge

If a post-probationary employee who is in a non-bargaining unit position has been suspended or discharged, the employee may appeal by requesting a peer hearing as provided below. Appeals may be requested by contacting the Main Campus Compliance Office within ten (10) business days of receiving the notice of final action for suspension or discharge. The timeline is determined to begin the next working day after the action is issued. Employees who wish to appeal a suspension or discharge and whose position titles are covered under a collective bargaining agreement should review the [relevant agreement](#) for grievance procedures.

10.1. Peer Hearing

Peer hearings are coordinated by the Main Campus Compliance Office and consist of a Peer Review Panel of three (3) uninvolved University employees who have no connection with the dispute, nor any interest in the outcome of the hearing. Members of the Peer Review Panel will be randomly selected from a pool consisting of all University employees.

The employee who was suspended or discharged and the management representative who suspended or discharged the employee will select the panel members from the randomly chosen names.

10.2. Discretionary Review by President and Board of Regents

The results of a peer hearing may be appealed to the University President and the Board of Regents. Normally, they accept review only in extraordinary cases, such as those where proper procedures have not been followed, where the decision appears to be unsupported by the facts, or where the decision appears to violate University policy. If an appeal is accepted, it will first go to the University President. The Board of Regents has the discretion to review the University President's decision. The appeals are handled pursuant to [RPM 1.5 \("Appeals to the Board of Regents"\)](#).

STUDENT DISCIPLINARY PROCESS

ARTICLE 4. DISCIPLINARY PROCESS

4.1. Prohibited Conduct

The university may take disciplinary action against a student for a violation of the Student Code of Conduct when the offense occurs on university premises or at a university-sponsored event, or when the violation occurs off campus and failure to take disciplinary action is likely to interfere with the educational process or the orderly operation of the university, or endanger the health, safety or welfare of the university community or any individual student or employee. The term "student" includes both full-time and part-time students pursuing undergraduate, graduate or professional studies. Student status

continues for the entire period of enrollment, including university holidays, class breaks and summer session, if the student is enrolled for the preceding spring and following fall academic terms.

The university may take disciplinary action for a violation of the Visitor Code of Conduct when the offense occurs on university premises, as part of a university sponsored event or in connection with university activities. "Visitor" means a person who is not a student, a university employee or a member of the Board of Regents.

Under the University's Student Code of Conduct, which applies to the Main Campus and all of the branch campuses, a student who commits a violation of this Code, including an act of a crime of violence, sexual violence or misconduct, is subject to the following possible sanctions:

- Verbal warning - means an oral reprimand.
- Written warning - means a written reprimand.
- Disciplinary probation - means the establishment of a time period during which further acts of misconduct may or will result in more severe disciplinary sanctions depending upon the conditions of the probation. Conditions of probation can include community service, attendance at workshops and/or seminars regarding subjects including but not limited to alcohol, drug or safety workshops and/or seminars, mandatory mental health evaluation and/or counseling or other educational sanctions.
- Suspension - means losing student status for a period of time specified in the terms of the suspension. A suspension may commence immediately upon a finding of a violation or it may be deferred to a later time.
- Expulsion - means losing student status for an indefinite period of time. Readmission may not be sought before the expiration of two years from the date of expulsion, and it is not guaranteed even after that time.
- Dismissal - means termination of student employment, either for a stated time period or indefinitely.
- Barred from campus - means being barred from all or designated portions of the university property or activities.

Students living in UNM Residence Halls are subject to the following possible sanctions for misconduct occurring in the residence halls:

- Housing reassignment - means the transfer of the student from one dorm room to another or one residence hall to another.
- Restricted from entry into specific residence halls, dining hall, commons building, and other UNM housing facilities.
- Contract termination - means the termination of the housing contract either for a stated period of time or indefinitely.

Under the University's Visitor Code of Conduct, which applies to the Albuquerque and all branch campuses, a visitor who commits a violation of this Code, including a sex offense, is subject to the following possible sanctions:

- Verbal Warning - means an oral reprimand.
- Written Warning - means a written reprimand.
- Probation - means the establishment of a time period during which further acts of misconduct may or will result in more severe sanctions depending on the conditions of the probation.

- Removal from campus - means being physically escorted or forcibly removed to a location off property owned or controlled by the university, by UNMPD or other university agents.
- Barred from campus - means being barred from all or designated portions of university property or activities.
- The sanctions of denial of admission, readmission or employment by the university.
- Additionally, or alternatively, any sanction applicable to a student under the Student Code of Conduct may be provisionally applied to a visitor, to be made effective should the visitor ever enroll or re-enroll at the university.

4.2. Referral of Misconduct to the Dean of Students Office

A. Except as provided in Article 4.2(B) below, allegations of misconduct in violation of the Student Code of Conduct must be in writing and submitted to the Dean of Students Office which has primary authority to deal with disciplinary matters.

Complaints of alleged misconduct should be submitted as soon as possible after the event takes place, preferably within sixty (60) days. Absent just cause, complaints must be submitted within one year following discovery of the suspected misconduct.

B. As set forth in Article 1.8, disciplinary matters involving allegations of discrimination as defined in that Article and Article 4.4 herein, including but not limited to allegations of sex discrimination/harassment/misconduct/violence, are addressed under Article 4.4.

C. Upon referral, or upon his or her own initiative, the Student Conduct Officer may review relevant evidence and consult with the person referring the allegation, the student accused, and any witnesses. The Student Conduct Officer will send written notification to the accused student indicating the nature of the activity in which the student was allegedly involved, and what university rules were allegedly violated. The student will be given the opportunity to meet with the Student Conduct Officer to review the options for resolving the charges. If the student fails to attend the meeting, the Student Conduct Officer may decide the charges based upon the information available and/or place a hold on the student's registration. The accused student will also be offered one or more of the following options to resolve the charges; however, the Student Conduct Officer is authorized to refer the charges for a formal hearing before the Student Conduct Committee even if the student does not elect a formal hearing. If a student fails to select a hearing process, the Student

Conduct Officer will decide which hearing process will be followed. The options for resolving the charges are:

i. Mediation: This option is reserved for situations where all relevant parties in an incident agree to have a conflict resolved through mediation and sign an agreement to mediate. If all parties agree to this process and mediation is successful, a formal finding will not be issued with regard to the Student Code of Conduct charges. However, failure to fulfill the terms of a final mediation agreement could lead to reactivation of these charges and additional disciplinary action. Mediation will not be used to resolve complaints alleging sexual violence.

ii. Informal Disposition Conference: The accused student and Student Conduct Officer will meet informally to discuss the alleged violation(s). If the substantive facts and sanction can be agreed upon, a disciplinary action agreement will be prepared by the Student Conduct Officer and signed by the accused student. A signed disciplinary action agreement will constitute a waiver by the student of the right to an

administrative hearing or formal hearing as well as any appeal, and an acceptance of the findings and sanction.

iii. Administrative Hearing with the Student Conduct Officer: This option allows the accused student to present evidence to the Student Conduct Officer for consideration and suggest witnesses that the Student Conduct Officer may consider interviewing before a decision is rendered. The Student Conduct Officer may contact other individuals who have knowledge about the incident giving rise to the charges.

The party waives the right to question such individuals or otherwise participate in an evidentiary hearing. Administrative Hearings are not tape recorded. Within three weeks of the completion of all witness interviews, the Student Conduct Officer will send the party charged a letter which indicates the finding in the case and any disciplinary sanction imposed. The Student Conduct Officer may find the party charged not responsible for violating the Student Code of Conduct, or may find the party responsible and impose a disciplinary sanction in accordance with Article 4 of the Student Code of Conduct.

iv. Formal Hearing with the Student Conduct Committee: This option allows the accused student to respond to the charges, present witnesses on his or her own behalf and question witnesses. Formal hearings are tape-recorded. Within three weeks of the conclusion of the hearing, the Student Conduct Committee will send the party charged a letter which indicates the finding in the case and any disciplinary sanction imposed. The Student Conduct Committee may find the party charged not responsible for violating the Student Code of Conduct, or may find the party responsible and impose a disciplinary sanction in accordance with Article 4 of the Student Code of Conduct. A formal hearing with the Student Conduct Committee is conducted in accordance with the procedures outlined in Articles 5 and 6.

D. When a case involves Student Code of Conduct charges against more than one party, the Student Conduct Officer will determine whether to hold one hearing to resolve charges against all parties or hold separate hearings for each accused student.

E. A student allegedly committing a criminal offense under state or federal law that is also a violation of the Student Code of Conduct may be subject to university disciplinary proceedings. The university may pursue disciplinary action against a student at the same time the student is facing criminal charges for the same offense, even if the criminal prosecution is pending. The university may also pursue disciplinary action even if criminal charges were dismissed, reduced or resolved in favor of the student-defendant.

F. Unless otherwise specified in the decision, sanctions issued by the Student Conduct Officer (not including an Emergency Suspension as outlined in Article 4.3) or by the Student Conduct Committee shall not be implemented until the appeal process as set forth under Article 7 is completed.

G. The standard of proof utilized to resolve Student and Visitor Code of Conduct charges shall be that of preponderance of the evidence, meaning that the evidence, considered in its entirety, indicates that, more likely than not, the accused student (or chartered student organization or visitor) violated the Code of Conduct.

H. The party who is charged with violating the Code of Conduct is responsible for presenting his or her case; advisors are therefore not permitted to speak or to participate directly in any conference or hearing.

I. Upon written request, UNM will disclose to the individual who alleges that they were subjected to a crime of violence or a non-forcible sex offense the final results of the disciplinary proceedings conducted by UNM issued to the student who is the alleged perpetrator of the offense(s) alleged. If the individual who is alleged to have been subjected to the crime of violence or non-forcible sex offense at issue is

deceased as a result of such offense(s), the next of kin of such individual shall be treated that individual for the purpose of disclosing the final result of the disciplinary proceedings.

Additionally, in cases of Sexual Violence as described in Article 7.7(C), the respondent and inquiring parties have the right to be notified in writing of the final determination and any sanctions imposed to the extent permitted by the federal Family Educational Rights and Privacy Act (FERPA).

J. Decisions by the Student Conduct Officer or Student Conduct Committee, in most cases, will be rendered within sixty (60) days of the filing of a complaint. This date can be modified at the discretion of the Student Conduct Officer if deemed necessary, such as to conduct a hearing that protects the rights of all parties.

4.3. Emergency Suspension and Banning from Campus

A. The Dean of Students may immediately suspend a student (or chartered student organization) and/or ban a student or visitor if the Dean concludes that the person's continued presence on the campus may endanger persons or property or may threaten disruption of the academic process or other campus functions.

B. When a person has been immediately suspended or banned by the Dean of Students under this article, the person may request to meet with the Dean to consider whether the emergency suspension should be continued. The meeting shall be held as soon as possible (no later than one week) after the request. The Dean of Students shall give the person an opportunity to explain his or her position and shall receive evidence or hear from witnesses with pertinent information, if requested by the person. In the case of a chartered student organization, the Dean will meet, if requested, with the organization's president or other designated officer.

C. After the meeting, if the Dean finds that the person's continued presence may endanger persons or property or threaten disruption of the academic process or other campus functions, the Dean shall continue the suspension and/or ban. Otherwise, the emergency suspension and/or ban shall be revoked or modified.

D. For students and chartered student organizations, an emergency suspension or banning does not end the disciplinary process. Resolution of the charges will proceed as set forth in Article 4.2 (B) herein. For visitors, the Dean of Students will decide whether to maintain an emergency ban and make it permanent, or modify or end the emergency ban, ordinarily after giving the visitor an opportunity to meet. The decision of the Dean of Students concerning a visitor is final for the university.

4.4. Investigation of Complaints of Discrimination, Including Allegations of Sex Discrimination, Sexual Harassment, Sexual Misconduct, and Sexual Violence

A. Definitions - the following definitions apply to Article 4.4 of this Student Grievance Procedure:

i. "Discrimination" includes all forms of unlawful discrimination based on an individual's or group's protected class (es), including age (40 and over), ancestry/national origin, color/race, gender identity, medical condition, mental/physical disability, religion, sex/gender, sexual orientation, spousal affiliation, veteran status, and any other protected class as described in University Administrative Policy #2720; acts of sexual harassment as described in university

Administrative Policy #2730; and acts of sexual harassment, sexual misconduct, and sexual violence as described in University Administrative Policy #2740. For purposes of this Procedure, "discrimination" also includes retaliation for having made allegations of discrimination, having participated in an investigation into allegations of discrimination, or otherwise having engaged in opposition to unlawful discrimination. Retaliation is explicitly prohibited under university administrative policies #2720, 2730, and 2740.

ii. "Complaint" refers to allegations of prohibited discrimination as defined herein filed with the University's Office of Equal Opportunity.

iii. "Complainant" refers to the individual alleging that they have experienced discrimination as defined herein.

iv. "Accused student" refers to the individual accused by the complainant of having violated university policy prohibiting discrimination as defined herein.

v. "The Office of Equal Opportunity" or "OEO" is the university office that processes allegations of discrimination as defined herein, including but not limited to investigating such allegations and making determinations as to whether or not the university's policies prohibiting discrimination have been violated. OEO does not issue sanctions for violations of policy.

vi. "Probable Cause" means that the evidence submitted during the OEO investigation supports a finding that it is more likely than not that the acts alleged are in violation of university policy prohibiting discrimination.

vii. "No Probable Cause" means that the evidence submitted during the OEO investigation does not support a finding that it is more likely than not that the acts alleged are in violation of University policy prohibiting discrimination.

B. Allegation (s) that a student has engaged in an act of discrimination will be referred to OEO for investigation pursuant to OEO's Discrimination Claims

Procedure. If it accepts the matter for investigation, OEO will issue a Final Letter of Determination at the conclusion of that investigation finding either No Probable Cause or Probable Cause that the accused student has committed an act in violation of the university's prohibitions against discrimination as defined herein. The accused student and complainant have the right to appeal OEO's Final Letter of Determination as provided for in OEO's Discrimination Claims Procedure, which describes the sole method of appealing a determination made by OEO. Nothing in this Grievance Procedure provides an avenue to appeal OEO's final determination of an alleged policy violation.

C. If Probable Cause is found that a student committed an act of discrimination in violation of university policy, OEO will refer the matter to the Dean of Students Office to determine the sanction to be imposed. Sanctions should be designed to eliminate the misconduct, prevent its recurrence, and remedy its effects, while supporting the university's educational mission and obligations under university policy and state and federal law, including but not limited to Title IX of the Education Amendments of 1972, the Civil Rights Act of 1964, and the New Mexico

Human Rights Act. Ordinarily, after consulting with the accused student, the Student Conduct Officer will decide which of the options set forth in Article 4.2(B) (iii) and

(iv) herein will be utilized to determine the sanction. The options of an administrative hearing with the Student Conduct Officer and the formal hearing with the Student Conduct Committee will be modified as appropriate so as to focus solely on determining what sanction(s) to impose. The options of mediation and informal disposition described in Article 4.2(B) (i) and (ii) respectively are not available when the accused student has been found to have engaged in prohibited discrimination in violation of university policy.

D. The decision on sanctions made by either the Student Conduct Officer or Student Conduct Committee may be appealed as provided for by Article 7.3 herein, except that the only permissible grounds for appeal is that there was significant procedural error in the sanctioning process of a nature sufficient to have materially affected the outcome of the sanction decision, and/or the severity of the sanction is grossly disproportionate to the violation(s) of university policy that OEO found to have been committed. Both the accused student and the complainant may appeal the sanction decision. Neither the accused student nor the complainant may appeal the findings and determination made by OEO in the Article 7 appeals process.

E. If OEO finds No Probable Cause that a student committed an act in violation of the university's prohibition against discrimination, OEO will refer the matter to the Dean of Students Office for review to determine whether charges under any other provisions of the UN M Student Code of Conduct or university policy are warranted or other action should be taken.

ARTICLE 5. STUDENT CONDUCT COMMITTEE

5.1. Jurisdiction

The Student Conduct Committee will hold a hearing when a party chooses the hearing option of a formal hearing before the Committee or when the Student Conduct Officer refers the matter to the Committee.

5.2. Composition

A. The Student Conduct Committee will consist of three members, ordinarily including one student, one faculty member and one staff member, with the Dean of Students serving as an additional, nonvoting member and Chair of the Student Conduct Committee. The student, faculty and staff members of a Student Conduct Committee are drawn from a standing pool consisting of faculty members designated by the Faculty Senate President; staff members designated by the Staff Council President and student members designated by the Presidents of ASUNM and GPSA.

B. Students may not serve on hearing panels in cases involving allegations of sexual harassment, sexual violence, or sexual assault as described in University Administrative Policy #2740. In such cases, the Student Conduct Committee will be comprised of a mixed-gender three-person committee, all of whom have received appropriate Title IX training.

C. No one may serve on the Student Conduct Committee who has a conflict of interest or bias with respect to the case to be heard such that he or she cannot hear the case fairly and impartially, however, prior knowledge of the parties in the case or of the conduct that is the subject of the case does not itself constitute a conflict of interest or bias. Allegations that a member of the Committee has a conflict of interest or is biased shall be reviewed by the Dean of Students, whose decision is final.

D. A party charged may be found responsible for violating the Code of Conduct by a majority vote of the Student Conduct Committee.

5.3 Investigation Report

The Student Conduct Officer will prepare an Investigation Report for the Student Conduct Committee. The Student Conduct Officer typically conducts interviews with the complainant, the accused student and any third-party witnesses; visits and takes photographs at relevant sites if appropriate; and gathers other relevant evidence.

The Investigation Report includes, among other things, summaries of interviews with the complainant, the accused student and any third-party witnesses; photographs of the relevant site(s); other relevant evidence; and a detailed written analysis of the events in question. The Investigation Report will be provided to the Student Conduct Committee, the complainant and the accused student.

In cases involving allegations of discrimination as defined in Article 4.4 herein, the Final Letter of Determination issued by OEO will substitute for the Student Conduct Officer's Investigation Report. In such cases, the Student Conduct Committee may not consider the propriety of OEO's determination; rather, the Committee will be limited to determining what, if any, sanction will be imposed for the violation of policy as determined by OEO in the Final Letter of Determination. The Committee is limited to making its sanctioning determination based on the circumstances and the evidence presented to it by the parties and witnesses at the hearing.

ARTICLE 6. HEARING PROCEDURE

The following rules shall apply to formal hearings conducted by Student Conduct Committee:

6.1. The hearing shall be closed, unless the Dean of Students decides to let others attend if he or she deems that their presence may be helpful to the review and determination of the charges, or if there are other compelling reasons for their presence.

6.2. The accused student, the complainant and their advisors, if any, shall be allowed to attend the entire portion of the hearing at which information is received (excluding deliberations).

6.3. The accused student and the complainant may each have an advisor (including an attorney) attend the hearing. The role of the advisor is to provide his or her advisee with support and counsel regarding the process. The advisor (including an attorney advisor) cannot act as a representative of his or her advisee, cannot have a voice in the hearing and therefore is not permitted to present arguments or evidence or otherwise participate directly in the hearing.

6.4. Student Conduct Committee members may question the accused student, the complainant and any witnesses.

6.5. The accused student has the right, within reasonable limits set by the Dean of Students, to question all witnesses who testify. The Dean of Students may also permit the complainant to question the witnesses, within reasonable limits.

6.6. The accused student and the complainant will not be permitted to directly question each other in hearings to determine the sanction to be imposed on a student for whom UN M's Office of Equal Opportunity has issued a Probable Cause determination under Article 4.4 herein. Questions for the accused student and the complainant from the other party may be suggested by each of them to the Student Conduct Committee who will decide whether to pose them. In such cases, additional limitations

on questioning may be imposed that are consistent with the complainant's rights as stated in Article 7.7 herein.

6.7. The accused student and the complainant may each request the presence of witnesses at the hearing by informing the Dean of Students of their names and expected testimony at least five business days before the hearing. Based upon the Investigation Report, the Student Conduct Committee may call witnesses not identified by either the complaint or the accused student. The Dean of Students may refuse to call a requested witness if he or she determines that the expected testimony is not sufficiently relevant to the charges, would be duplicative of other testimony, or would otherwise not be significantly helpful to the review and determination of the charges. The Dean of Students will try to arrange the attendance of witnesses who are members of the university community (students, staff and faculty). The accused student and complainant are responsible for arranging the attendance of persons from outside of the university. The Student Conduct Committee has no subpoena authority. The accused student and complainant will each receive a list of witnesses called to testify at least three business days before the hearing.

6.8. The accused student and the complainant may each submit pertinent documentary evidence for consideration by the Student Conduct Committee at least five business days before the hearing. As with witnesses, the Dean of Students may, for the reasons cited in Article 6.6. decline to accept a party's evidence. Both parties will be provided access to all documentary evidence accepted, consistent with the federal Family Educational Rights and Privacy Act (FERPA).

6.9. In its discretion, but consistent with the other provisions of this Grievance Procedure, the Student Conduct Committee may proceed independently to secure evidence for the hearing. Both parties will have an opportunity to review any such evidence at least three business days before the hearing, consistent with the federal Family Educational Rights and Privacy Act (FERPA).

6.10. The hearing will be recorded in an appropriate format as determined by the Dean of Students, and the Dean of Students Office will keep the recording(s). The recording is the property of the university. No typed record will be made.

6.11. The rules of evidence used in civil or criminal trials are not applicable to formal hearings conducted by the Student Conduct Committee.

6.12. Within three weeks of the conclusion of the hearing, the Student Conduct Committee will send the accused student a decision letter which includes the

Committee's findings and any disciplinary sanction imposed. The Student Conduct Committee may find the party charged not responsible for violating the Code of Conduct, or may find the party responsible and impose a disciplinary sanction. As set forth in Article 7.7(C), in a case of alleged sexual violence, the complainant will also be notified of the Student Conduct Committee's decision, to the extent permitted by the federal Family Educational Rights and Privacy Act (FERPA).

6.13. The Student Conduct Committee may seek advice from the Office of University Counsel throughout the adjudication process on questions of law or procedure; however, factual determinations are the exclusive domain of the Committee.

6.14. Decisions of the Student Conduct Committee are subject to appeal to the Vice President for Student Affairs, as per Article 7.2 herein, if the sanction imposed by the Committee is suspension, expulsion or banning from the campus. In cases involving allegations of discrimination as provided in Article 4.4

herein, decisions of the Student Conduct Committee are subject to appeal to the Office of the President as provided in Article 7.3 herein.

ARTICLE 7. APPEALS, RECORDS AND RIGHTS

Decisions of the Student Conduct Committee or the Student Conduct Officer are final, unless a sanction of suspension, expulsion or banning from campus is imposed. Appeals in cases involving sanctions issued for violations of the university's prohibitions against discrimination as provided in Article 4.4 herein may be taken by the sanctioned student and/or the complainant, but such appeals must proceed pursuant to Article 7.3(A) herein.

7.1. Appeal to Dean of Students

A. A student receiving a sanction of suspension, expulsion, or banning from campus from the Student Conduct Officer may appeal the decision to the Dean of Students. A Dean of Students Office appeal form must be completed and received by the Dean of Students Office within seven working days of the date of the written decision from the Student Conduct Officer.

Except as provided in Article 4.4(D) and 7.3(A) of this Grievance Procedure, the following will be considered the only grounds for an appeal:

1. There was significant procedural error of a nature sufficient to have materially affected the outcome;
2. The decision was not in accordance with the evidence presented;
3. There is significant new evidence of which the appellant was not previously aware, that the appellant could not have possibly discovered through the exercise of reasonable diligence, and the absence of which was sufficient to have materially affected the outcome; and/or
4. The severity of the sanction is grossly disproportionate to the violation(s) committed.

On appeal the Dean of Students shall review the decision of the Student Conduct Officer and may schedule an appointment with the party appealing to discuss the reasons for the appeal.

B. After reviewing the case, the Dean of Students may:

- I. Affirm or overturn the findings of the Student Conduct Officer.
- II. Affirm or alter the sanction imposed by the Student Conduct Officer.
- III. Remand the case to the Student Conduct Officer. A remand will generally occur where new evidence is to be reviewed or as otherwise determined by the Dean of Students. Where a case is remanded, the decision of the Student Conduct Officer may be appealed to the Vice-President for Student Affairs.
- IV. The Dean of Students will send written notification of the decision to the appealing party within two weeks of meeting with the appealing party, with a copy sent to the Student Conduct Officer.

7.2. Appeal to Vice President for Student Affairs

A. Appeals to the Vice President for Student Affairs may be made from a decision of the Dean of Students to uphold a student's suspension, expulsion or banning from campus; or from a decision of the Student Conduct Committee imposing such a sanction.

B. An appeal form must be completed and submitted to the Vice President for Student Affairs within seven working days of the date of the written decision from the Dean of Students or the Student Conduct Committee. The grounds for appeal to the Vice President are the same as for an appeal to the Dean of Students (see Article 7.1 (A)). On appeal the Vice President for Student Affairs shall review the decisions of the Student Conduct Officer, Student Conduct Committee and/or the Dean of Students. The Vice President for Student Affairs may meet with the party appealing to discuss the reasons for the appeal.

C. After reviewing the case, the Vice President for Student Affairs may:

- i. Affirm or overturn the findings of the Dean of Students or the Student Conduct Committee;
- ii. Affirm or alter the sanction imposed by the Dean of Students or the Student Conduct Committee; or
- iii. Remand the case to the original tribunal (Student Conduct Committee or Student Conduct Officer) for further proceedings. A remand will generally occur where new evidence is to be reviewed or as otherwise determined by the Vice President for Student Affairs. Where a case is remanded, the decision of the Student Conduct Committee or Student Conduct Officer may be appealed after rehearing to the Vice President for Student Affairs.
- iv. The Vice President for Student Affairs will send written notification of the decision to the appealing party within two weeks of meeting with the appealing party. A copy of the decision shall be sent to the Dean of Students.

7.3. Appeal to the President and the Board of Regents

A. Appeals of sanctions issued for violations of university policy prohibiting discrimination as provided in Article 4.4 of this Grievance Procedure.

i. Decisions of the Student Conduct Committee or the Student Conduct Officer regarding sanctions imposed for violations of the university's prohibition against discrimination as provided in Article 4.4 herein are final, unless a sanction of suspension, expulsion or banning from campus is imposed. A student receiving such a sanction may appeal the decision to the Office of the President. The appeal must be in writing, contain a statement of the sanction (s) being appealed and the grounds therefore, and must be received at the Office of the President within seven working days of the date of the written decision from the Student Conduct Committee or

Student Conduct Officer. Either the sanctioned student or complainant may appeal a sanctioning decision of the Student Conduct Officer or the Student Conduct Committee in cases involving sexual harassment, sexual misconduct, or sexual violence. Only the sanctioned student may appeal a sanctioning decision of the Student Conduct Officer or Student Conduct Committee in cases involving discrimination that is not related to sexual harassment, sexual misconduct, or sexual violence.

ii. As provided in Article 4.4(D) herein, appeals of sanctions issued for violations of the university's prohibition against discrimination, including sex discrimination, sexual harassment, sexual misconduct, or sexual violence, are only permissible if the grounds for such appeal are that there was significant procedural error during the sanctioning process of a nature sufficient to have materially affected the

outcome of the sanction decision and/ or the severity of the sanction is grossly disproportionate to the violation (s) of university policy that OEO found to have been committed.

Nothing in this Procedure provides a means to appeal any decision issued by OEO that may provide the basis for a sanctioning decision.

iii. The President's consideration of whether the sanctioning decision(s) on appeal was procedurally erroneous or grossly disproportionate to the violations(s) of university policy as found by OEO will be limited to a review of the evidence submitted to the Student Conduct Committee and/or Student Conduct Officer relevant to the level of sanction(s) to be imposed; the evidentiary findings made by Student Conduct Committee and/or Student Conduct Officer; and/or the conclusions made by the Student Conduct Committee and/or Student Conduct Officer in determining the level of sanction(s) imposed. The President will not consider any evidence not submitted to the Student Conduct Committee or Student Conduct Officer for consideration of the sanction(s) at issue unless such evidence is newly discovered or was otherwise not reasonably available to the appealing party or parties at the time the sanctioning process was initiated.

iv. After reviewing the case, the President may:

- a) Affirm the sanction (s) issued in its/their entirety;
- b) Affirm the sanction (s) issued in part and remand the remainder to the Student Conduct Committee and/or Student Conduct Officer for further proceedings; or
- c) Remand the decision issuing the sanction(s) on appeal in its/their entirety to the Student Conduct Committee and/or Student Conduct Officer for further proceedings.

A remand will generally occur only where new evidence, as provided in Article 7.3(A) (iii) herein, is to be reviewed or as otherwise determined by the President. Where a case is remanded, the subsequent decision of the Student Conduct Committee or Student Conduct Officer may be appealed after rehearing to the President as provided in Article 7.3 herein.

v. Appeals to the Board of Regents may be petitioned-for from a decision of the President to uphold the sanctioning decision (s) issued by the Student Conduct Committee and/or Student Conduct Officer regarding a student found by OEO to have violated the university's prohibitions against discrimination, including sex discrimination, sexual harassment, sexual misconduct, and sexual violence. Such an appeal must be submitted to the Board of Regents in writing, stating the sanction (s) appealed and the grounds upon which the appeal is based, within seven working days of the President's decision being issued. Appeals to the Board of Regents that are accepted will be handled pursuant to the policies of the Regents concerning discretionary reviews.

Missing Student Notification Procedures

UNM takes student safety very seriously. To this end, and in compliance with the Higher Education Opportunity Act of 2008, the purpose of this policy is to provide procedures for reporting, investigating and making emergency notifications regarding any residential student of UNM who, based on the facts and circumstances known to UNM, has been determined to be missing.

For purposes of this policy, a residential student of UNM is a student who is currently enrolled and resides in on-campus housing or in privately owned Greek housing on campus.

Student Contact Information

All residential students have the opportunity to identify an individual who will be contacted by UNM within 24 hours of the determination that the student is missing. The contact person may be a parent, legal guardian or other person of the student's choosing. If the student is under 18 years of age and is not emancipated, UNM must also notify a parent or legal guardian within 24 hours of the determination that the student is missing. Student contact information is held confidential and is accessible only to authorized UNM officials and law enforcement involved in a missing person investigation. Students living in UNM residence halls can register their confidential contact information, or make any changes to previously registered information, through Residence Life and Student Housing (505) 277-2606. Students living in the ACC Properties (Casas del Rio 505-277-1619 and Lobo Village 505-925-5575) can register their confidential contact information, or make changes to previously registered information, through their respective residence hall front desk. Students residing in Greek housing can register their confidential contact information through the Greek Life Office of UNM Student Activities Center (505) 277-4706. Students are responsible for ensuring that their contact information is up-to-date and accurate.

UNM students, employees or other individuals who have reason to believe that a residential student is missing should immediately report their concerns to UNMPD (505) 277-2241, within 24 hours of determination that a student is missing. If the Residence Life and Student Housing Office, Greek Life Office or other department receives a report of a missing student, UNMPD should be notified immediately of this report. UNMPD will, as appropriate, engage staff from Residence Life and Student Housing and other UNM departments in immediate efforts to locate the student. These efforts may include but are not limited to:

- Contacting the student via his or her telephone and/or email.
- Checking the student's residence; determining if the student has been in class or used his or her UNM ID card.
- Checking with roommates, friends and others who may have relevant information.

If these efforts are unsuccessful in locating the student, UNMPD will inform the Dean of Students that the student is missing and the following will occur:

- The Dean of Students, or designee, will notify the student's designated missing person contact within 24 hours of being informed by UNMPD that the student is missing.
- If the missing student is under the age of 18 and is not emancipated, the Dean of Students, or designee, will notify the student's custodial parent or legal guardian within 24 hours of being informed by UNMPD that the student is missing.
- UNMPD will notify any other law enforcement agencies within 24 hours, as appropriate, for purposes of coordinating the investigation and continuing efforts to locate the student.
- The Dean of Students will initiate actions deemed appropriate under the circumstances in the best interest of the missing student. For example, contacting the student's instructors may occur if necessary or beneficial in the situation to the student and/or instructors.

With very few exceptions, employees, students and visitors are not permitted to use or possess weapons on any part of the campus. A weapon includes, but is not limited to: firearms; ammunition and other dangerous weapons, substances, or materials; and bombs, explosives, or incendiary devices.

Any person failing to comply will become subject to appropriate disciplinary and/or criminal action. The UNM Weapons Policy is printed in its entirety in The UNM Pathfinder, which is available in the Dean of Students Office (Student Services Center). The Pathfinder is also available on-line at <http://pathfinder.unm.edu/>.

There are certain items that are allowed on the UNM Main Campus for self-defense purposes, which include:

Allowable Self-Defense Items
<ul style="list-style-type: none"> • Pepper Spray – Members of the UNM campus community may carry pepper spray (A/K/A) oleoresin capsicum) in container no larger than 2.5 ounces, with a concentration of oleoresin capsicum of no more than ten (10) percent, for self-defense purposes • Stun Guns – with a maximum amperage of five (5) milliamps for self-defense purposes

POLICY ON ILLEGAL DRUGS & ALCOHOL

The Drug-Free Schools and Communities Act Amendments of 1989 (amends original law passed in 1986)

This law requires institutions receiving federal financial assistance to establish drug and alcohol abuse prevention programs for students and employees. This includes, at minimum, the following:

I. Create/have a campus alcohol and other drug policy that contains information on:

1. Standards of conduct that clearly prohibit, at a minimum, the unlawful possession, use, or distribution of illicit drugs and alcohol by employees and students on its property or as part of its activities;
2. A description of applicable legal sanctions under local, state, or federal law for the unlawful possession or distribution of illicit drugs and alcohol;
3. A description of health risks associated with the use of illicit drugs and the abuse of alcohol;
4. A description of available drug or alcohol counseling, treatment, or rehabilitation or re-entry programs;
5. A clear statement of the disciplinary sanctions that the institution will impose on employees and students and a description of termination of employment and referral for prosecution for the unlawful possession, use, or distribution of illicit drugs and alcohol. Disciplinary sanctions may also include completing an appropriate rehabilitation program.

II. The institution must distribute this policy to all students, faculty, and staff annually

Note: Until a few years ago, the Department of Education interpreted this to require that the policy be sent via printed documents through campus mail. The use of electronic distribution (email) is now considered appropriate given,

- 1) The email is distributed to all students, staff, and faculty, and,
- 2) The policy appears in the text of the email and not as an attachment

III. The institution has adopted and implemented an alcohol and other drug prevention program

IV. The institution must conduct a biennial report review of the program's effectiveness, implement changes, if needed, and ensure that the disciplinary sanctions are consistently enforced.

The University of New Mexico Drug Free Campus

This Policy on Illegal Drugs and Alcohol is adopted pursuant to federal laws and because of the commitment of UNM to an environment for the pursuit of its educational mission free of drugs and the illegal use of alcohol. Drug and alcohol abuse on campus poses a serious threat to the health and welfare of faculty, staff and students; impairs work and academic performance; jeopardizes the safety and well-being of other employees, students and members of the general public; and conflicts with the responsibility of The University of New Mexico to foster a healthy atmosphere for the pursuit of education, research and service. Federal and State laws relating to controlled substances and alcohol are enforced by UNMPD. The university enforces the state of New Mexico underage drinking laws and therefore does not permit the possession or consumption of alcoholic beverages by people under the age of twenty-one. Illegal uses of alcohol include, but are not limited to, serving, buying or drinking alcohol by a minor; assisting a minor or an intoxicated person to get alcohol; selling alcohol without a license and driving while under the influence.

This policy covers all property owned, used, leased or controlled by UNM, or any other site where official University business is being conducted. "Controlled substances" means those substances in Schedules I through V of section 202 of the Controlled Substances Act, 21 U.S.C. 812, and implementing regulations, 21 CFR 1308.11-1308.15. Controlled substances include, but are not limited to, marijuana, cocaine (including "crack"), amphetamines, heroin, PCP, hallucinogens, and certain prescription drugs. Illegal uses of alcohol include, but are not limited to, serving, buying, or drinking alcohol by a minor; assisting a minor or an intoxicated person to get alcohol; selling alcohol without a license and driving while under the influence. This policy is not intended to supersede or negate any existing policies on substance abuse, student or employee discipline, or any additional requirements imposed on The University of New Mexico or its students, faculty or staff by federal or state law.

I. Policy Statement

The unlawful manufacture, distribution, dispensing, possession or use of controlled substances or alcohol on UNM property or as part of any of its activities by any member of the UNM community faculty, staff or students strictly prohibited.

As a condition of continued registration and enrollment, any student of UNM shall abide by this policy. Violation of this policy shall result in disciplinary action, up to and including expulsion. For more detailed information, students should refer to the Student Code of Conduct and related policies printed in *The UNM Pathfinder* (<http://pathfinder.unm.edu>) and/or contact the Dean of Students Office.

UNM's response to any violation of this policy may include, as a total or partial alternative to disciplinary action, a requirement that the employee or student participate satisfactorily in an approved substance abuse treatment or rehabilitation program as a condition of continued employment or registration/enrollment. Any employee engaged in the performance of work under a federal contract or grant is required, as a condition of employment, to notify his/her supervisor if he or she is convicted of a criminal drug statute violation

occurring in the workplace within five days of such conviction. The supervisor shall notify the University Counsel's Office. Failure of the employee to notify the supervisor shall be grounds for disciplinary action.

In recognition of the dangers of substance abuse in the workplace, UNM shall maintain alcohol and drug-free awareness programs to inform members of the University community about the issues and risks of substance abuse, and about counseling and treatment resources. The university shall assign responsibility for such awareness programs to specific administrative entities, which shall be provided sufficient resources to develop and maintain the programs. As a matter of policy, any referral, treatment, awareness or primary prevention programs established by the University shall play no role in enforcing or instituting possible disciplinary action.

II. Legal Sanctions for the Unlawful Possession or Distribution of Illicit Drugs and Alcohol

The penalties for even the most minor of violations of the Liquor Control Act can include fines of up to \$300, confiscation of property and imprisonment for up to seven months. More serious violations carry greater penalties, with larger fines and longer imprisonment.

Driving, using machinery after drinking, or using drugs creates the risk that the user may injure or kill someone. This can result in homicide charges. License revocation and vehicle impoundment are also possible results of driving while under the influence of liquor or drugs. The minimum blood alcohol levels at which drivers' licenses are revoked in New Mexico are .02% for those under 21 and .08% for those 21 and over. All drivers in New Mexico are presumed to be intoxicated at the .08% level.

In drug-related cases, a court can permanently suspend eligibility for federal benefits, including financial aid. A criminal record can seriously hurt educational and career opportunities.

Penalties for illegal drug use can include significant fines and imprisonment. Penalties for the illegal sale of drugs are greater, and may include property confiscation. Alternative penalties for illegal drug or alcohol use may also include mandatory community service. Violation of laws by a foreign national may result in deportation.

As required by federal regulations, the following charts (figures 1 and 2, included in the appendix of this report) detail federal and state sanctions for the unlawful possession or distribution of illicit drugs.

III. Health Risks Associated with Use of Illicit Drugs and the Abuse of Alcohol.

Excessive alcohol consumption and abuse of illicit drugs can lead to certain types of cancer, pathological changes in the liver, brain, heart and muscle, which can lead to disability and death, addiction, birth defects, shortened life span, stomach ulcers phlebitis, varicose veins, and other health problems. Alcohol and drugs are also a major factor in homicides, assaults, rapes, suicide, family and date violence. Alcohol is significantly involved in all types of accidents - motor vehicle, home, industrial, and recreational. Unintended pregnancies and sexually transmitted diseases are often associated with alcohol or other drug abuse, as well as relationship, academic or work problems.

For more information on the possible effects and health risks associated with the use of illicit drugs and alcohol, contact the Student Health Center Health Education Program at (505) 277-1074 or the UNM Campus Office of Substance Abuse Prevention at (505) 277-2795. Information on the possible effects and health risks associated with the use of illicit drugs and controlled substances is also contained in the Policy on Illegal Drugs and Alcohol that appears on page 53 of the 2007-2008 UNM Pathfinder.

Campus Resources for Faculty and Staff:

If you are concerned about your own, an employee's or a colleague's alcohol or drug use, contact the CARS program. The intent of CARS is not to intrude into the private lives of university employees, but rather to provide services for those who choose to request help with their problems. Your contact with CARS is confidential within the limits of applicable law and ethical guidelines. Individual assessments, short-term counseling, consultation and referrals are available. CARS also offers presentations on a variety of topics, voluntary mediation services, group crisis intervention, and team building.

C.A.R.S. (Counseling, Assistance & Referral Service) 505-272-6868.

University Hospital employees may contact C.A.R.S. directly (505-272-6868) or call Human Resources (272-0942) for information about available counseling & referral resources.

Campus Resources for Students:

If you are concerned about the alcohol or other drug use of yourself or another, please contact the Student Health Center or the Campus Office of Substance Abuse Prevention. Confidential consultants, individual assessments and education are available.

Student Health and Counseling (Counseling Services) - 277-3136

Campus Office of Substance Abuse Prevention - 277-2795

Other Campus and Community Resources:

AGORA Crisis Center – 505-277-3013

NM Council on Alcoholism and Drug Dependence - 505- 256-8300

(for intervention services and information on community treatment resources and recovery groups, e.g., AA, ACOA, Al-Anon, Rational Recovery, Women for Sobriety)

Suicide Prevention Emergency Service (24 hours) – 505-247-1121

University Hospital Emergency Dept. – 505-272-2411

UNM Center on Alcoholism, Substance Abuse and Addictions (CASAA) – 505-925-2300

UNM Department of Psychology Clinic – 505-277-5164

UNM Employee Health Promotion Program – 505-272-4460

UNM Employee Occupational Health Services – 505-272-2517

UNM Mental Health Center, Crisis Unit – 505-272-2800

UNM Women's Resource Center – 505-277-3716

SEX OFFENDER REGISTRATION

In accordance with the Campus Sex Crimes Prevention Act of 2000 (CSPA), UNMPD is providing a link to the New Mexico Department of Public Safety for law enforcement agency information concerning registered sex offenders. The CSPA requires institutions of higher education to inform the campus community where law enforcement information about registered sex offenders may be obtained. It also mandates that sex offenders who are required to register in a State must also give notice of each institution of higher education in that State at which the person is employed, carries on a vocation, or is a student. Additionally, the New Mexico Sex Offender Registration and Notification Act requires a convicted sex offender who is employed by, enrolled at, volunteering with or carrying on a vocation at an institution of higher education to register with the university's law enforcement department, the university registrar, the county sheriff for the county in which the higher education institution is located as well as the county sheriff for the county in which the sex offender resides.

Registration at UNM is administered by UNMPD (Hokona Hall, 2500 Campus Blvd NE) or the Registrar's Office (Student Support & Services Center, 1155 University Blvd. SE). The registration form is available online at: <https://police.unm.edu/default.aspx?menuitemid=191>

A list of registered sex offenders is available online from the New Mexico Department of Public Safety at: <http://www.nmsexoffender.dps.state.nm.us/> or by calling the Bernalillo County Sheriff's Department at (505) 468-7100.

***Educational Programs and Campaigns for Alcohol/Drug Use,
Dating Violence, Domestic Violence, Healthy Relationships,
Sexual Violence and Stalking:***

UNM Main Campus and UNM West/UNM Health Sciences Rio Rancho Campus are committed to educating members of its campus community through a number of ongoing campaigns, educational and awareness programs. UNM prohibits all acts of violence on our campus, including Dating Violence, Domestic Violence, Sexual Violence and Stalking. Our campaign and programmatic efforts reflect that we are an affirmative consent campus, as defined in our institutional policy #2740. All incoming students receive the following mandatory training, which is the primary prevention and awareness program for students:

Grey Area Training:

This training module is an in-person and interactive training for students that is approximately 1.5 hours in length annually during new student orientation, which includes:

- Covers sexual misconduct prevention risk reduction, including dating violence, domestic violence, sexual assault and stalking.
- States that sexual discrimination, which includes dating violence, domestic violence, sexual assault and stalking are prohibited acts
- Reporting Options – including areas that are anonymous and those individuals that are mandatory reporters
- Discusses the importance of “consent”
- Discusses positive/safe bystander information such as:
 - Using Humor
 - Group Intervention
 - Distraction
 - Using I Statements
- Defines Sexual Violence terms, such as sexual assault, stalking and relationship violence
(*definitions for these VAWA related crimes can be found beginning on page 57 of this report*)

Intersections: Preventing Discrimination and Harassment:

UNM is committed to educating members of its campus community through a number of ongoing educational and awareness programs. All employees must complete this mandatory training on an annual basis, which is the primary prevention and awareness programs for faculty and staff:

The module raises awareness on the various topics of discrimination, harassment and sexual violence. Intersections includes animated scenarios, skill practices, UNM policies and resources, sound and closed caption (CC) capability. The training is one hour in length for both faculty and staff, which includes:

- Covers sexual misconduct prevention and risk reduction, including dating violence, domestic violence, sexual assault and stalking.
- States that sexual discrimination, which includes dating violence, domestic violence, sexual assault and stalking are prohibited acts
- Reporting Options – including areas that are anonymous and those individuals that are mandatory reporters
- Discusses the importance and meaning of “consent”
- Discusses bystander information such as:
 - Using Humor
 - Group Intervention
 - Distraction
 - Using I Statements
- Defines Sexual Violence terms, such as sexual assault, stalking and relationship violence

General Campus Crime Prevention and Security Awareness Programs

In addition to the Grey Area and Intersections trainings that specifically address incidents of sexual misconduct (including dating violence, domestic violence, sexual assault and stalking), UNM offers information about safety and security awareness/prevention programs that are available to the UNM campus community, as well as crime prevention services and tips. This information is designed to keep faculty, staff and students safe, here at UNM. Information about these ongoing no cost services is given out to new students at their incoming orientation. Employees (faculty and staff) of UNM must complete the Annual Basic Safety Training annually, via an on-line platform through Learning Central and receive safety information at new employee orientation.

Protect the Pack:

This is UNM’s campaign to promote a number of safety related items, including being a good bystander and protecting their fellow students by “Protecting the Pack” – a play on protecting other students (Lobos).

Campus Safety Week:

Campus Safety Week is a week of programming that occurs annually during Campus Safety Awareness Month (September), which includes programs for our entire UNM Community like:

- Sexual Assault Awareness Programs, that include prevention and bystander information
- Campus Safety Walk – where students evaluate the safety of UNM’s Campus at night
- Coffee with a Cop – an opportunity to have all UNM Community members have coffee with our UNMPD and ask questions of UNMPD. UNMPD informs our community during these events about our:
 - Primary Crime Prevention programs on Campus
 - Answers safety related questions that are applicable to our campus community
- Safe Zone Training – where UNM Community members can understand how to be an ally, what terminology is appropriate, understanding different types of hate, negativity and phobias.

Campus Office of Substance Abuse Prevention:

Program (Risk Reduction)	Target Audience	Frequency
E-Chug	Students at Risk with Alcohol Use	Annually
Diary of a Lady Lobo (Healthier alternatives to drinking while partying)	UNM Women Students	Annually
Campaign (Prevention and Awareness)	Target Audience	Frequency
Social Norms (Educating students about social drinking and partying)	All UNM Students	Annually

Greek Life Office:

Program (Risk Reduction)	Target Audience	Frequency
Greek Life Leadership Summit (Liability of hosting events and Sexual Assault Reporting)	All UNM Greek Leadership	Occurs every Spring
Greek Life New Member Summit (Identifying Hazing Behavior)	All UNM Greek Members	Occurs every September

LoboRESPECT Advocacy Center:

Campaign (Prevention and Awareness)	Target Audience	Frequency
Not on My Campus (Promoting Sexual Assault Response and Education)	UNM Community	Annually (It is a Campaign)
Consent. Get It. (Promoting importance of getting Consent)	UNM Community	Annually (It is a Campaign)
Protect the Pack (Promoting Safe Bystander Intervention)	UNM Community	Annually (It is a Campaign)

Office of Equal Opportunity:

Campaign (Prevention and Awareness)	Target Audience	Frequency
Know Your Title IX (Tabling)	UNM Community (Faculty, Staff and Students, including prospective students)	During New Student Orientation each Summer

Student Health Center:

Program (Awareness and Prevention)	Target Audience	Frequency
Condom Mint Program (STI Transmission Awareness)	UNM Community (Faculty, Staff and Students)	Weekly distribution- 20 different locations Annual April STI Awareness Event Social Media campaigns during awareness days.
Workshops and Presentations Workshops and presentations on a variety of topics are held for students during the Fall/Spring semesters. Additional workshops can be done as requested. Topics can include but are not limited to, Healthy Relationships, Stress Management, etc.	UNM Students, Faculty and Staff	Workshops- Throughout the Fall/Spring semesters and as requested Presentations- New Student Orientations, New Faculty Orientations, etc. and as requested.

UNM Residence Halls:

Program (Awareness and Education – Primary Prevention)	Target Audience	Frequency
Multiple Educational Programs	UNM Residence Hall Students	Programs Occur Annually (typically upon the start of each fall and spring semester and are available upon request)

Active Bystander Intervention:

A bystander is a person who observes a conflict or unacceptable behavior. The observed behavior may be serious or minor, one-time or repeated, but the bystander knows that the behavior is harmful or likely to make a situation worse. This person may be in a position to discourage, prevent or interrupt unacceptable behavior. The bystander has two options: to remain a passive bystander or become an active bystander. A passive bystander is one who observes but does not intervene in any way.

Steps to becoming an Active Bystander:

1. Notice a situation that is out of the ordinary. Does your "gut" tell you something is wrong?
2. Ask yourself if I could play a role here?
 - a. If nobody intervenes, what will likely happen?
 - b. Is someone else better equipped to respond?
 - c. What would be my purpose of responding?
3. Assess your options for providing help. Use your words; do not use violence to end violence.
4. Determine the potential risk(s) of taking action

- a. Are there risks to myself and/or others?
 - b. Is there a low-risk option?
 - c. How could I reduce risks?
5. Determine how to implement your choice(s) safely.

Examples of safe bystander interventions:

- Come up with an excuse to separate your friend from the situation
- Ask friends to assist when a situation seems to be going poorly
- Come up with some distraction if a situation is not going well

Definitions:

Awareness/Education Programs: These are programs designed by UNM to create more awareness and education about sexual misconduct, domestic violence, dating violence and stalking.

Bystander Intervention: These are programs or campaigns, which inform our UNM campus community of ways to intervene safely and positively in situations that may have potential for becoming unsafe situations.

Consent: Is an affirmative informed decision to willingly engage in mutually agreed upon sexual activity.

Ongoing Prevention and Awareness Campaigns: These are marketing pushes to make our UNM Campus Community more aware about sexual misconduct, domestic violence, dating violence and stalking.

Primary Prevention Programs: These are programs designed to educate our campus community about preventing sexual misconduct, domestic violence, dating violence and stalking.

Risk Reduction: Provides options to decrease perpetration and bystander inaction, while increasing empowerment for victims in order to promote safety and to help individuals and community members address conditions that facilitate violence.

CRIME PREVENTION SERVICES AND RISK REDUCTION TIPS - (Keeping you Safe at UNM Main Campus)

The following is a list of services UNM provides for the entire UNM community. These services are talked about at New Student Orientation and New Employee Orientation.

Alarm System:

We operate a computerized intrusion and fire alarm system to monitor most facilities throughout campus to enhance personal and building security.

Bicycle Registration:

UNMPD strongly recommends that everyone operating a bicycle at UNM have it registered. Registration is free and valid for four years. Bicycle registration is available at UNMPD.

Blue Light Emergency Phones:

Tall blue emergency phones are located throughout campus. A UNM student or visitor can press the red button on these emergency phones to be in immediate voice contact with UNMPD and to set off the Blue Light on top of the Emergency Phone pole.



Crime Prevention Materials:

Free brochures and other documents regarding crime prevention are available at UNMPD and other campus locations.

Campus Escort Service:

UNMPD offers escort services to anyone needing an escort from an on-campus location to another on-campus location 24 hours, 7 days a week. We do not give off campus escorts. For escort service, call (505) 277-2241.

Campus Safety Website:

The Campus Safety Website has a myriad of safety tips and features for our UNM community, including a link to Campus Safety 101 <http://campussafety.unm.edu/index.html>

Lobo Guardian:

Is a mobile app that increases user safety by creating a virtual safety network of friends and family. With this app you can, set a safety timer and status, communicate with UNMPD and report a tip to UNMPD. Please visit <http://loboguardian.unm.edu/> to get this app.

Lost and Found:

UNMPD operates the main lost and found service for the University.

Victim/Witness Assistance Program:

Contact 841-7020.

Parking & Transportation Services: Parking and Transportation Services provides lighted shelters at bus stops and offers a reliable shuttle bus system throughout the campus from remote parking areas. For additional information, call (505) 277-1938.



Reducing Your Risk at UNM

The UNM Community is encouraged to be responsible for their own security and to potentially assist with the security of others. Risk reduction choices are not presented in a way to victim blame, but to assist in empowering an individual so that they can be safe, lessen the potential to be a victim of a crime and promote the safety of others. The following is a list of suggestions that will help to reduce your risk on the UNM Campus:

- We want all individuals to feel empowered to say something if you see something on campus that makes you feel uneasy or feeling unsafe, by making sure you let someone know about it (such as the UNM Campus Police or Dean of Students Office), so the UNM can take action to address these unsafe conditions
- Walk with others at night or use the Campus Escort Service
- Should you bring a bike to campus, lock your bike with a U-Lock and take any easily removable items from your bike with you



- Do not leave your valuables unattended
- Do not open doors for strangers or invite strangers into our Residence Halls

- Do not prop open the door of your Residence Hall
- Should you bring a vehicle to campus, use some sort of theft deterrent device and do not leave items in plain sight of others who may be walking by your car
- Should you wear head-phones or ear-buds, please keep the volume low enough so that you can be aware of your surroundings
- Do not give your personal information to untrusted sources, either in person or on-line
- Always report suspicious activity to the UNM Campus Police by calling 505-277-2241



As Lobos, you should remember to “Protect the Pack”

FIRE SAFETY REPORT

In accordance with the Higher Education Opportunity Act of 2008, UNM is providing mandatory fire safety information as part of this Annual Report. Detailed data for all on-campus student-housing facilities can be found in Table 4 at the end of this Annual Report.

UNM’s Safety & Risk Services Department maintains information on reports of fires and fire alarms in University-owned residential halls and Student Family Housing. All of the Greek fraternity and sorority houses are owned by their respective Greek organizations rather than UNM. The Student Activities Center collects information about fires occurring in Greek housing from the fraternities and sororities.

Fire Safety Policies and Rules (Residence Life)

Students who live in UNM residence halls and apartments are part of an academic community that has in place community standards to promote the well-being of all residents. The community standards include

rules for fire safety, some of which are explained below. The complete Residence Hall Handbook can be found at:

<https://housing.unm.edu/current-students/Residence%20Hall%20Handbook%202017.pdf>

Smoking: Smoking is not permitted anywhere in the residence halls and apartments. UNM is a tobacco-free campus and smoking is prohibited in all University property except for a number of specifically designated outdoor areas.

Open flames: Open flames are prohibited in the residence halls and apartments. Students are not allowed to burn or possess candles, incense, kerosene lamps, lighter fluid, propane or charcoal in their rooms.

Cooking and electrical appliances: Residence hall and apartment students may bring and use in their rooms a microwave (800 watts or less), hot pot, coffee maker, rice cooker and hot air popcorn popper. Appliances with a visible heating element or which use hot oil (e.g. toasters, toaster ovens, George Forman grills) are prohibited. Possession of unauthorized cooking or heating appliances may result in disciplinary action, including imposition of a fine if use damages the room or apartment. Halogen lamps are prohibited in residence halls and apartments because they pose a fire hazard.

The Residence Life Handbook requires that all electrical appliances, cords and products be listed with National standards. The Guide also requires that all equipment be maintained in excellent working condition. Overloading electrical outlets is prohibited and only approved surge protective/circuit breakers are permitted.

Residents should report all fires or other emergencies to the 24-hour Student Resident Center Desk by telephone 505-277-9203. Residents may also report a fire directly to the fire department by calling 911. The Student Resident Center Desk is staffed on a 24-hour basis to respond to emergencies.

Residence hall/apartments conduct four fire drills each academic year (typically one per semester). When a fire alarm sounds in the event of a fire drill or an actual fire, residents in all UNM Residence Halls (including Student Family Housing) and ACC Properties must follow established building evacuation procedures as follows:

- Follow all instructions given by residence life staff, University Police, or emergency personnel.
- Close all room windows and open draperies.
- Grab a blanket or towel to prevent smoke inhalation.
- Leave ceiling lights in room on.
- Leave as quickly as possible and proceed to nearest designated exit.
- Lock room door and take room key with you.
- Use emergency exits only if it is truly an emergency or fire.
- Exit the building.

UNM strives to educate residential students about fire safety. Resident Advisors (student staff who live in each residence hall and apartment complex) and professional regular staff members attend training provided by UNM's Safety & Risk Services Department on responding to emergencies, including fires. The training includes how to evacuate the halls and use of the fire extinguishers located in residence halls and apartments. All students living in residence halls and apartments attend mandatory meetings each

semester with their Resident Advisors to review fire safety materials and Resident Advisors discuss fire evacuation plans for their specific residence halls.

UNM Safety & Risk Services provided fire extinguisher training for both professional staff and Resident Advisors as well as housing maintenance, staff.

Student Family Housing Additional Fire Safety Information

The Student Family Housing complex consists of 200 apartments located a three-minute drive south of the main campus. Student Family Housing is designed for UNM students with spouses, domestic partners or families. Student Family Housing has on site management staff and Community Resident Assistants who receive training in fire safety and evacuation procedures.

Normal small electrical appliances are approved for use in Student Family Housing. Electric heaters and air conditioners and other large electrical appliances are not permitted.

Student Family Housing prohibits the burning or possession of candles, incense, kerosene lamps, lighter fluid, propane or charcoal in apartments or under covered patios. Student Family Housing is also a smoke free environment so that residents and their visitors are not allowed to smoke in apartments, or on porches, patios, balconies, and adjacent areas. The complete Residence Hall Handbook can be found at: <http://housing.unm.edu/student-family-housing/>

American Campus Communities (ACC) Property Additional Fire Safety Information

Lobo Village and Casas del Rio are owned and managed by American Campus Community (ACC), in partnership with Residence Life & Student Housing. Table 2 and 3, shows Fire Statistics for UNM Student Residential Facilities, and includes information about Lobo Village and Casas del Rio. Students residing in either of these complexes can look to ACC's lease and resident handbook for information on rules and policies about fire safety. Lobo Village permits smoking inside apartments and in designated outside areas. Casas del Rio does not permit smoking anywhere on property. Neither Lobo Village nor Casas del Rio permits smoking inside their respective clubhouse, office areas or amenities. The use of candles or other burning or smoking devices (including hookahs and shishas) are prohibited in both complexes. Space heaters and other similar appliances are prohibited. Appliances that use excessive amounts of electricity and/or create excessive heat are prohibited. YOU Residents with questions can contact the Lobo Village or Casas del Rio offices.

Training and Future Improvements for Fire Safety

UNM's Safety & Risk Services Department (SRS) continually evaluates the need for improvements in all aspects of the campus fire safety program. It is the intent of SRS to provide an environment that addresses the issues of fire and life safety for students, visitors, volunteers, faculty and staff. To that end, SRS plans to implement the following fire safety initiatives:

- Provide timely, consistent and effective inspections and testing of building Fire Alarm and Fire Suppression Systems by establishing procedures for conducting and documentation of the required inspections and testing in TMA
- Provide fire safety information at Welcome Back Days
- Actively review remodel and new construction plans to insure compliance with fire code.

GREEK HOUSING

UNM's Greek community hosts 24 fraternity and sorority chapters. Of those 24 chapters, six chapters own and manage chapter houses where members of the fraternity or sorority may reside. These Greek houses are within the UNM campus but they are neither owned nor managed by the University. Chapter houses are owned by the Greek organizations themselves. All of the fraternity and sorority chapters that own houses are affiliates of their respective national Greek organizations which set rules and policies governing chapter houses. These rules vary from chapter to chapter, but

- But all have fire extinguishers
- Have restrictions on live flame candle use
- Have restrictions on certain electric appliances

Chapter houses are required to be inspected annually by the Albuquerque Fire Department and must conduct one fire drill each semester. The UNM Student Activities Center collects reports of fires occurring in Greek housing. In 2018, no reported fires occurred in any fraternity or sorority chapter houses.

Information about fire safety in the six fraternity and sorority chapter houses where UNM Greek students resided can be found at the end of this report in Tabled 4 and 5.

University of New Mexico Campus Crimes

The following tables contain statistics for Clery reportable crimes that have occurred within UNM Main and UNM West/UNM Health Sciences Rio Rancho Campus Clery reportable geography and has been gathered from the Clery Act Compliance Officer, UNMPD, Campus Security Authorities (CSAs) and Surveys sent to Local Law Enforcement Agencies. The data encompasses the following information within UNM's Clery Geography, as defined by the Clery Handbook unless otherwise noted.

Clery Reportable Crimes (UNM Main Campus and UNM West/UNM Health Sciences Rio Rancho Campus Campus)

Murder/Non-Negligent Manslaughter – is defined as the willful (non-negligent) killing of one human being by another.

Negligent Manslaughter – is defined as the killing of another person through gross negligence.

Rape – is the penetration, no matter how slight, of the vagina or anus, with any body part or object, or oral penetration by a sex organ or another person, without the consent of the victim. This offense includes the rape of both males and females. Include the crime as Rape, regardless of the age of the victim, if the victim did not consent or if the victim was incapable of giving consent. If the victim consented, the offender did not force or threaten the victim, and the victim was under the statutory age of consent, include the crime as Statutory Rape.

Fondling - is the touching of the private body parts of another person for the purpose of sexual gratification, without the consent of the victim, including instances where the victim is incapable of giving consent because of his/her youth or because of his/her temporary or permanent mental incapacity.

Incest – is sexual intercourse between persons who are related to each other within the degrees wherein marriage is prohibited by law.

Statutory Rape – is sexual intercourse with a person who is under the statutory age of consent.

Robbery - is the taking or attempting to take anything of value from the care, custody, or control of a person or persons by force or threat of force or violence and/or by putting the victim in fear.

Aggravated Assault – is an unlawful attack by one person upon another for inflicting sever or aggravated bodily injury. This type of assault usually is accompanied by the use of a weapon or by means likely to produce death or great bodily harm.

Burglary – is the unlawful entry of a structure to commit a felony or a theft. This category does include thefts from automobiles.

Motor Vehicle Theft – is the theft or attempted theft of a motor vehicle.

Arson – is any willful or malicious burning or attempt to burn, with or without intent to defraud, a dwelling house, public building, motor vehicle or aircraft, personal property of another, etc.

Violence against Women’s Act (VAWA) Definitions for Domestic Violence, Dating Violence and Stalking (UNM Main Campus and UNM West/UNM Health Sciences Rio Rancho Campus)

Domestic Violence:

A felony or misdemeanor crime of violence committed by:

- A current or former spouse or intimate partner of the victim or
- A person with whom the victim shares a child in common
- A person who is cohabitating with, or has cohabitated with, the victim as a spouse or intimate partner
- A person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction in which the crime of violence occurred
- Any other person against an adult or youth victim who is protected from that person’s acts under the domestic or family violence laws of the jurisdiction in which the crime of violence occurred

Dating Violence:

Is defined as violence committed by a person who is or has been in a social relationship of a romantic or intimate nature with the victim. The existence of such a relationship shall be determined based on the reporting party’s statement and with consideration of the length of the relationship, the type of relationship, and the frequency of interaction between the persons involved in the relationship. For the purposes of this definition

- Dating violence includes, but is not limited to, sexual or physical abuse or the threat of such abuse.
- Dating violence does not include acts covered under the definition of domestic violence.

Stalking:

Is defined as engaging in a course of conduct directed at a specific person that would cause a reasonable person to

- Fear for the person's safety or the safety of others; or
- Suffer substantial emotional distress.

For the purpose of this definition –

Course of conduct means – two or more acts, including but not limited to, acts in which the stalker directly, indirectly, or through third parties, by any action, method, device, or means follows, monitors, observes, surveils, threatens, or communicates to or about a person, or interferes with a person's property.

Reasonable person means – a reasonable person under similar circumstances and with similar identities to the victim.

Substantial emotional distress means – significant mental suffering or anguish that may, but does not necessarily require medical or other professional treatment or counseling.

Unfounded Crimes - Crimes that UNMPD have found to be baseless or false through investigation by their department. Only UNMPD can unfound a crime. Other Clery Reported incidents may have been found not to have occurred through other investigatory agencies, but still must be classified as a Clery Reported Crime on our UNM Crime Statistics

New Mexico State Law Definitions of Domestic Violence, Dating Violence, Sexual Violence (Sexual Assault) and Stalking

Domestic Violence (Per Policy 2740) - Under state law, domestic violence is defined as felony and misdemeanor crimes under the New Mexico Crimes Against Household Members Act. Crimes included under the New Mexico Crimes Against Household Members Act are assault, aggravated assault, assault with intent to commit a violent felony, battery and aggravated battery. A "household member" is a spouse, former spouse, parent, present or former stepparent, present or former parent-in-law, grandparent, grandparent-in-law, a co- parent or a child, or a person with whom someone has had a continuing personal relationship. Cohabitation is not necessary to be deemed a household member under the Act. In addition, under the New Mexico Family Violence Protection Act, violation of a court-issued order or protection granted to protect an individual who has experienced sexual violence or misconduct or domestic abuse is a misdemeanor crime.

Dating Violence (Per Policy 2740) – Under New Mexico Crimes Against Household Members Act, someone with whom a person has a dating or intimate relationship is considered to be a household member. Any of the felony and misdemeanor crimes enumerated as domestic violence in the Crimes Against Household Members Act are also crimes when committed against someone with whom the offender has a dating or intimate relationship.

Sexual Violence (Per Policy 2740) - Sexual violence refers to physical sexual acts perpetrated with force or coercion against a person's will; or where a person has not given consent as defined in this policy or is unable to consent due to the use of alcohol or drugs, disability, or age. It may include sexual assault, forcible fondling, or any other conduct of a sexual nature that is nonconsensual. Sexual violence is a crime.

- Rape/sexual assault: non-consensual sexual intercourse (either vaginal or anal) with a penis, vagina, tongue, finger, or any object.
- Non-consensual oral sex: non-consensual contact between one person's mouth and the genitals or anus of another person.

- Sexual contact/battery: non-consensual touching, kissing, or fondling of another person in a sexual way, whether the person is clothed or unclothed; or forcing someone to touch another in a sexual way.
- Sexual coercion: the act of using pressure, alcohol or drugs, or force to have *sexual* contact with someone against the individual's will and includes persistent attempts to have *sexual* contact with someone who has already refused.

Stalking (Per Policy 2740) – Under New Mexico law, “stalking” is defined as knowingly pursuing a pattern of conduct, without lawful authority, directed at a specific individual when the person intends that the pattern of conduct would place the individual in reasonable apprehension of death, bodily harm, sexual assault, or restraint of the individual or another individual. “Aggravated stalking” consists of stalking perpetrated by a person who knowingly violates a court order, including an order of protection, or when the person possesses a deadly weapon or when the victim is under sixteen years of age.

UNM Campus Geography includes the following areas as defined below:

On Campus Property - Any building or property owned or controlled by an institution within the same reasonably contiguous geographic area and used by the institution in direct support of, or in a manner related to, the institution's educational purposes, including residence halls; and

Any building or property that is within or reasonably contiguous to paragraph (1) of this definition, that is owned by the institution but controlled by another person, is frequently used by students, and supports institutional purposes (such as a food or other retail vendor). This would include most buildings on UNM's Main, North and South Campuses.

Non-Campus Property - Any building or property owned or controlled by a student organization that is officially recognized by the institution; or Any building or property owned or controlled by an institution that is used in direct support of, or in relation to, the institution's educational purposes, is frequently used by students, and is not within the same reasonably contiguous geographic area of the institution. This would include buildings not located reasonably contiguous to UNM, such as Mesa Del Sol, student groups or teams staying at a location for more than one night and off-site courses taught away from UNM, just to name a few examples.

Public Property - All public property, including thoroughfares, streets, sidewalks, and parking facilities, that is within the campus, or immediately adjacent to and accessible from the campus. Public property for UNM is the surrounding streets like Central, University, Lomas, Girard and the sidewalks right on the other side of these streets, but does not include incidents that occur within a business, such as the Frontier Restaurant.

Residential Facilities (On Campus Student Housing) - any student housing facility that is owned or controlled by the institution, or is located on property that is owned or controlled by the institution, and is within the reasonably contiguous geographic area that makes up the campus is considered an on-campus student housing facility. This includes all UNM Residence halls, including Student Family Housing and both ACC Properties, Casa De Rio and Lobo Village.

Table 1 - UNM Main Campus - Clery Crime Statistics (2018, 2017 and 2016)

Crime Classifications		On Campus Property		Non-Campus Property	Public Property	Total Crime Statistics
		On Campus Student Housing	On Campus Total			
Murder/Non-Negligent Manslaughter	2018	0	0	0	0	0
	2017	0	0	0	0	0
	2016	0	0	0	0	0
Negligent Manslaughter	2018	0	0	0	0	0
	2017	0	0	0	0	0
	2016	0	0	0	0	0
Rape	2018	14	24	0	0	24
	2017	13	18	1	0	19
	2016	10	15	0	0	15
Fondling	2018	1	11	2	0	13
	2017	4	12	0	0	12
	2016	3	10	1	0	11
Incest	2018	0	0	0	0	0
	2017	0	0	0	0	0
	2016	0	0	0	0	0
Statutory Rape	2018	0	0	0	0	0
	2017	0	0	0	0	0
	2016	0	0	0	0	0
Robbery	2018	0	5	0	2	7
	2017	2	7	0	1	8
	2016	0	5	0	0	5
Aggravated Assault	2018	1	10	1	6	17
	2017	2	15	0	4	19
	2016	3	12	0	0	12
Motor Vehicle Theft	2018	0	129	4	0	133

	2017	0	211	9	2	222	
	2016	0	173	1	0	174	
Arson	2018	0	1	0	0	1	
	2017	1	4	0	0	4	
	2016	0	2	0	0	2	
Burglary	2018	9	35	1	0	36	
	2017	12	39	0	0	39	
	2016	8	28	0	0	28	
Liquor Law Arrest	2018	1	20	0	0	20	
	2017	0	16	0	0	16	
	2016	0	2	0	0	2	
Drug Arrest	2018	0	6	0	0	6	
	2017	4	8	0	0	8	
	2016	0	8	0	0	8	
Illegal Weapons Arrest	2018	0	3	0	0	3	
	2017	0	1	0	0	1	
	2016	1	3	1	0	4	

Clery Crime Statistics (2018, 2017 and 2016)

Crime Classifications	On Campus Property		Non-Campus Property	Public Property	Total Crime Statistics	
	On Campus Student Housing	On Campus Total				
VAWA Clery Crimes						

Dating Violence	2018	6	16	0	0	16
	2017	12	27	1	1	29
	2016	18	23	0	0	23
Domestic Violence	2018	7	13	2	1	16
	2017	1	5	0	1	6
	2016	3	11	0	0	11
Stalking	2018	4	36	0	0	36
	2017	7	34	0	0	34
	2016	5	25	0	0	25

Referrals for Disciplinary Action						
Liquor Law Referrals	2018	190	191	0	0	191
	2017	311	316	0	0	316
	2016	227	227	0	0	227
Drug Law Referrals	2018	50	62	0	0	62
	2017	93	93	0	2	95
	2016	72	73	0	0	73
Weapons Law Referrals	2018	2	4	0	0	4
	2017	6	8	0	0	8
	2016	6	8	0	0	8

2018 Hate Crime Table

Incident #	Incident Type	Hate Category	Location
Hate Crime #1	Battery	Gender	On Campus
Hate Crime #2	Intimidation	Race	On Campus/Residential

2017 Hate Crime Table

Incident #	Incident Type	Hate Category	Location
Hate Crime #1	Destruction, Damage, Vandalism	Religion	On Campus Residential
Hate Crime #2	Intimidation	Sexual Orientation	On Campus

2016 Hate Crime Table			
Incident #	Incident	Hate Category	Location
Hate Crime #1	Intimidation	Race	On Campus Residential
Hate Crime #2	Intimidation	Race	On Campus
Hate Crime #3	Intimidation	Race	On Campus
Hate Crime #4	Destruction, Damage, Vandalism	Race	On Campus

Unfounded Crimes:

There was 1 unfounded crimes for 2018, 3 unfounded crime for 2017 and 2 unfounded crimes for 2016.

Table 2 - UNM On-Campus Residence Hall Housing Facility Fire Statistics – Calendar Years 2016, 2017 and 2018

Name/Address	Total Fires			Location	Cause	# of Injuries	# of Deaths	Value of Property
	2016	2017	2018					
Alvarado Hall – 2800 Campus BLVD. NE	0	0	0			0	0	0
Casa Del Rio – 420 Redondo Dr. NE	0	0	0			0	0	0
Coronado Hall – 301 Girard BLVD. NE	0	0	0			0	0	0
DeVargas Hall – 2604 Campus BLVD. NE	0	0	0			0	0	0
Hokona Hall – 2500 Campus BLVD. NE	0	0	0			0	0	0
Laguna Hall – 2602 Campus BLVD. NE	0	0	0			0	0	0
Lobo Rainforest – 2700 Central Ave. NE		0	0			0	0	0
Lobo Village – 1200 Avenida Cesar Chavez Blvd. SE	3	0	0	2016 – 1) Dumpster outside 2) Kitchen 3) Kitchen	1) Cigarette 2) Kitchen Towel Left on Stove 3) Unattended Candle	0	0	(2016 - All) \$100 - \$999
Redondo Village Apartments (RVA) – 306 Redondo Dr. NE	1	0	0	2016 – Kitchen Stove Inside of Apt.	Cooking left unattended	0	0	0
Santa Clara Hall – 2600 Campus BLVD. NE	0	0	0			0	0	0

Student Family Housing – 961 Buena Vista SE	0	0	0			0	0	0
Student Residence Center (SRC) – 301 Redondo Dr. NE	1	0	0	2016 – Trash Can outside of bldg.	Luminaria	0	0	\$1000 – 9,999

Description of On-Campus Student Housing Facilities Fire Safety Systems

Fire Safety System Descriptions

1. Battery operated smoke detectors in rooms and common areas
2. Centralized smoke detector system in common areas as well as bedrooms. Fire Suppression system is also in place throughout the house.
3. Local smoke alarms in dormitory rooms; manual pull stations at all exit doors; system smoke detectors in common areas. Activation of pull station or system detector reports to the Student Residence Commons and notifies Campus Police. No fire sprinklers
4. Local smoke alarms in dormitory rooms; manual pull stations at all exit doors; system smoke detectors in common areas. Activation of pull station or system detector reports to the Student Residence Commons and notifies Campus Police. Fire sprinklers in basement only.
5. Full fire alarm system. In room, detectors ring local only with signal to SRC. Common areas full detection with Pull stations will activate general alarm and SRC desk as well as Campus Police. Partial sprinklers in basement tied to fire alarm system. Fire sprinkler system in basement only
6. Local smoke detectors in room's only, smoke detection in common areas activate general alarm. Alarm activation by sprinkler activation or SRC Commons notifies Campus Police. Includes fire sprinkler system. Apartments are fully sprinkled.
7. Local smoke detectors in apartments only; System smoke/heat detectors in unoccupied rooms. General alarm activation by common area smoke/heat detectors, sprinkler activation or SRC Commons notifies Campus Police. Includes fire sprinkler system. RVA is fully sprinkled.
8. Local smoke detectors in apartments only. System smoke/heat detectors in unoccupied rooms and in common areas and corridors. General alarm activation by common area smoke/heat detectors, sprinkler activation fire alarm pull station. Residence Hall is fully sprinkled. Fire Alarm notifies both UNM Campus Police Dispatch and the City of Albuquerque Emergency 911 Dispatch Center

9. Smoke detector system in common areas, as well as bedrooms
10. Centralized smoke detector system in common areas as well as bedrooms. Fire Suppression system is also in place throughout the house. Pull stations in main hallways and common areas
11. Centralized smoke detector system in common areas as well as bedrooms.

Table 3 - UNM ON-Campus Residence Hall Housing – Fire Safety Systems

<i>Name/Address</i>	<i>Fire Safety System</i>	<i>Fire Extinguishers</i>	<i># of Fire Drills 2018</i>
Alvarado Hall – 2800 Campus BLVD. NE	3	Yes	4
Casa Del Rio – 420 Redondo Dr. NE	8	Yes	4
Coronado Hall – 301 Girard BLVD. NE	4	Yes	4
DeVargas Hall – 2604 Campus BLVD. NE	5	Yes	4
Hokona Hall – 2500 Campus BLVD. NE	5	Yes	4
Laguna Hall – 2602 Campus BLVD. NE	5	Yes	4
Lobo Rainforest – 2700 Central Ave. NE		Yes	4
Lobo Village – 1200 Avenida Cesar Chavez Blvd. SE	8	Yes	4
Redondo Village Apartments (RVA) – 306 Redondo Dr. NE	7	Yes	4

Santa Clara Hall – 2600 Campus BLVD. NE	3	Yes	4
Student Family Housing – 961 Buena Vista SE		Yes	4
Student Residence Center (SRC) – 301 Redondo Dr. NE	6	Yes	4

Table 4 - UNM On-Campus Fraternity and Sorority Housing Facility - Fire Statistics 2016, 2017 and 2018

<i>Name/Address</i>	<i>Total Fires</i>			<i>Date/Time</i>	<i>Location</i>	<i>Cause</i>	<i># of Injuries</i>	<i># of Deaths</i>	<i>Value of Property</i>
	2016	2017	2018						
Alpha Tau Omega – 1717 Las Lomas Rd. NE	0	0	0				0	0	0
Chi Omega – 1810 Mesa Vista Rd. NE	0	0	0				0	0	0
Kappa Kappa Gamma – 1620 Mesa Vista Rd. NE	0	0	0				0	0	0
Pi Beta Phi – 1701 Mesa Vista Rd. NE	0	0	0				0	0	0
Pi Kappa Alpha – 700 University Blvd. NE	0	0	0				0	0	0
Sigma Chi – 1855 Sigma Chi Rd. NE	0	0	0				0	0	0

Table 5 - UNM On-Campus Fraternity and Sorority Housing Facility - Fire Safety Systems

<i>Name/Address</i>	<i>Fire Safety System</i>	<i>Fire Extinguishers</i>	<i># of Fire Drills 2018</i>
Chi Omega – 1810 Mesa Vista Rd. NE	2	Yes	2

Kappa Kappa Gamma – 1620 Mesa Vista Rd. NE	10	Yes	2
Pi Beta Phi – 1701 Mesa Vista Rd. NE	11	Yes	2
Pi Kappa Alpha – 700 University Blvd. NE	11	Yes	2
Sigma Chi – 1855 Sigma Chi Rd. NE	2	Yes	2

Table 6 - UNM West/UNM Health Sciences Rio Rancho Campus Clery Crime Statistics (2018, 2017 and 2016) *

Crime Classifications		On Campus Property		Non-Campus Property	Public Property	Total Crime Statistics	
		On Campus Student Housing	On Campus Total				
Murder/Non-Negligent Manslaughter	2018	0	0	0	0	0	
	2017	0	0	0	0	0	
	2016	0	0	0	0	0	
Negligent Manslaughter	2018	0	0	0	0	0	
	2017	0	0	0	0	0	
	2016	0	0	0	0	0	
Rape	2018	0	0	0	0	0	
	2017	0	0	0	0	0	
	2016	0	0	0	0	0	
Fondling	2018	0	0	0	0	0	
	2017	0	0	0	0	0	
	2016	0	0	0	0	0	
Incest	2018	0	0	0	0	0	
	2017	0	0	0	0	0	
	2016	0	0	0	0	0	
Statutory Rape	2018	0	0	0	0	0	

	2017	0	0	0	0	0	
	2016	0	0	0	0	0	
Robbery	2018	0	0	0	0	0	
	2017	0	0	0	0	0	
	2016	0	0	0	0	0	
Aggravated Assault	2018	0	0	0	0	0	
	2017	0	0	0	0	0	
	2016	0	0	0	0	0	
Motor Vehicle Theft	2018	0	1	0	0	1	
	2017	0	0	0	0	0	
	2016	0	0	0	0	0	
Arson	2018	0	0	0	0	0	
	2017	0	0	0	0	0	
	2016	0	0	0	0	0	
Burglary	2018	0	0	0	0	0	
	2017	0	0	0	0	0	
	2016	0	0	0	0	0	
Liquor Law Arrest	2018	0	0	0	0	0	
	2017	0	0	0	0	0	
	2016	0	0	0	0	0	
Drug Arrest	2018	0	0	0	0	0	
	2017	0	0	0	0	0	
	2016	0	0	0	0	0	
Illegal Weapons Arrest	2018	0	0	0	0	0	
	2017	0	0	0	0	0	
	2016	0	0	0	0	0	

UNM West/UNM Health Sciences Rio Rancho Campus Clery Crime Statistics (2018, 2017 and 2016)

Crime Classifications		On Campus Property		Non-Campus Property	Public Property	Total Crime Statistics	
		On Campus Student Housing	On Campus Total				
VAWA Clery Crimes							
Dating Violence	2018	0	0	0	0	0	
	2017	0	0	0	0	0	
	2016	0	0	0	0	0	
Domestic Violence	2018	0	0	0	0	0	
	2017	0	0	0	0	0	
	2016	0	0	0	0	0	
Stalking	2018	0	0	0	0	0	
	2017	0	0	0	0	0	
	2016	0	0	0	0	0	
Referrals for Disciplinary Action							
Liquor Law Referrals	2018	0	0	0	0	0	
	2017	0	0	0	0	0	

	2016	0	0	0	0	0	
Drug Law Referrals	2018	0	0	0	0	0	
	2017	0	0	0	0	0	
	2016	0	0	0	0	0	
Weapons Law Referrals	2018	0	0	0	0	0	
	2017	0	0	0	0	0	
	2016	0	0	0	0	0	
* UNM West/UNM Health Sciences Rio Rancho Campus numbers include numbers for the Sandoval Regional Medical Center (SRMC)							

2018 UNM West/UNM Health Sciences Rio Rancho Campus Hate Crime Table			
Incident #	Incident Type	Hate Category	Location
No Hate Crimes Reported for UNM West			
2017 UNM West/UNM Health Sciences Rio Rancho Campus Hate Crime Table			
Incident #	Incident Type	Hate Category	Location
No Hate Crimes Reported for UNM West			
2016 UNM West/UNM Health Sciences Rio Rancho Campus Hate Crime Table			
Incident #	Incident	Hate Category	Location
No Hate Crimes Reported for UNM West			

Unfounded Crimes – There were no unfounded crime for UNM West/UNM Health Sciences Rio Rancho Campus for the past three years.

Hate Crimes – There were no hate crimes for the UNM West/UNM Health Sciences Rio Rancho Campus for the past three years.

Clery Crimes – There were no reported Clery Crimes that occurred at UNM West/UNM Health Sciences Rio Rancho Campus for 2018

Unfounded Crimes – There were no unfounded crime for UNM West/UNM Health Sciences Rio Rancho Campus for the past three years.

Hate Crimes – There were no hate crimes for the UNM West/UNM Health Sciences Rio Rancho Campus for the past three years.

Clery Crimes – There were no reported Clery Crimes that occurred at UNM West/UNM Health Sciences Rio Rancho Campus for 2018

FEDERAL DRUG TRAFFICKING PENALTIES (Figure 1)

DRUG/ SCHEDULE	QUANTITY	PENALTIES	QUANTITY	PENALTIES
Cocaine (Schedule II)	500 – 4999 gms mixture	First Offense: Not less than 5 yrs, and not more than 40 yrs. If death or serious injury, not less than 20 or more than life. Fine of not more than \$2 million if an individual, \$5 million if not an individual. Second Offense: Not less than 10 yrs, & not more than life. If death or serious injury, life in prison. Fine of not more than \$4 million if an individual, \$10 million if not an individual.	5 kgs or more mixture	First Offense: Not less than 10 yrs, & not more than life. If death or serious injury, not less than 20 or more than life. Fine of not more than \$4 million if an individual, \$10 million if not an individual. Second Offense: Not less than 20 yrs, & not more than life. If death or serious injury, life in prison. Fine of not more than \$8 million if an individual, \$20 million if not an individual. 2+ Prior Offenses: Life in prison
Cocaine Base (Schedule II)	5 - 49 gms mixture		50 gms or more mixture	
Fentanyl (Schedule II)	40 - 399 gms mixture		400 gms or more mixture	
Fentanyl Analogue (Schedule I)	10 - 99 gms mixture		100 gms or more mixture	
Heroin (Schedule I)	100 - 999 gms mixture		1 kg or more mixture	
LSD (Schedule I)	1- 9 gms mixture		10 gms or more mixture	
Methamphetamine (Schedule II)	5 - 49 gms pure or 50 – 499 gms mixture		50 gms or more pure, or 500 gms or more mixture	
PCP (Schedule II)	10-99 gms pure or 100 – 999 gms mixture		100 gm or more pure, or 1 kg or more mixture	

DRUG/ SCHEDULE		QUANTITY	PENALTIES	
Other Schedule I & II Drugs (& any product containing Gamma Hydroxybutyric Acid)		Any amount	First Offense: Not more than 20 yrs. If death or serious injury, not less than 20 yrs, or more than life. Fine \$1 million if an individual, \$5 million if not an individual.	
Flunitrazepam (Schedule IV)		1 gm or more	Second Offense: Not more than 30 yrs. If death or serious injury, not less than life. Fine \$2 million if an individual, \$10 million if not an individual.	
Other Schedule III drugs		Any amount	First Offense: Not more than 5 yrs. Fine not more than \$250, 000 if an individual, \$1 million if not an individual.	
Flunitrazepam (Schedule IV)		30 – 999 mgs	Second Offense: Not more than 10 yrs. Fine not more than \$500,000 if an individual, \$2 million if not an individual.	
All other Schedule IV drugs		Any amount	First Offense: Not more than 3 yrs. Fine not more than \$250,000 if an individual, \$1 million if not an individual.	
Flunitrazepam (Rohypnol) (Schedule IV)		Less than 30 mgs	Second Offense: Not more than 6 yrs. Fine not more than \$500,000 if an individual, \$2 million if not an individual.	
All schedule V drugs		Any amount	First Offense: Not more than 1 yr. Fine not more than \$100,000 if an individual, \$250,000 if not an individual. Second Offense: Not more than 2 yrs. Fine not more than \$200,000 if an individual, \$500,000 if not an individual.	
DRUG	QUANTITY		1ST OFFENSE	2ND OFFENSE
Marijuana	1,000 kg or more mixture;		Not less than 10 yrs, not more than life. If death or serious injury, not less than 20 yrs, not more than life.	Not less than 20 yrs, not more than life. If death or serious injury,

	or 1,000 or more plants	Fine not more than \$4 million if an individual, \$10 million if not an individual.	mandatory life. Fine not more than \$8 million if an individual, \$20 million if not an individual.
Marijuana	100 kg - 999 kg mixture; or 100 – 999 plants	Not less than 5 yrs, or more than 40 yrs. If death or serious injury, not less than 20 yrs, not more than life. Fine not more than \$2 million if an individual, \$5 million if not an individual.	Not less than 10 yrs, not more than life. If death or serious injury, mandatory life. Fine not more than \$4 million if an individual, \$10 million if not an individual.
Marijuana	More than 10 kgs hashish; 50 – 99 kg mix. More than 1 kg of hashish oil; 50 – 99 plants	Not more than 20 yrs. If death or serious injury, not less than 20 yrs, not more than life. Fine \$1 million if an individual, \$5 million if not an individual.	Not more than 30 yrs. If death or serious injury, mandatory life. Fine \$2 million if an individual, \$10 million if not an individual.
Marijuana	1 – 49 plants; less than 50 kg mixture	Not more than 5 yrs. Fine not more than \$250,000 if an individual, \$1 million if not an individual	Not more than 10 yrs. Fine \$500,000 if an individual, \$2 million if not an individual
Hashish	10 kg or less		
Hashish Oil	1 kg or less		

NM DRUG LAWS (30-31-2 NMSA 1978) - (Figure 2)

DRUG	CONDITIONS QUANTITY	PENALTY Prison Fines
Methamphetamine PCP Rohypnol, GHB	Possession	18 mos. ≤ \$5,000 (4th degree Felony)
Methamphetamine PCP Rohypnol * GHB	1st Offense Trafficking (to sell, barter, give away, or distribute)	9 yrs. ≤ \$10,000 (2nd degree Felony)
Methamphetamine PCP Rohypnol, GHB	2nd or subsequent Offense Trafficking	18 yrs. \$15,000 (1st degree Felony)
Cocaine/Heroin LSD , Other drugs	Possession	≤1 yr. \$500 – 1,000
Prescription Drugs	Possession	≤1 yr. \$500 – 1,000 (higher for narcotics)
Cocaine/Heroin LSD Other drugs	1st Offense Trafficking (to sell, barter, give away, or distribute)	≤ 3 yrs. ≤ \$5,000 (3rd degree Felony)

Prescription Drugs Cocaine/Heroin LSD, Other drugs	2nd or subsequent Offense Trafficking	9 yrs. \$10,000 (2nd degree Felony)
Marijuana	Possession, <1 oz. 1st offense Possession, 1-8 oz. 1st offense Possession, 8+ oz. 1st offense	≤ 15 dys. \$50-100 < 1 yr. \$100-1,000 18 mos. \$5,000
Marijuana	1st Offense Trafficking (to sell, barter, give away, or distribute)	18 mos. \$5,000 >100 lbs = 3 yrs. \$5,000

SUPPORTIVE MEASURES

WHAT IS A SUPPORTIVE MEASURE?

If a person has been involved in sexual misconduct, they may need supportive measures to continue their education.

The University of New Mexico supports students affected by sexual harassment, gender-based discrimination, sexual misconduct, or sexual violence. Through the LoboRESPECT Advocacy Center, UNM can implement Academic and Administrative Measures, and through the Dean of Students UNM can implement Safety Measures designed to preserve the complainant's educational experience, the safety of all parties and the broader University community, maintain the integrity of the investigative and/or resolution process, and deter retaliation. Depending on the situation, these Measures may be placed on an interim or permanent basis, and are available to all students. However, when implementing these Measures, the University will seek to minimize the burden on the victim and/or complainant, in compliance with Title IX guidelines.

ACADEMIC AND ADMINISTRATIVE MEASURES

Advocates with the LoboRespect Advocacy Center can assist a student in accessing the following Academic and Administrative Measures:

- Assistance in accessing counseling and health care resources both on and off campus
- Contacting faculty on behalf of the student to help coordinate Measures for coursework
- Working with faculty and/or Registrar to make changes to the class assignment or class schedule
- Working with the Student Financial Aid/Scholarship Office to provide documentation on behalf of the student to facilitate any appeals process in the event financial aid or scholarships are at risk
- On campus housing assistance such as: temporary or permanent changes to a room assignment, or other housing needs
- Communication with on-campus supervisors for student employment or work-study job
- Helping to create safety strategies

SAFETY MEASURES

Interim Bans

The Dean of Students Office has the authority, under the Student Grievance Procedure to issue an Interim Ban when they determine there is a reasonable basis to conclude that the continued presence of the student/chartered student group at the University presents a significant risk of substantial harm, on-going threat to others, the entire University community, and/or University property.

An Interim Ban varies by length of time, and/or location. A student may be banned from the entire University or specific portions.

No Contact Directives

No Contact Directives can also be put in place by the Dean of Students Office to preventing contact and communication between two or more persons directly affiliated with UNM.

HOW DO I REQUEST SUPPORTIVE MEASURES?

The best place to begin questions regarding Supportive Measures is with an Advocate at the LoboRespect Advocacy Center, the Women's Resource Center, or the LGBTQ Resource Center. As confidential, anonymous reporting locations, the Advocates in these centers can help you explore all your rights and options without being required to report information to the UNM Title IX Coordinator.

WHERE SHOULD I GO IF I STILL HAVE QUESTIONS?

Speak with an Advocate in the LoboRespect Advocacy Center at 505-277-2911.



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Student Feedback App – Coordinator Manual

The Student Grievance Application studentfeedback.unm.edu provides a protected portal for designated coordinators to record elevated student academic grievances, as well as administrative actions taken to address grievances.

A grievance is defined as elevated when a student seeks additional resolution after having already discussed the concern directly with the relevant faculty member and, if this discussion with the faculty member has not resolved the concern, has also consulted with the chair of the relevant department. Students should be referred back to the relevant faculty member or departmental chair for informal resolution if they have not already taken these first two steps in the grievance process. Coordinators are advised to be familiar with the student grievance policies in the Faculty Handbook, D175 and D176, as well as with the Student Pathfinder. A student grievance is not the same thing as student misconduct. Student misconduct issues can be addressed with support from the Dean of Students dos.unm.edu.

Student grievances related to membership in a protected class should be referred directly to the UNM Office of Equal Opportunity oeo.unm.edu. That referral can be recorded in the Student Grievance Application.

The Student Grievance Application was first developed by the College of Arts & Sciences and has been adopted by Academic Affairs to address intake and management of grievances across the university. Grievances and actions entered on a college, school or resource center level can be viewed by the coordinator at that unit level and by associate provosts and senior vice provosts in Academic Affairs. Only properly credentialed administrators may receive coordinator status.

Recording grievances in the Student Grievance System:

- 1) Provides protection and recourse to students;
- 2) Allows UNM administrators to respond to grievances in a timely and complete way;
- 3) Allows UNM to analyze grievances with the goal of identifying and addressing trends and potential systemic issues;
- 4) Ensures compliance with UNM policies in the Regents' Policy Manual and the Faculty Handbook as well as with Higher Learning Commission standards and national best practices.

The following manual outlines how to access the application, record grievances, attach supporting documents, and record actions taken, as well as significant dates.

To be added as a coordinator to the Student Grievance System, or if you have questions or concerns, contact Joe Suilmann in the Office of Academic Affairs (Suilmann@unm.edu).

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Adding a New Student

1. Open your browser and go to the system URL:

<http://studentfeedback.unm.edu/>.

2. Log in using your UNM NetID and Password.

Note: If you do not have an account and you should, please reach out to the system contact on the first page of this document.

3. Click the Lists menu item and select **All Students with Search**.

4. Before creating a new student record, please use the search bar to see if a record for that student already exists.

If you find the student, you can proceed to “Editing an Existing Student,” or “Adding a New Complaint [or Action] to an Existing Student.”

If you do not find the student, then move on to the next step.

The image contains three screenshots of web interfaces. The top screenshot shows the UNM Central Authentication Service login page with fields for Username and Password, and links for 'Need help with your NetID?'. The middle screenshot shows the 'Active Complaints' section of the A&S Student Grievance Database, featuring a table with columns for Date, Student, Type, Status, and Department. The bottom screenshot shows the 'Create New Student' section of the same database, with a search bar and a table listing existing students with 'New Complaint' buttons.

Date	Student	Type	Status	Department
Nov-07-2018	Marshall, Diane	Faculty Conduct Concern	Active	Biology
Nov-08-2018	Lobo, Lucy	Grade Concern	Active	African-American Studies
Nov-08-2018	Cruz-Garcia, Briha	Other Concern	Active	Testing Department

Student	Type	Email	Institution Id	Action
Briha Cruz-Garcia	Other	briha.c@gmail.com	123456789	+ New Complaint
Lucy Lobo	Student	lucylobo@unm.edu	100012345	+ New Complaint
Diane Marshall	Student	marshall@unm.edu	100009415	+ New Complaint

5. Click on the **Create New Student** button.

6. Fill in the student's information and click **Save**.

Some fields have requirements, such as the NetID, BannerID, Type, and Classification fields. If you have any questions, please contact Joe Suilmann (Suilmann@unm.edu).

Note: You have the ability to add complaints on the next screen without having to go back to the home screen.

The top screenshot shows the 'A&S Student Grievance Database' interface. It features a 'Create New Student' button and a search bar. Below is a table of existing students:

Student	Type	Email	Institution Id	
Briha Cruz-Garcia	Other	briha.c@gmail.com	123456789	New Complaint
Lucy Lobo	Student	lucylobo@unm.edu	100012345	New Complaint
Diane Marshall	Student	marshall@unm.edu	100009415	New Complaint

The bottom screenshot shows the 'Add Student' form. It includes the following fields:

- First Name: Lobe
- Last Name: Lobo
- Banner Id: 100012344
- Type: Student
- Email: lobe.lobo@unm.edu
- Phone Number (###) ###-####: (505) 277-1001
- Classification: Undergraduate

A 'Save' button is located at the bottom right of the form.

Adding a New Complaint to an Existing Student

1. Open your browser and go to the system URL: studentfeedback.unm.edu.

2. Log in using your UNM NetID and Password.

Note: If you do not have an account and you should, please reach out to the system contact on the first page of this document.

3. Click the **Start New Complaint** button.

4. Find the student record, either listed on the page or by using the search bar, for which you want to add a new complaint and click on the **New Complaint** button next to the record.

Note: You have the ability to create a new student on this screen if you do not see your student on the list

The image displays two screenshots of web applications. The top screenshot shows the UNM Central Authentication Service login page, which includes fields for Username and Password, a LOGIN button, and a CLEAR button. It also features a 'Need help with your NetID?' section with links to 'Create a UNM NetID', 'Reset Password', and 'Change Password'. Below the login section is a 'Sensitive and Protected Information Statement'.

The bottom screenshot shows the A&S Student Grievance Database interface. It includes a 'Start New Complaint' button and a table of active complaints. The table has columns for Date, Student, Type, Status, and Department. Below the table is a 'Create New Student' button and a search bar. A table of students is also displayed, with columns for Student, Type, Email, and Institution Id. Each student record has a '+ New Complaint' button next to it.

Date	Student	Type	Status	Department
Nov-07-2018	Marshall, Diane	Faculty Conduct Concern	Active	Biology
Nov-08-2018	Lobo, Lucy	Grade Concern	Active	African-American Studies
Nov-08-2018	Cruz-Garcia, Briha	Other Concern	Active	Testing Department

Student	Type	Email	Institution Id
Briha Cruz-Garcia	Other	briha.c@gmail.com	123456789
Lucy Lobo	Student	lucylobo@unm.edu	100012345
Diane Marshall	Student	marshall@unm.edu	100009415
Mary McDonald	Student	marymcdonald@unm.edu	100012344

5. Fill in the complaint, then click **Save**.

The screenshot shows a web browser window with the URL <https://student-feedback-ga.unm.edu/complaints/new/2>. The page title is "A&S Student Grievance Database". The form is titled "Create New Complaint". It contains the following fields: "Type" (dropdown menu with "Grade Concern" selected), "Date" (text input with "11/09/2018"), "Focal Person" (text input with "Lobo, Lucy"), "Status" (dropdown menu with "Active" selected), "Department" (dropdown menu with "African-American Studies"), and "Instructor" (text input with "John Doe"). Below these fields is a "Summary" section with a rich text editor containing the text "Grading is unfair." At the bottom of the form are two buttons: a green "+ Save" button and a blue "exit" button.

6. Click **Exit** to return to the home screen, or **Actions** to enter additional information within the complaint record on follow-up actions taken.

The screenshot shows a web browser window with the URL <https://student-feedback-ga.unm.edu/complaints>. The page title is "A&S Student Grievance Database". The form is titled "Complaint id: 5". It contains the same fields as the previous form: "Type" (dropdown menu with "Grade Concern" selected), "Date" (text input with "11/09/2018"), "Focal Person" (text input with "Lobo, Lucy"), "Status" (dropdown menu with "Active" selected), "Department" (dropdown menu with "African-American Studies"), and "Instructor" (text input with "John Doe"). Below these fields is a "Summary" section with a rich text editor containing the text "Grading is unfair." At the bottom of the form are three buttons: a green "+ Save" button, a blue "Actions" button, and a blue "exit" button.

Adding a New Action to an Existing Complaint

1. Open your browser and go to the system URL:

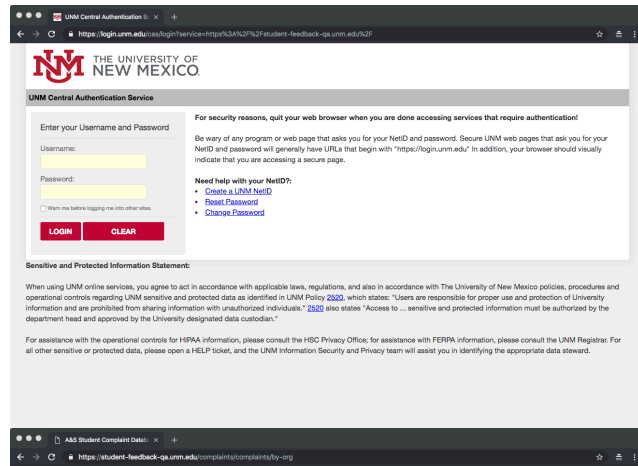
<http://studentfeedback.unm.edu/>

2. Log in using your UNM NetID and Password.

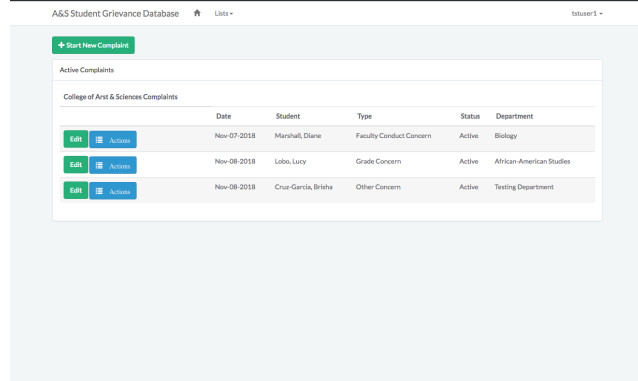
Note: If you do not have an account and you should, please reach out to the system contact on the first page of this document.

3. Click the **Actions** button next to the complaint in question.

4. Click the **Add New Action** button.

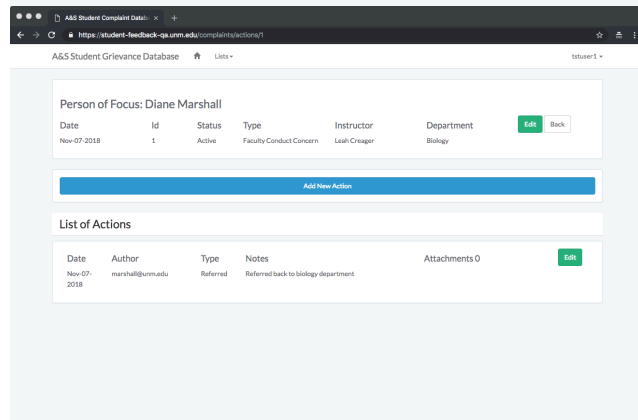


The screenshot shows the UNM Central Authentication Service login page. It includes a login form with fields for Username and Password, and buttons for LOGIN and CLEAR. There are also links for 'Need help with your NetID?' such as 'Create a UNM NetID', 'Reset Password', and 'Change Password'. A 'Sensitive and Protected Information Statement' is visible at the bottom of the login section.



The screenshot shows the 'Active Complaints' page in the A&S Student Grievance Database. It features a table with columns: Date, Student, Type, Status, and Department. There are three rows of active complaints, each with 'Edit' and 'Actions' buttons.

Date	Student	Type	Status	Department
Nov-07-2018	Marshall, Diane	Faculty Conduct Concern	Active	Biology
Nov-08-2018	Lobo, Lucy	Grade Concern	Active	African-American Studies
Nov-08-2018	Cruz-Garcia, Bribe	Other Concern	Active	Testing Department



The screenshot shows the 'Person of Focus' and 'List of Actions' page. The 'Person of Focus' section displays details for Diane Marshall, including her date (Nov-07-2018), ID (1), status (Active), type (Faculty Conduct Concern), instructor (Leah-Craeger), and department (Biology). Below this is an 'Add New Action' button. The 'List of Actions' section shows a table with columns: Date, Author, Type, Notes, and Attachments 0. There is one action listed for Nov-07-2018, authored by marshall@unm.edu, with a note 'Referred back to biology department'.

Date	Author	Type	Notes	Attachments 0
Nov-07-2018	marshall@unm.edu	Referred	Referred back to biology department	

5. Fill in action, then click **Save**.

The screenshot shows the 'A&S Student Grievance Database' interface. At the top, it says 'Person of Focus: Diane Marshall'. Below this is a table with columns: Date, Id, Status, Type, Instructor, and Department. The data row shows: Nov-07-2018, 1, Active, Faculty Conduct Concern, Leah-Creager, and Biology. There are 'Edit' and 'Back' buttons. Below the table is a blue bar with 'Add New Action'. Under this bar is a form with fields for Date (11/09/2018), Type (Emailled), Details (Emailled faculty to get more information.), and Attachments (Choose File, No file chosen). There is a green 'Save' button at the bottom right of the form. Below the form is a section titled 'List of Actions'.

Date	Author	Type	Notes	Attachments
Nov-07-2018	marshall@unm.edu	Referred	Referred back to biology department	0
Nov-09-2018	testuser1@unm.edu	Emailled	Emailled faculty to get more information.	0

6. You can continue to add additional actions using the **Add New Action** button.

Editing an Existing Student

1. Open your browser and go to the system URL:

<http://studentfeedback.unm.edu/>

2. Log in using your UNM NetID and Password.

Note: If you do not have an account and you should, please reach out to the system contact on the first page of this document.

3. Click the **Lists** menu item and select **All Students with Search**.

4. In the search bar, enter the name for the student that you are trying to add, and select their record from the list below.

The image displays two screenshots of web applications. The top screenshot shows the UNM Central Authentication Service login page, which includes fields for Username and Password, a LOGIN button, and a CLEAR button. It also features a 'Need help with your NetID?' section with links to 'Create a UNM NetID', 'Reset Password', and 'Change Password'. Below the login section is a 'Sensitive and Protected Information Statement'.

The bottom screenshot shows the A&S Student Grievance Database interface. It includes a 'Start New Complaint' button and a table of 'Active Complaints'. The table has columns for Date, Student, Type, Status, and Department. Below the table is a search bar and a list of students with their details and a 'New Complaint' button for each.

Date	Student	Type	Status	Department
Nov-07-2018	Marshall, Diane	Faculty Conduct Concern	Active	Biology
Nov-08-2018	Lobo, Lucy	Grade Concern	Active	African-American Studies
Nov-08-2018	Cruz-Garcia, Briha	Other Concern	Active	Testing Department

Student	Type	Email	Institution Id	Action
Briha Cruz-Garcia	Other	briha.c@gmail.com	123456789	+ New Complaint
Lucy Lobo	Student	lucylobo@unm.edu	100012345	+ New Complaint
Diane Marshall	Student	marshall@unm.edu	100009415	+ New Complaint

5. Change the student information as needed, then click **Save**.

6. Click **Exit** to return to the home page when you are done.

The image displays two screenshots of the A&S Student Grievance Database Focal Person View form. The top screenshot shows the form with fields for First Name (Lucy), Last Name (Lobo), Banner Id (100012345), Email (lucylobo@unm.edu), and Phone Number ((505) 277-1000). The bottom screenshot shows the same form with the 'Exit' button highlighted.

Focal Person View

Focal Person Id: 2

First Name: Lucy Last Name: Lobo Banner Id: 100012345

Type: Student Email: lucylobo@unm.edu Phone Number ((##) ### - ####): (505) 277-1000

Classification: Undergraduate

Complaints

[+ New Occurrence](#)

Occurrence Date	Type	Status
2018-11-08	Grade Concern	Active
2018-11-09	Grade Concern	Active
2018-11-09	Grade Concern	Active

Editing an Existing Complaint

1. Open your browser and go to the system URL:

<http://studentfeedback.unm.edu/>

2. Log in using your UNM NetID and Password.

Note: If you do not have an account and you should, please reach out to the system contact on the first page of this document.

3. Click the **Edit** button next to the complaint that you want to modify.

4. Modify the complaint, and click **Save** when you are done.

The screenshot shows the UNM Central Authentication Service login page. It includes a login form with fields for Username and Password, and buttons for LOGIN and CLEAR. There are also links for 'Need help with your NetID?' such as 'Create a UNM NetID', 'Reset Password', and 'Change Password'. A 'Sensitive and Protected Information Statement' is visible at the bottom.

The screenshot shows the A&S Student Grievance Database interface. It displays a table of active complaints with columns for Date, Student, Type, Status, and Department. The table lists three complaints from November 2018.

Date	Student	Type	Status	Department
Nov-07-2018	Marshall, Diane	Faculty Conduct Concern	Active	Biology
Nov-08-2018	Lobo, Lucy	Grade Concern	Active	African-American Studies
Nov-08-2018	Cruz-Garcia, Britsha	Other Concern	Active	Testing Department

The screenshot shows the edit form for a specific complaint (Complaint Id: 1). It includes fields for Type (Faculty Conduct Concern), Date (11/07/2018), Focal Person (Marshall, Diane), Status (Active), Department (Biology), and Instructor (Leah Creager). There is a Summary section with a text area containing 'This is a test case' and a Save button.

Editing an Existing Action

1. Open your browser and go to the system URL:

<http://studentfeedback.unm.edu/>

2. Log in using your UNM NetID and Password.

Note: If you do not have an account and you should, please reach out to the system contact on the first page of this document.

3. Click the **Actions** button next to the complaint in question.

4. Click the **Edit** button next to the action that you want to modify.

The first screenshot shows the UNM Central Authentication Service login page. It includes a login form with fields for Username and Password, and buttons for LOGIN and CLEAR. There are also links for 'Need help with your NetID?' such as 'Create a UNM NetID', 'Reset Password', and 'Change Password'. A 'Sensitive and Protected Information Statement' is also visible.

The second screenshot shows the A&S Student Grievance Database interface. It displays a table of 'Active Complaints' with columns for Date, Student, Type, Status, and Department. The table lists three complaints from November 2018.

The third screenshot shows the 'Person of Focus: Diane Marshall' page. It displays a table with columns for Date, Id, Status, Type, Instructor, and Department. Below this is a 'List of Actions' table with columns for Date, Author, Type, Notes, and Attachments. The 'List of Actions' table shows one action from November 2018.

5. Modify the action, then click **Save** when you are done.

A&S Student Grievance Database

Date: 2018-11-07 Student: Diane Marshall

Complaint Action

Date: mm/dd/yyyy Type: Referred Attachments

Details: Referred back to biology department

Save Back Attachments

6. You can return to the complaint page by clicking on the **Back** button.

A&S Student Grievance Database

Date: 2018-11-07 Student: Diane Marshall

Complaint Action

Date: mm/dd/yyyy Type: Referred Attachments

Details: Referred back to biology department

Save Back Attachments

Notes on the Student Feedback Website Interface

Nov. 22, 2019

Mike Russo and Joe Suilmann

Summary of Changes in Order of Priority

- Database
 - Reconciling the Two Systems, QA and Production
 - Requirements for Record Submission
 - Bugs and Other Issues
- Reporting
- User Interface
 - Table Sorting
 - Clarity and Completeness of Information
 - Original Complaint Synopsis
 - BannerID or Database Number
- Creating a Resource Tab
 - Updated User Manual
 - HR Training Videos

1. Database

Reconciling the Two Systems

The highest priority is the reconciliation of the two student feedback systems, the “production” version and the “quality assurance” or “qa” version. When the “qa” version was still available, it appeared that there were two different sets of records in the two systems, not duplicates across the two. If this is the case, we are only able to review one set of complaint records.

Requirements for Record Submission

Currently, the system has requirements for the creation of new records. For some offices, such as the President's Office, that do not originate complaints but refer students to their home department for beginning a complaint process, we would still like for them to be able to use the system to track these referrals. Occasionally, however, students are reluctant to provide personal information to the referring office, and the office isn't able to create a record. Can we provide a limited form for referrals without the same restrictions as a normal complaint record?

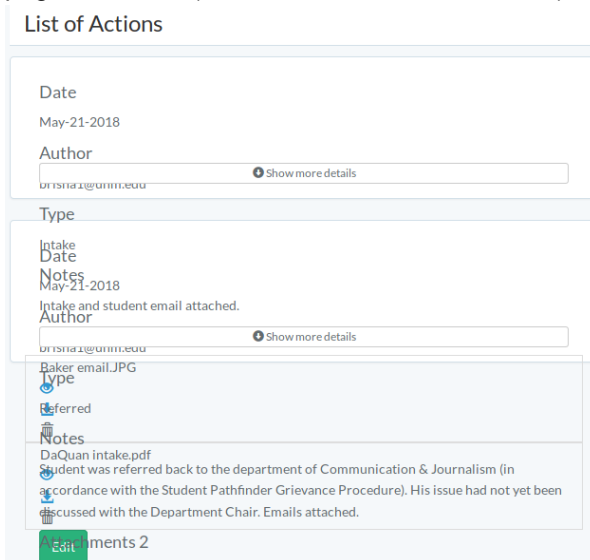
Whoops! Something went wrong!

- The institution id must be a number.
- The institution id must be 9 digits.
- The email must be a valid email address.
- phone_number is invalid phone number

The image above is what the President's Office coordinator sees when she attempts to create a new student record without complete personal information.

Bugs and Other Issues

- Bootstrap responsiveness is not working on "actions" pages, the tables will not collapse when the page is resized (in Chrome and Firefox at least).



- The "Show more details" button on actions don't have any effect on what is shown. I don't think they are necessary.

Author

brnsnax@unm.edu [Show more details](#)

- When trying to "view" an office document, it just downloads an un-suffixed docx file. I imagine in IE or windows, this can open Word natively. But it can cause some confusion. Perhaps disabling the "view" button when the document is not a PDF?
- Page 7 and 9 do not seem to be working, 500 error when fetching it

2. Reporting

I'll keep notes on reporting brief, since you have the query tables you mentioned that are ready to be "pushed" to the live version. We will wait to see if those reporting functions are sufficient to our needs. Below is the list of features up front that we think are most relevant for the reporting:

We want to be able to detect patterns in the frequency and type of complaints related to the following: instructors or staff members, students, and departments. If there are multiple complaints of a similar type related to a single instructor or department, that might signal a persistent issue that needs attention. Finally, a way to see the total elapsed time from opening a complaint until resolution would also be valuable.

3. User Interface

Table Sorting

We would like to be able to sort the tables dynamically by date and status. By default, we would like to see all “active” grievances at the top. Further, we would like the ability to query and put all “active” grievances at the top, or the most recent.

Original Complaint Synopsis

We would like to be able to see a summary of the complaint, or of the initial action, at the top of the record. The easiest thing might be to allow whoever initiates the new grievance to write a short synopsis, which could then appear on the main panel, making it much clearer what’s going on. That could look like this:

UNM Student Grievance Database Lists mrusso

Person of Focus: Li, Haoyang

Date	Id	Status	Type	Instructor	Department
May-08-2018	46	Closed	Advising Concern	[redacted]	Advisement

Intake Notes

Student concerned about the availability of a course needed to graduate; course mode was changed last minute for the next semester.

Edit Back

Alternatively, this information could be pulled from the initializing event or grievance, or accomplished by sequencing the initial action prominently near the top of the page, or by highlighting the first action entry as the instigating one.

Similarly, the header in the panel for a particular complaint record could point to the type of complaint by including the description next to the student’s name, as follows:

Advising Concern: Li, Haoyang

Date	Id	Status	Type	Instructor	Department
May-08-2018	46	Closed	Advising Concern	Scott Sawyer	Advisement

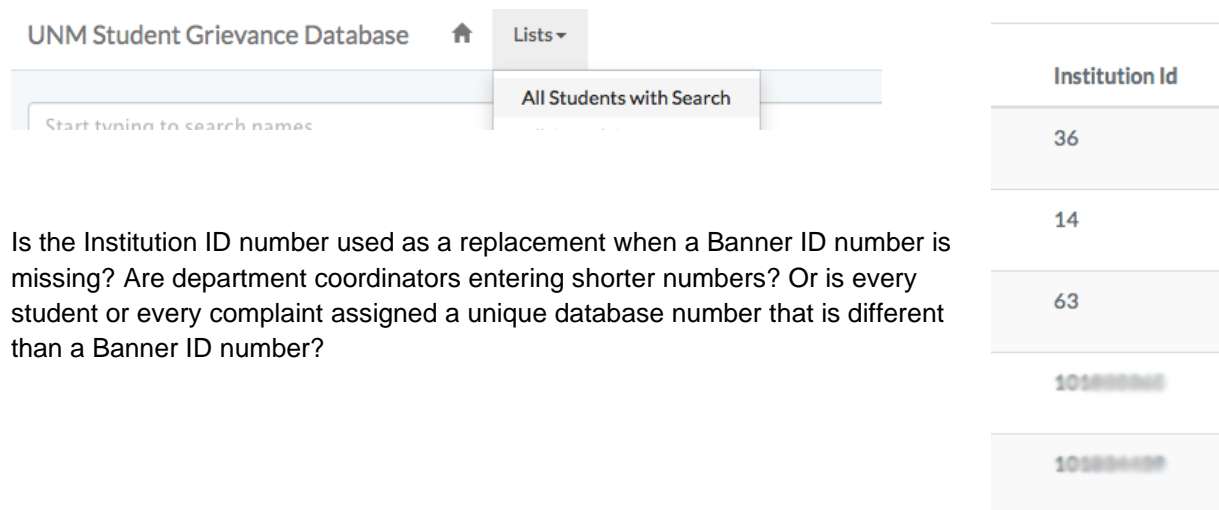
Intake Notes

Student concerned about the availability of a course needed to graduate; course mode was changed last minute for the next semester.

Edit Back

Banner ID or Database Number

Clarifying the relationship between the two-digit ID numbers and students' Banner ID numbers would be helpful. If you look at the "All Students with Search" list, you can see a column of Institution ID numbers:



The screenshot shows the 'UNM Student Grievance Database' interface. A search bar with the placeholder text 'Start typing to search names' is visible. A dropdown menu labeled 'Lists' is open, showing the option 'All Students with Search'. To the right, a table displays 'Institution Id' numbers.

Institution Id
36
14
63
1018000000
1018000000

Is the Institution ID number used as a replacement when a Banner ID number is missing? Are department coordinators entering shorter numbers? Or is every student or every complaint assigned a unique database number that is different than a Banner ID number?

4. Creating a Resource Tab

Finally, we would like to request a "Resource" tab within the Student Feedback application for housing the user manual and HR-created training videos.



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Student Outcomes and Consumer Information

General Information

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Specific College/Program Outcomes

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[College of Nursing Outcomes](#)
[School of Pharmacy Outcomes](#)
[MA Clinical Mental Health Counseling Outcome](#)
[College of Education Outcomes](#)
[School of Law Bar Pass Rate](#)
[HSC Graduation Rates by College](#)

Information about Student Financial Assistance (transfer)

[Financial Aid Terms and Conditions](#)
[Financial Aid Fact Book](#)
[Financial Responsibility Agreement](#)
[Financial Aid Rights and Responsibilities](#)
[Satisfactory Academic Progress Policy](#)

Health and Safety (transfer)

[NCES Crime Report](#)

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Memorandum Thru: Pamela Cheek; Joseph Suilmann

Memorandum For: Higher Learning Commission

Collaboratively From: Sheila Jurnak; Michael Raine; Debby Knotts; Carolyn Gutierrez

Date: February 20, 2020

Subject: HLC Compliance and Credit Hour Policy

TASK:

- 1) In response to an HLC finding, the task was to review and revise a comprehensive set of definitions for credit hours relative to each different modality of delivery in use at UNM and to include that information in a detailed description in the Main campus and Branch catalogs.
- 2) Provide a link to this information from the University homepage.

BACKGROUND:

- 1) In the 2019-2020 UNM (Main Campus) Catalog, Class Hours and Credit Hours information is located here.

requirements, may be certified for graduation by the faculty of his/her college. Any dependent seeking a military withdrawal must provide proof of that relationship. Visit the [Dean of Students Web site](#) for a "Request For Military Withdrawal" Form in order to initiate the Military Withdrawal process.

Transcripts

Transcripts will display the student's legal name as indicated in the student's UNM record.

Class Hours and Credit Hours

A class hour consists of 50 minutes. One class hour per week of recitation or lecture throughout a term earns a maximum of one (1) credit hour.

Course Numbering System

- 2) In the 2019-2020 Branch campus catalogs, Class Hours and Credit Hour information varies,
 - a. Gallup and Los Alamos: "A class hour consists of 50 minutes. One class hour per week of recitation or lecture throughout a term earns a maximum of one (1) credit hours."
 - b. Taos: "A class hour generally consists of 50 minutes. One class hour per week of lecture throughout a semester generally earns a maximum of one credit hour. One credit hour of laboratory usually meets for 2-1/2 hours per week. The student should expect 3 hours of study time per credit hour enrollment."
 - c. Valencia: "Most academic courses meet 150 minutes a week for sixteen weeks and earn three credit hours per semester."

RESOLUTION:

- 1) In the 2020-2021 UNM Catalog, the following text will be inserted to display at the red arrow shown below.

"MODALITIES OF INSTRUCTION, DEFINITIONS, AND CLASS HOUR AND CREDIT HOUR INFORMATION

MODALITIES OF INSTRUCTION are identified as follows.

DEFINITIONS

Classroom or direct faculty instruction. This consists of direct instruction or guided interaction, which includes but is not limited to, in person or online lectures, seminars, discussions, art and design studios, supervised group work, and examinations.

Equivalent amount of work can include, but is not limited to, activities such as clinicals, field, laboratory work, internships, practica, studio work, ensemble, music, and other academic work.

Out-of-class student work. This consists of time students spend outside of classroom or direct faculty instruction to fulfill course objectives, which includes but is not limited to reading assignments, working out problems, preparing for exams, online and face-to-face group work, writing paper(s) and working on project(s)."

"CLASS HOURS AND CREDIT HOURS

For all modalities of instruction, UNM's assignment and award of credit hours conforms to commonly accepted practices in higher education in accordance with federal regulations 34 CFR 602.24(f).

The minimum requirements for assigning one (1) semester credit hour consists of one (1) 50-minute period of classroom or direct faculty instruction and a minimum of two (2) hours of out-of-class student work each week of the semester, or at least an equivalent amount of work as established by the degree granting college."

Details are outlined on the [Studentinfo web site](#).

Payment of Tuition and Fees

Payment of tuition and fees is required to complete registration. For specific information regarding tuition, fees, payment and payment deadline dates refer to the [Bursar's Office Web site](#).

Course Load Guidelines

Undergraduates/Non-Degree

Fall/Spring Semesters

- Full-time: 12 or more **credit hours**.
- Three-quarter time: 9-11 **credit hours**.
- Half-time: 6-11 **credit hours**.
- Less than half-time: 5 or fewer **credit hours**.

Summer Session

- 2) Ask for Provost support in requesting the Branches use the standardized language proposed as RESOLUTION 1 in each of their catalogs effective with the 2020-2021 catalog.
- 3) Work with UCAM to add a link to unm.edu/academics/index.html that includes the language at RESOLUTION 1.

Publication date for the 2020-2021 Main campus catalog is June 1, 2020.

3 - Teaching and Learning: Quality, Resources, and Support

The institution provides high quality education, wherever and however its offerings are delivered.

3.A - Core Component 3.A

The institution's degree programs are appropriate to higher education.

1. Courses and programs are current and require levels of performance by students appropriate to the degree or certificate awarded.
2. The institution articulates and differentiates learning goals for undergraduate, graduate, post-baccalaureate, post-graduate, and certificate programs.
3. The institution's program quality and learning goals are consistent across all modes of delivery and all locations (on the main campus, at additional locations, by distance delivery, as dual credit, through contractual or consortial arrangements, or any other modality).

ARGUMENT

UNM's general education and degree programs serve its [academic mission](#) to "provide students the values, habits of mind, knowledge, and skills that they need to be enlightened citizens, to contribute to the state and national economies, and to lead satisfying lives." [The undergraduate program](#) is designed to give all students a grounding in the broad knowledge and intellectual values synonymous with a liberal arts education. UNM's [graduate](#) and [professional](#) programs offer students advanced learning in a specialized field or subfield and the expert-level knowledge and skills needed to pursue a wide range of professional and academic careers. UNM's degree programs are supported by a network of research centers, labs, and other resources. Academic offerings are enhanced by international education opportunities, academic communities, embedded student support, and service-learning, community engagement, and co-curricular programs.

As laid out in the [Regents' Policy Manual section 5.1](#), faculty have the responsibility and authority to oversee the development, implementation, currency, and quality of the curriculum. The oversight of academic excellence extends to assessing and maintaining a consistent level and quality of instruction across all locations and modes of delivery. While ultimate oversight belongs to the Board of Regents and New Mexico Higher Education Department, UNM faculty exercise primary oversight over course and curriculum design and addition, which is managed through the [Curriculum Workflow Process](#), described in 4.A. College and School Deans and their

Chairs bear responsibility for supporting the quality of academic programs and for responding to the criteria, evaluation, and findings of university assessment and academic program review as well as [external accreditation](#), as described in Criterion 4.

[Graduate Studies](#) primary responsibility is to maintain the quality of academic standards and to administer the recording of degrees while providing administrative support for graduate degrees and graduate students. Graduate Studies confers all research-based graduate degrees along with several professional and terminal degrees. The Faculty Senate Graduate and Professional Committee sets broad policies related to admissions, curriculum, and verification of degree completion; while Graduate Studies enforces such policies. UNM has policies in place to ensure that graduate credit hours are current. For Master's degrees, the credit hours expire if completed more than seven years prior to gaining the credential. For Ph.D., Ed.D., and M.F.A., students have five years to complete their degree requirements after their comprehensive exam.

Articulation and Differentiation of Learning Goals

UNM's expectations for student learning are differentiated according to the level of academic program and in line with overarching goals for undergraduate and graduate education. Department websites provide articulations of Student Learning Objectives (SLOs) for each degree offered. For example, the Department of Linguistics provides [three different SLOs for each of its programs](#) (B.A., M.A., and Ph.D. in linguistics), along with the assessment plans for each degree.

Learning goals for professional degrees are appropriate to the aims of the programs. For example, the College of Nursing has established six student objectives for its Bachelor of Science in Nursing degree, varying specific objectives for the eight different concentrations in its Master's in Nursing degree and five primarily research-oriented competencies for its PhD program.

UNM uses a course numbering system to differentiate courses by level. Courses numbered in the 100s and 200s are introductory undergraduate courses with minimal prerequisites. (The New Mexico Common Course numbering project, coordinated by the Higher Education Department and mandated by state legislation, will result in all 100- and 200- level courses converting to 4-digit subject codes and course numbers in time for Fall 2019 student registration (see 4.A.2, 4.A.3).) Courses numbered in the 300s and 400s are upper-division undergraduate courses, typically requiring completion of prerequisites. The course catalog uses an asterisk to indicate 400 level classes that can be applied, on a limited basis, to some graduate degree programs as approved by the Senate Graduate and Professional Committee. Courses numbered 500 and above are graduate courses. Some courses are offered as 400/500 combination or 300/500 combination courses. In those courses, students

attend the same course, but some may have registered for graduate (500) level credit and some for undergraduate (400 or 300) level credit. In those cases, justification for granting graduate credit is required by the Curriculum Workflow Process, which states that the “justification should detail significant and qualitative elements that distinguish the goals and objectives for undergraduate and graduate credit.”

Course and Program Requirement changes that are approved through the Curriculum Workflow Process are included in the next issue of the UNM Catalog. The [online updated catalog](#) is published annually.

Consistency of Learning Goals Across Locations and Modes of Delivery

UNM offers courses in a range of modalities, including face-to-face, online, and blended. All UNM programs, regardless of modality, must follow the same curricular approval and assessment processes outlined above. Online courses are scheduled as an online section of a regular UNM Course. For consistency and quality, online courses must have similar objectives and instructional requirements as face-to-face sections. Consistency and quality assurance in online courses are the responsibility of the instructor and academic unit, and all UNM quality and assessment practices apply equally to online courses as for their face-to-face counterparts.

Support for online instruction and course development is provided by Extended Learning. In addition to general support, Extended Learning also supports adherence to an “[Online Course Standards Rubric](#)” developed by an interdisciplinary faculty committee, and based on the national “Quality Matters” standard. Ambitious online faculty may submit online courses for peer review and apply to receive a “Golden Paw” quality award, while the “Silver Paw” is awarded to graduate students. Online courses that are part of UNM’s Managed Online Programs participate in this peer review process as well.

Policies and procedures for accepting transfer credits assure consistency and equivalency. These are described in detail in 4.A.

The University’s Dual Credit program, which collaborates with over 50 high schools in the state, is a member of the National Alliance of Concurrent Enrollment Partnerships (NACEP) and is committed to fostering the highest standards of such classes. A dual credit advisor in the Office of Advisement Strategies determines student eligibility for UNM main campus courses based on Public Education Department criteria. Information maintained by the Office of Advisement Strategies shows that approximately 360 students per semester take main campus courses for dual credit, with Computer Science for All, Emergency Medical Technician, General Chemistry and Lab, General Psychology, and First-year English Composition III numbering

among the most popular. In a heavily rural and underserved state, dual credit coursework functions as a means of access to college for high achieving students.

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3.B - Core Component 3.B

The institution demonstrates that the exercise of intellectual inquiry and the acquisition, application, and integration of broad learning and skills are integral to its educational programs.

- 1. The general education program is appropriate to the mission, educational offerings, and degree levels of the institution.*
- 2. The institution articulates the purposes, content, and intended learning outcomes of its undergraduate general education requirements. The program of general education is grounded in a philosophy or framework developed by the institution or adopted from an established framework. It imparts broad knowledge and intellectual concepts to students and develops skills and attitudes that the institution believes every college-educated person should possess.*
- 3. Every degree program offered by the institution engages students in collecting, analyzing, and communicating information; in mastering modes of inquiry or creative work; and in developing skills adaptable to changing environments.*
- 4. The education offered by the institution recognizes the human and cultural diversity of the world in which students live and work.*
- 5. The faculty and students contribute to scholarship, creative work, and the discovery of knowledge to the extent appropriate to their programs and the institution's mission.*

ARGUMENT

General Education

The [Undergraduate](#) Program at UNM includes a general education curriculum which may be completed alongside or prior to entry into the major. Responding to new NMHED requirements, this general education curriculum will shift from 37 credits to 31 credits and will teach five NMHED defined essential skills, effective for the Fall 2019 entering class. In anticipation of [NMHED changes](#), the Faculty Senate established a Task Force, which developed a [report](#) on recommendations for the future of General Education at UNM.

By providing a base of knowledge and flexible tools for thinking, the UNM General Education Curriculum empowers students to face a rapidly changing world. It equips students for success throughout their education and in future employment. It also provides pathways to community engagement, awareness of diverse local and global experiences, and enhancement of life through curiosity, learning, and tolerance. A student's major offers the opportunity to specialize in an area of specific interest and

in the habits of mind and body belonging to a particular field (for example, Chemistry, Electrical Engineering, or History). In contrast, [per NMHED requirements](#), General Education provides a set of strategies or “essential skills: communication, critical thinking, information analysis, quantitative skills, responsibility towards self and towards local and global communities.” Students develop these strategies from different angles by [taking one or more courses](#) in each of the areas of the core curriculum: Writing and Speaking, Mathematics, Physical and Natural Sciences, Social and Behavioral Sciences, Humanities, Languages, and Arts. As the new UNM general education curriculum rolls out, some courses in General Education will be enhanced with a special focus on engagement practices specific, in the state higher education environment, to UNM: undergraduate research, race and social justice analysis, global awareness, community engagement, and innovation.

To be included in the Gen Ed curriculum, a course must go through the highest level of Faculty Senate review provided for undergraduate courses in the [Curriculum Workflow Process](#). This process assures that the applicant course meets the SLOs for one of the Gen Ed Areas and will be assessed in accordance with the Gen Ed Assessment policies and procedures described in Criteria 4. The Faculty Senate Curriculum Committee adopted the AAC&U’s LEAP (Liberal Education for America’s Promise) and the AAC&U’s VALUE Rubrics as guidelines for reviewing the Gen Ed Curriculum. Additions and deletions to Gen Ed courses undergo successive review by the department, college or school, Faculty Senate Curriculum Committee, and approval from a voting majority of Faculty Senate and the Office of Academic Affairs. General Education courses must also be certified by the NMHED and bear common course numbers (see 4.A) facilitating transfer among HEIs in the state.

Degree Program Outcomes for Student Learning, Engagement, and Skills

Undergraduate disciplinary programs provide appropriate requirements within the discipline for student research in the field, engagement in hands-on experience or created works. For example, the undergraduate Nuclear Engineering Program culminates in a capstone project involving a “complete system design, integrating technical, economic, safety and environmental issues at senior-year depth;” the Design for Performance program provides “a wide range of practical and theoretical classes, hands-on production experiences, and actual design opportunities.” Indeed, the School of Engineering combines an impressive record of research grants with [education grants](#) focused on recruiting women and underserved students into engineering through shifts in pedagogy and outreach. Increasing numbers of degree plans require a capstone experience, senior project, methods courses, or other upper-division course in which students actively conduct research, complete a clinical experience, or create works of art, models, films or other projects.

The [Office of Community Engaged Learning and Research](#) fosters quality experiential learning opportunities for students, supports faculty with their community-based

teaching and scholarship, and facilitates campus-community partnerships. Programs differ by college and unit: through the Externship Program, the School of Architecture and Planning's Architecture Externship Program, for example, allows current fourth-year undergraduate and graduate students to explore a career interest in an environment outside of the classroom.

All Ph.D., Ed.D., and M.F.A. students must pass a comprehensive exam and defend their dissertation (or creative work), demonstrating competency in their field of study. Most master's programs similarly require a final exam or thesis defense; however, coursework-only master's degrees are available. Theses and dissertations are published in the UNM Digital Repository, and all dissertations are uploaded to ProQuest. The [Senate Graduate and Professional Committee](#) (SGPC), in consultation with college-level graduate committees, the dean of Graduate Studies and the respective College/School deans, is responsible for maintaining and enhancing the quality of graduate and professional education in the University. The University Catalog gives the broad framework of any graduate program available at UNM, all of which incorporate independent research and appropriate examinations aimed at assessing a high mastery of the field.

In addition to the nature and built-in outcomes of each degree plan, classes and programs that teach critical skills and information literacy are available to students through the library, including classes hosted by the [Digital Initiatives and Scholarly Communication](#) (DISC) program and introductory classes for credit hosted by the interdisciplinary Organization, Information and Learning Sciences (OILS) program. Further, the Center for Teaching Excellence [offers workshops](#) for faculty on engaged learning, writing across the curriculum, and problem-based learning, encouraging the incorporation of key skills in courses across all departments.

Human and Cultural Diversity in the Curriculum

UNM's commitment to recognizing human and cultural diversity is manifested in [campus-wide Student Learning Goals](#) and implemented in curricular and co-curricular programs. Faculty across the university conduct research on human and cultural diversity and create related learning opportunities into the courses they teach. It would be hard to identify a UNM humanities, social sciences, architecture and planning or arts department that does not have robust diversity curriculum. Yet many technical and design programs address cultural diversity specifically, including the School of Architecture and Planning's course [Architectural Design II](#) and subfield of [Community and Regional Planning](#), health programs in HSC, geography ([GEOG 217: Energy, Environment and Society](#)), and computer science ([CS 293: Social and Ethical Issues in Computing](#)). UNM has historic strength in regional studies associated with Spanish-speaking and indigenous peoples and this translates into learning opportunities in archeology, border studies, land arts ([ARTS 551](#)), [Native American Studies](#), [Chicana and Chicano Studies](#), literatures ([ENGL 474](#)) and history ([AMST 186](#))

of the Southwest and Latin America, indigenous cultures of the Americas ([ANTH 332](#)) and the globe. [International Studies](#), among the most popular undergraduate majors at UNM, combines area studies with thematic concentrations such as Culture and Arts in Global Perspective. The College of Fine Arts presents students with the alternative visions and techniques of global artists in areas such as printmaking, film, sculpture and percussion.

From the first semester on, languages courses (Arabic, Chinese, French, German, Japanese, Russian, Spanish, Swahili, Portuguese, American Sign Language, Navajo, as well as classical Greek and Latin) [ask students](#) to evaluate “the social implications of differences within and between language communities” and understand “the broad historical background of the target language itself (its origins and its distribution) and of the cultures in which the language is spoken, in order to inform the student’s understanding of the language’s current cultural context.” Exposure to a second language is a required area in general education.

In partnership with the Diversity Council, faculty developed stringent criteria for “U.S. and Global Diversity and Inclusion” courses; taking one of these 3 credit courses fulfills the university diversity requirement. Diversity Requirement courses “promote a broad-scale understanding of the culture, history or current circumstance of diverse categories of people who have experienced historic and contemporary inequitable treatment in the U.S. or in a global context.” Faculty also [developed an interdisciplinary graduate certificate](#) that offers graduate and professional students a transcribed certificate in “[Race and Social Justice](#).” Similarly, the Women’s Studies Program offers a graduate transcribed certificate in Women’s Studies. Envisioned as an interdisciplinary experience, the graduate certificate in race and social justice contributes to UNM’s portfolio of innovative engaged scholarship, teaching and service.

Faculty and Student Contributions to Scholarship and Creative Work

Classified as an R1 “Highest Research Activity” University, UNM understands cultivation and promotion of research as a central responsibility and links its teaching excellence to its research capacity. The [Office of the Vice President for Research](#) (OVPR) is a committed sector of the administration focusing on increasing the already substantial commitment of research across all disciplines. The OVPR provides “infrastructure for proposal development and submission, as well as award execution and promotional activities to recognize research activities” to the colleges in the main and branch campuses of the university.

Scholarship on a faculty level is emphasized as one of the four main categories of the yearly reviews and as such is a key activity in receiving tenure or promotion, as described in Faculty Handbook [Section B1](#) of the Faculty Handbook (pg. 116).

Creative and scholarly output is also considered in the regular Academic Program Reviews of each unit, which [are described](#) in the APR manual (pg. 15, "Criterion 6").

Multiple programs support research and creative works by undergraduate and graduate students and faculty and encourage the dissemination of the creative and academic output of students. The Department of Chemistry, for example, offers competitive scholarships and stipends for undergraduate research and, with the Department of Physics, has produced six Goldwater scholars and two Churchill scholars since 2015. The College of Arts and Sciences hosts an Undergraduate Student Research Initiative. The [McNair/ROP program](#) aims to promote diversity in scholarship through mentor programs that help undergraduate students prepare for graduate studies. [Other programs include](#) the Initiative for Maximizing Student Development (IMSD), the Louis Stokes Alliance for Minority Participation, and participation in national programs, such as SACNAS and the Mellon Mays Undergraduate Fellowship.

Each fall UNM hosts the [Shared Knowledge Conference](#), showcasing creative and scholarly work by graduate students. A new program, the [Undergraduate Research Opportunity Conference](#) (UROC) will provide undergraduates a venue in which to present their research and creative works in the spring. Several departments, schools and colleges host their own research events and programs. See, for example, the event held by the College of Education, and similar events hosted by Biology, Honors and Athletics. [Student publications](#) feature work by UNM students, including *Best Student Essays*, *Conceptions Southwest*, the [Blue Mesa Review](#), UNM-Taos' literary magazine *Howl*, and the *Daily Lobo*, the student paper. The [Scribendi magazine](#) is an annual showcase of the creative work of undergraduate Honors students across the nation, and is produced entirely by UNM students. UNM Valencia hosts the Leading Edge UNM Valencia Film Festival.

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3.C - Core Component 3.C

The institution has the faculty and staff needed for effective, high-quality programs and student services.

- 1. The institution has sufficient numbers and continuity of faculty members to carry out both the classroom and the non-classroom roles of faculty, including oversight of the curriculum and expectations for student performance; establishment of academic credentials for instructional staff; involvement in assessment of student learning.*
- 2. All instructors are appropriately qualified, including those in dual credit, contractual, and consortial programs.*
- 3. Instructors are evaluated regularly in accordance with established institutional policies and procedures.*
- 4. The institution has processes and resources for assuring that instructors are current in their disciplines and adept in their teaching roles; it supports their professional development.*
- 5. Instructors are accessible for student inquiry.*
- 6. Staff members providing student support services, such as tutoring, financial aid advising, academic advising, and co-curricular activities, are appropriately qualified, trained, and supported in their professional development.*

ARGUMENT

UNM employs more than 3,300 faculty members and instructors. In 2017, this total included 1600 on main campus (1200 regular, 450 temporary); 1300 in the HSC (1100 regular, 188 temporary); 120 at Gallup; 66 at Los Alamos; 95 at Taos; and 91 at Valencia. The faculty ranks include 632 full professors, 611 associate professors, 764 assistant professors, 309 lecturers, and 87 instructors. The faculty-student ratio for UNM's Main Campus is 16:1, Los Alamos is 25:1, Taos is 22:1, Gallup is 26:1, and at Valencia, 26:1.

To ensure that programs have a sufficient number of faculty for classroom duties while maintaining an overall structure of coordination in the hiring process between academic programs and the administration, hiring plans are constructed by deans annually and involve input between chairs, the Office of Academic Affairs, and final approval by the Board of Regents. The hiring process begins with deans, in coordination with department chairs, who work together to create a [three-year strategic hiring plan](#) that is submitted to the Office of Academic Affairs by July 1 of each year. Those plans are executed with oversight from the provost in coordination with the Office of Equal Opportunity. Search committees are formed for each hire, and departmental faculty may participate as members, as well as generally providing input and giving recommendations ([Faculty Search Committee Procedures Handbook](#), link to pg. 10). The shared governance of this process assures that

program level needs can be met yearly with the assurance of institutional-level resources and a cohesion with the University's mission.

The [Academic Program Review \(APR\) process](#) includes a review to assess whether there is a sufficient number of faculty, and to assess each faculty member's participation in curricular, research, and service activities (see 4.A.).

Instructor Qualifications

The faculty hiring process is governed by [policies](#) that outline the administration of hiring searches, particularly for providing equal employment opportunities, compliance with federal and state laws and regulations, and promotion of hiring of qualified persons in protected groups. Under the leadership of the Senior Vice Provost for Academic Affairs, the Office of Faculty Affairs and Services (OFAS) ensures recruitment, selection, appointment, promotion, retention, and oversight of faculty on main and branch campuses. For the Health Sciences Center, the Faculty Contracts Office reviews and processes contracts, recruitment and hiring. Both offices coordinate with the Human Relations Office and the Office of Equal Opportunity. Requisite credentials are listed in [job postings](#) in accordance with the Faculty Handbook's [policy on title and rank](#). Prior to 2015, hiring officers in departments and units used screening in the hiring process to recruit qualified candidates and verified faculty credentials on the basis of letters of reference, CVs or resumes, publications or creative works and, for professional programs, certification of completion of licensure. Evidence of these credentials is housed in departmental and college/school files, per UNM Faculty Handbook C70. In 2016 a Faculty Compensation Study allowed OFAS to capture degree information for all regular UNM-Main campus faculty as part of a broad effort to document and address possible inequities. Despite a limited budget, numerous incremental equity adjustments were made. The Office of the Academic Affairs is broadly adopting the best practices for hiring and retention of women and minorities that are being brought to campus through a five-year [National Science Foundation ADVANCE Award](#) for STEM fields (Spring 2017-2022).

A new [UNM Teaching Credential Validation Online Form](#) rolled out in Fall 2018; hiring officers' departments must use this for validating the qualifications of all new regular faculty, visiting faculty, and returning part-time or term faculty. The Teaching Credential Validation has been used to register over 600 faculty to date. Via this platform, chairs and unit directors must verify that faculty have completed relevant and sufficient advanced coursework and/or training in a specific field well beyond the level of instruction. There are three alternative ways to demonstrate qualification: via an advanced degree if in an area specifically related to the area of instruction; or via 18 hours of graduate coursework related to the course of instruction; or via "other qualifications" such as research/scholarly work in the subject area, related work or professional experience/licensure, certifications, honors, awards, other demonstrated

competencies and achievements. Reviews of faculty credentials conducted by OFAS show that faculty on UNM-Main campus, UNM-Valencia, and UNM-Los Alamos have the requisite credentials. Continuing oversight of UNM-Gallup and UNM-Taos campuses is allowing OFAS to ensure that pathways for completion of the requisite credentials have been established on these two branch campuses for faculty who do not currently hold credentials appropriate to their teaching area (for example, a holder of an M.A. in a field that does not correspond to the field of instruction).

In 2017, UNM [applied for and received an HLC extension](#) until 2022 for compliance on dual credit faculty qualifications. In support of that application, UNM assessed the numbers of dual degree faculty needing additional credit hours in order to satisfy the requirement of having a master's degree and eighteen graduate credits in the relevant course academic discipline. We found that all faculty at UNM-Main had the requisite credentials and that deficiencies were concentrated at UNM-Gallup (where 11 associate degree dual credit faculty needed 19 or more credits) and at UNM-Taos (where 25 associate degree dual credit faculty needed 19 or more credits). While ensuring that CTE faculty meet appropriate standards with respect to work experience and licenses, UNM is collaborating with branch campuses on directing current associate degree dual credit faculty toward completion of necessary credit hours and degrees with a compliance deadline and on limiting new hires to appropriately credentialed candidates. UNM's branch campuses play an important role in career and technical education (CTE), as well as in associate's level academic preparation, in a heavily rural state. Faculty for academic dual credit courses are required to use syllabi and follow learning outcomes set by UNM-main campus departments. Courses in the dual credit program have the same learning outcomes and expectations as non-dual credit courses. Students who participate in the program, including main and branch campus students, must meet minimum standards to participate, work with a dual credit coordinator to review their high school transcript, and discuss academic goals and review course selections. As noted in 3.A, the University's dual credit program [is a member of](#) National Alliance of Concurrent Enrollment Partnerships (NACEP). The New Mexico common course numbering project has added an additional layer of assurance that high school students enrolled in dual credit courses will encounter learning outcomes and levels of achievement in lower-level courses that are consistent with those across all New Mexico HEIs.

Faculty qualifications and credentials are also documented and verified through the [APR process](#) (Pg 15, *Criterion 5*). Additionally, college and school collection of the faculty workload spreadsheets, allows all units to analyze of the percentage of time devoted by each faculty to relevant degree or certificate programs and to other roles and responsibilities.

UNM is in the initial stages of developing its own in-house software to track scholarly and creative work, teaching, mentoring, community engagement, and international activity, as well as documenting service and faculty credentials. The [Faculty Annual Activity Recognition](#) (FAAR) project strives to reduce the reporting burden on

faculty by providing a once-annual on-line reporting system that can provide information for all faculty recognition, academic mission, and website needs (pg. 8). HSC faculty currently have access to VIVO, an online software product, which interfaces with both PubMed and the NIH to record scholarly achievements. Faculty from the Colleges of Nursing and Pharmacy also use an online system, Digital Measures, which records teaching, research, and service activities each year. The reports that can be generated create a CV or format for annual evaluations.

Faculty Evaluation and Review

There are six types of faculty review:

- Annual review of probationary faculty
- Mid-probationary review
- Tenure review
- Review for advancement in rank (promotion)
- Annual review of tenured faculty (i.e., post-tenure review)
- Annual review of continuing non-tenure-track faculty (i.e., clinician educators and lecturers).

Procedures for annual departmental reviews of probationary, tenured, and non-tenure-track faculty are outlined in the [Faculty Handbook](#), which provides a shared framework for these reviews, focusing on the appropriate balance of teaching, research, or other creative activity, and service. These reviews are done within the department, in coordination with the dean and provost, following a prescribed timeline and sequence of procedures. For their annual review, both probationary and tenured faculty are reviewed by the department according to a broad set of documents including student, administrative, and peer reviews.

[Mid-probationary review and tenure and promotion](#) require candidates to prepare a research file for consideration by an anonymous team of external reviewers. External reviewer letters then join the full teaching, research, and service dossiers prepared by candidates. Committees at the department, college or school, and academic affairs levels confidentially review the full dossiers. At each of these levels, the chair, dean, and provost, respectively, write clear decision letters to the candidate. Regular, full-time lecturers may opt to seek promotion to senior and principal through established career track criteria based on quality of teaching and service; this is documented for review in a dossier.

Evidence of effective teaching is a part [of every faculty's annual review](#) as well as in tenure and promotion files for tenure-track faculty and in the review and files of non-tenure-track lecturers (Faculty Handbook, Section B). That evidence includes reports of peer reviews of teaching and the results of teaching evaluations completed anonymously by students in each course using the online EvaluationKIT. The College

of Arts and Sciences requires completion of a specific [teaching portfolio](#) for all tenure-track faculty and lecturers hired after 2012.

Instructor Excellence and Staying Current in their Field

On main campus, the Center for Teaching and Learning provides regular workshops on current best practices for all instructors: tenured and tenure-track faculty, lecturers, part-time instructors and graduate teaching assistants. The CTL also offers consultations, teaching observations, and two annual teaching conferences, and more recently, a certificate in college teaching for graduate teaching assistants. In addition, the CTL selects 6-10 Fellows each year to participate in a teaching learning community. The Fellows spend a year engaged in critical review of their teaching practices and present their findings to the campus community.

The Office for Medical Educator Development (OMED) supports the professional development and advancement of medical educators in the UNM School of Medicine. OMED provides [workshops](#), online resources, individual consultation, and customized learning opportunities to faculty and residents, programs and departments.

The Faculty Senate Teaching Enhancement Committee [identifies and rewards](#) exemplar teachers through its annual Teaching Awards program. The awards include the Presidential Teaching Fellow award, the Outstanding Teacher of the Year, the New Teachers of the Year, the Online Teacher of the Year, the Lecturer or Affiliated Teachers of the Year and the Susan Deese-Roberts Outstanding Teaching Assistants.

Departments offer limited professional development funds for travel and research; these may partially offset costs of professional conferences. The competitive Faculty Senate teaching allocation and research allocation grants support faculty efforts as well. Invited speakers, lecture series, and departmental and program colloquia, some supported by UNM Foundation funds, offer opportunities for intellectual exchange.

Instructor Accessibility

The [Faculty Handbook Policy C80](#) outlines expectations for faculty office hours. The policy requires faculty to publicize availability and maintain sufficient hours to accommodate students, typically three to five hours per week as well as special appointments and responsiveness to e-mail.

In addition to faculty contact information provided on course syllabi, the UNM website provides an easily accessible directory of all faculty members. Further, [departmental web pages](#) provide similar contact information to help students connect with instructors outside class time (see 2.B.).

Staff Qualifications and Training

UNM's hiring process relies on coordination between the central HR department and units. The UNM HR Compensation Department creates, reviews, and modifies all staff position classifications. New position classifications are developed or modified based on business needs, after a formal review has been conducted; this typically occurs in tandem with institution-wide classification studies (for example, the [HR Advisement Structure Study](#)) or in response to requests initiated by UNM departments. Minimum qualifications for each position classification are based primarily on data obtained from a variety of market surveys purchased by the University. If survey data are not available, HR Compensation will review similar positions at peer institutions or compare similar positions within the University. Additionally, minimum qualifications may be edited following a review of market pricing for existing positions or after duties and responsibilities have substantially changed in a position classification. Department or unit representatives provide a first level of screening in staff hiring. HR reviews the qualifications of the selected candidate to ensure standards are met prior to allowing an offer of employment.

UNM provides access to professional development and training opportunities as set by University Policies [3260](#) and [3290](#). Mandatory training across the university ensures both UNM's compliance with regulatory guidelines and that employees have clear expectations for their behavior and actions. Other professional development opportunities are designed to enhance employee's knowledge, skills, and abilities to excel in their current roles and prepare for potential career advancement.

Individual departments and supervisors share responsibilities for professional development, training and review with the organization. They are responsible for identifying area- and job-specific training requirements, publicizing these requirements, and, if necessary, working with internal UNM departments such as HR to develop or otherwise procure the training. The UNM HR [Employee and Organizational Development](#) (EOD) department develops, delivers, and facilitates the provision of high-quality professional development opportunities, including management and leadership development training, to the UNM employee community. They maintain the administration of Learning Central, UNM's employee education and training system, which enables the organization to create learning plans, assign courses, maintain attendance and completion information, and generate reports on compliance.

The EOD provides both professional development opportunities including tuition remission benefits, participation in professional development through regional and national conferences and communities of practice, and free access to training resources. A self-paced, personalized [Professional Development Series](#), which aims to improve organizational and personal effectiveness and help staff network across campus, is freely and exclusively available to staff members.

Department specific training is handled by managers and departments themselves, and is occasionally assisted by EOD. Over the course of employment, managers and supervisors work with their employees on coaching, career planning, and performance management processes as needed. All staff complete an Annual Performance Review process that can be used to assess employee performance.

The [Center for Academic Program Support](#) (CAPS), the UNM main campus student tutoring and learning center, ensures that all staff members and student employees have appropriate training in university policies, student codes of conduct, FERPA regulations, and academic honesty. The implemented tutor training program [is certified](#) by the College Reading and Learning Association (CRLA) at Levels I, II, and III. All students are required to attend between ten and twenty-two hours pre-semester training and two hours of in-semester training each week.

All new advisors are required to complete an online training program that takes about 68 hours. Each semester advisors from all units participate in the Advisors Institute to ensure advisors have current information. All undergraduate academic advisors are required to [complete training](#) for the UNM database and the advising portal. Advisors also must complete, within six months of their hire date, [a portfolio](#) that demonstrates their current level of knowledge.

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3.D - Core Component 3.D

The institution provides support for student learning and effective teaching.

- 1. The institution provides student support services suited to the needs of its student populations.*
- 2. The institution provides for learning support and preparatory instruction to address the academic needs of its students. It has a process for directing entering students to courses and programs for which the students are adequately prepared.*
- 3. The institution provides academic advising suited to its programs and the needs of its students.*
- 4. The institution provides to students and instructors the infrastructure and resources necessary to support effective teaching and learning (technological infrastructure, scientific laboratories, libraries, performance spaces, clinical practice sites, museum collections, as appropriate to the institution's offerings).*
- 5. The institution provides to students guidance in the effective use of research and information resources.*

ARGUMENT

The University provides [orientation programs](#) for new students transitioning to the University, including traditional freshmen, adult students, and international arrivals. Orientation helps students transition to the university, begin making friends, and get a head start on academics. Each summer weekly sessions of New Student Orientation are provided for incoming student. Transfer and post-traditional students receive orientation in separate sessions, and the Global Education Office provides additional orientation programs for international students. Furthermore, the [Student Pathfinder](#) provides valuable information to new students on campus policies regarding conduct, ethics, and grievance procedures, among other topics.

For graduate students, Graduate Studies provides an [Orientation document](#). Many departments also provide orientation or a “new student seminar” where research ethics and academic integrity are highlighted and where teaching assistants, for example those teaching introductory language and first-year English courses, receive specialized pedagogical training from supervising faculty.

Coordinated by the Division for Student Affairs (AVPSS strategic plan, also the student affairs organizational chart, evidence), there are numerous student support services maintained that address the social, cultural, and economic needs of the diverse student population. College Enrichment and Outreach Programs provide various services to current or potential students that are low income or first-generation college students. These services include [College Prep Programs](#) such as a College Readiness (CR) course over the summer, and various outreach programs

where Educational Mentors are hired to visit schools in the surrounding communities to promote college awareness. The Educational Opportunity Center targets low-income adults whose parents did not attend college, providing GED tutoring, assistance with college enrollment, and help with financial aid. Other services available that target similar populations include:

- The Ronald E. McNair & Research Opportunity Program which provides grants and assistance for admissions to Graduate education for minorities and other underrepresented students in a given field.
- Student Support Services-TRiO provides academic advising, tutoring, mentoring, career advisement, personal guidance, financial guidance, graduate school guidance, workshops and social/cultural events to 160 first-generation, low-income UNM students.
- Upward Bound offers needed academic support to college-bound high school students.
- Resource and Ethnic Centers

Student Affairs, along with the Division for Equity and Inclusion and other administrative bodies on campus, further support and maintain various Campus Resource Centers to provide holistic support to students in regards to a diverse range of identities and backgrounds. Each center provides community building events, advocacy, and education to the students, faculty, staff, and the greater Albuquerque community. They include:

- The Project for New Mexico Graduates of Color (PNMGC): PNMGC is a student-led program working to retain graduate students of color through ongoing peer mentoring that provides academic, social, cultural and emotional support.
- Learning Commons (Valencia Branch)
- Teaching and Learning Center (Valencia Branch)
- CASA (Center for Academic Success and Achievement) (Taos Branch)
- CAL (Center for Academic Learning) (Gallup Branch)

[Career Services](#) provides assistance and resources to students, faculty, and staff for developing career goals and understanding hiring procedures. One-on-one advisement and workshops foster career strategies, while the Cooperative Education Program refers students to paid positions related to their degree fields.

[UNM Student Health and Counseling](#) (SHAC) is a comprehensive health and counseling facility located on campus (see annual SHAC “[Impact & Outlook](#)” reports). SHAC offers primary care and appointment-based medical services, as well as physical therapy, massage therapy, women’s health, acupuncture, and a pharmacy available to students for much lower costs than community rates. Counseling services is staffed by licensed Clinical Counselors, Psychologists, Social Workers, and Psychiatrists. Walk-in triage counseling, as well as emergency, after-hours call in services meet urgent needs. SHAC is accredited by the Accreditation Association for

Ambulatory Health Care (AAHC), an accreditation standard that only about 30 percent of student health services nationally have achieved. To address immediate resource needs, the Dean of Students office maintains a food pantry and offers short-term loans.

The One-Stop office on main campus provides students with a centralized location for admissions and other enrollment services, student employment and financial aid. The one-stop model was developed to help students succeed by reducing barriers to accessing resources. Assistance for online students is available through Extended Learning online student services and includes advisement and referral to student support services across the UNM system.

Learning Support and Preparatory Instruction

Undergraduate Student readiness for success is initially assessed using ACT, SAT and AP scores, with testing opportunities to challenge placements or enable participation in summer bridge programs. Courses are offered at multiple levels assuring curriculum appropriate to each student's degree of readiness. Structured into the general education area of communication is [a placement protocol](#) for students based on standardized test scores (see 3.B.).

The [Center for Academic Program Support](#) (CAPS), which is part of the Center for Teaching and Learning (CTL), is a major learning support service maintained by the University, providing tutoring and workshops for undergraduate and graduate students in most subjects. The tutors are UNM upper-division undergraduates and graduate students, trained through a program certified by the College Reading and Learning Association. In 2017, CAPS [earned certification](#) as a Learning Center of Excellence (LCE) from the National College Learning Center Association (NCLCA).

First-year undergraduates [have benefited](#) from a variety of new support and success strategies implemented by the University. Beginning in 2017, the College Enrichment Program (CEP) began supplementing evaluation based on high school ACT scores with summer orientation placement testing, assuring that students could immediately enroll in the appropriate level of math or reading courses. Summer Bridge programs for entering first-year students are offered by African American Student Services, American Indian Student Services, and the College Enrichment Program.

Prior to 2014, UNM offered non-credit-bearing remedial courses in math, English, and reading. Students placed into remedial courses were delayed in their progress toward a degree and separated from their peers. As a part of the [UNM Quality Improvement Initiative](#), all remedial courses were replaced with new transitional credit-bearing gateway courses. The Math Learning Lab (MaLL) offers self-paced Intermediate and College Algebra using ALEKS, a learning system that allows students to enter intermediate algebra courses required by the Gen Ed curriculum as

placed and advance as soon as mastery is demonstrated. Critical Text Analysis courses support development of college-level reading strategies. For students with demonstrated readiness, the Honors College provides challenging opportunities for intensive, interdisciplinary and cross-cultural education to highly motivated, talented and creative undergraduates.

Student-athletes receive targeted advisement and academic support. UNM's Department of Athletics has led the Mountain West Conference Division I in annual All-Academic selections [for the past six years](#); student-athletes have carried a collective grade point average above 3.2 for 11 consecutive semesters.

The University serves close to 5,000 graduate students. Students in Graduate and Professional programs are admitted by their respective departments. The admissions committees in those departments assess applicants' readiness for graduate study and make admission decisions based on their established criteria. The Office of Graduate Studies provides support to graduate students and publishes detailed roadmaps for Master's and Doctoral Degrees. These resources supplement the discipline-specific advisement provided in each unit that offers graduate and professional degrees.

The [Graduate Resource Center](#) (GRC) aids doctoral and master's students in progress to degree and to encourages undergraduate students to consider post-baccalaureate graduate and professional degree programs. The GRC supports students through one-on-one writing and statistics consultations, workshops aimed at academic skills development, dissertation and thesis writing camps and support groups, one-on-one planning consultations, and by providing a general orientation program for graduate students. The Project for New Mexico Graduates of Color provides workshops for international, underrepresented, or first-generation undergraduate students to plan for and apply to graduate school.

Academic Advising

The Office of Advising Strategies coordinates communication, hiring, and new initiatives with advising teams embedded in each college or school. The office provides [New Advisor Training](#) and professional development; oversees the advising application and serves as primary consultant for advising reports and University-level platforms; managing dual credit enrollment; and conducting advising assessment. In Spring 2012 advising consultants from the National Academic Advising Association (NACADA) visited the campus and provided a [Program Review Report](#) that has guided a thorough restructuring of advising. UNM has reduced advising ratios from 770:1 in some units in 2011 to 325:1 overall in 2018. By Fall 2018, the University had 92 staff academic advising positions, including supervisors and managers within advising centers, for 17,321 undergraduates. The Fall 2018 undergraduate advising ratio is 188:1.

A multi-year human resources [study of advising](#) is allowing the University to create more unified role descriptions across advisement groups, to standardize compensation categories, thereby eliminating internal competition among schools for advisors.

The restructuring objective has been to reduce ratios and to introduce incoming students to advisors who specialize in students' primary area of interest. Advisors work with students from New Student Orientation to graduation, giving students consistency during their stay at UNM. Students are admitted directly to the college of their major in pre-major status and are moved into major status once they have completed their degree program admission requirements. The admission process to major status is automated for the majority of programs and occurs at the beginning of each semester. Competitive programs require an application process to move into major status.

Students have direct access to advising platforms and curriculum mapping applications. Prospective and current students are able to [view four-year degree plans](#) at [degrees.unm.edu](#). They are able to find their advisor and to schedule appointments through an advising application called [LoboAchieve](#). They can track their progress to degree through [LOBO Trax](#), an application that delineates and charts progress towards fulfillment of general education, major, college, and university requirements. Through an intuitive interface, the report tells students what courses have already been completed, what they have left to do to complete their degree, and, if they are transfer students, the transfer credits that have been accepted. The report keeps track of all university, college and major requirements, with each Dean from their respective schools and colleges having signed off on the degree audit to certify that the information embedded in the degree audit is correct.

Close advising collaborations across the university facilitate advisement about necessary pathways towards future degrees and careers. The Exploratory and Pre-Professional Advising Center (EPAC), for instance, helps students navigate from pre-health curriculum to degree programs in nursing, emergency medical services, pharmacy, etc. Advisement also relies on an external appointment scheduling system to accommodate potential students that are outside of the UNM system. At last survey, approximately 23 percent of advisees were not current UNM students. Integrated advisors in Intercollegiate Athletics, Enrollment Management, Student Affairs (including ethnic centers), and the Global Education Office, complement academic advising with specialized services supporting student access.

Resources and Support

The [main campus](#) houses six large libraries; each provides extensive resources for research at all levels, and further houses key facilities to help students in course work. With a clear prioritization of fostering information literacy, the library system

provides extensive research resources for students such as online tutorials, one-on-one Library Instruction, and accessibility resources. In addition to housing extensive information resources for the broad degree programs available, libraries contain various services oriented towards advanced research or student success. For example, Research Data Services supports effective research data planning, management, preservation, discovery, and use in addition to providing research data infrastructure for UNM. Digital Initiatives and Scholarly Communication develops online cultural heritage, scholarly, and educational resources for students and researchers, including digitization of unique collections for state-wide access. Zimmerman Library houses resources for humanities, education, and the social sciences, as well as facilities for CAPS, the Center for Southwest Research and Special Collections (CSWR), and the Indigenous Nations Library Program. Other main-campus libraries include the Centennial Science & Engineering Library, housing broad resources in science, engineering, mathematics, and psychology; the Fine Arts & Design Library; the Parish Memorial Library for Business and Economics; the [Health Sciences Library & Informatics Center](#) (HSLIC); and the Law Library.

The University provides arts, performance, and cultural heritage venues that support teaching, learning, and creative pursuits as well as opportunities to showcase and house works and knowledge from a local and national level, listed briefly below:

Arts

- The UNM Art Museum
- The Tamarind Institute, which provides educational and research programs on lithography.
- The CFA Downtown Studio is an exhibition and event space that provides a professional public platform for students within the College of Fine Arts.
- The John Sommers Gallery exhibition space for students.
- The Masley Art Gallery, under the direction of the Art Education faculty.

Performance

- Popejoy Hall, a nearly 2,000-seat performing arts center that hosts Broadway shows, symphony concerts, ballet and dance companies, performers, and speakers
- The Keller Hall recital space, which seats 284 people.
- The Rodey Theatre, a 400-seat convertible proscenium/thrust theatre.

Natural and Cultural Heritage

- The Museum of Southwestern Biology
- Maxwell Museum of Anthropology
- Meteorite Museum
- The Silver Family Geology Museum

The Office of the Vice President for Research oversees 12 research centers and institutes within the UNM system, including science and technology-based facilities like:

- Center for Micro-Engineered Materials (CMEM)
- Center for High Technology Materials (CHTM)
- The Center for Advanced Research Computing (CARC)

The UNM Health Sciences Center is comprised of both academic and clinical operations arms. The academic arm is made up of the School of Medicine; the Colleges of Nursing, Pharmacy, and Population Health; the HSC Office of Research; the Health Sciences Library and Informatics Center; and the Clinical and Translational Science Center. The clinical entities include the UNM Hospital, UNM Sandoval Regional Medical Center, UNM Cancer Center, UNM Carrie Tingley Hospital, UNM Children's Hospital, UNM Children's Psychiatric Center, and the UNM Medical Group. The Health Sciences Center activities are overseen by the UNM HSC Chancellor, who is also Dean of the School of Medicine.

Information Technology (IT) is overseen by the Office of the Chief Information Officer (CIO) and consists of five main areas: Applications, Classroom Technologies, Computing Platforms, Customer Service, and Networks. Students experience online courses through a learning management system called [UNM Learn](#). There, students access course content and interact with instructors and classmates using a variety of tools such as email, discussion boards, web pages, web conferencing systems, and multimedia technologies. UNM offers 24/7 technical support. UNM Learn offers technical support within each course through a ticketing system and a 24/7 phone support system (online.unm.edu). (On IT improvements to learning spaces, see 5.A.)

Guidance in the Effective Use of Research and Information

The University Libraries system has a robust instruction program which is coordinated by the Learning Services Department. The Learning Services Department teaches most first-year library instruction (over 200 sessions a year), develops and maintains digital learning objects and online tutorials related to library research, liaises with student services programs that serve lower-division students (particularly first year) to promote library programs and instruction, continues to develop a programmatic information literacy curriculum, and serves as a resource for subject librarians in the development, provision and assessment of subject-specific library instruction. Subject librarians and the Learning Services Department work with undergraduate & graduate students, various student support services (such as the Graduate Resource Center, CELAC, El Centro de la Raza, etc.), and faculty to promote the use of library resources and the development of research skills.

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3.E - Core Component 3.E

The institution fulfills the claims it makes for an enriched educational environment.

- 1. Co-curricular programs are suited to the institution's mission and contribute to the educational experience of its students.*
- 2. The institution demonstrates any claims it makes about contributions to its students' educational experience by virtue of aspects of its mission, such as research, community engagement, service learning, religious or spiritual purpose, and economic development.*

ARGUMENT

In alignment with the [UNM Mission Statement](#), the University fields an array of student activities and services that complement students' classroom work. The Student Activities Center supports hundreds of student organizations including Greek Life, sports and recreation groups, religious groups, and pre-professional associations, all with missions and goals that reflect the core mission. Student organizations emphasize various values that complement the University's mission, including scholarship, leadership, and service. The student government bodies, [ASUNM](#) (undergraduate) and [GPSA](#) (graduate and professional), provide students with representation on university committees, actively lobby at the state legislature, and support the activities of student organizations, all fundamental exercises of citizenship. Student organizations sponsor invited speakers, conferences and events, including Homecoming, Silent Nights, and Spring Storm, etc.

As well as serving the mission, services are maintained to more broadly contribute to the education of students. As an option for residential life, there are 15 Living Learning Communities where students live with others who share an interest, a career aspiration, or a common concern. Themes include pre-health professions, community engagement, outdoor living and environment, global focus, fine arts and business. UNM offers a wide range of facilities to support the health and social well-being of its students. The Student Union offers meeting space, food services, study areas and a movie theater featuring weekly showings of new releases throughout the semester. Weight rooms, tennis courts, swimming pools, an on-campus golf course, a bike shop and equipment rental, and outdoor recreation courses and trips are available through Recreation Services.

[El Centro de la Raza](#), [African American Student Services](#), the Veteran's Resource Center, [American Indian Student Services](#), the LGBTQ Center, and the [College Enrichment Program](#) (for students from rural areas or students who are first generation or low income) recognize the students they serve as vital members of the UNM community and offer them specialized advising, assistance with career and advanced degree planning, scholarship help, and community building, among other resources. The [STEM Collaborative Center](#) focuses attention on providing broad

educational access to STEM fields. American Indian Student Services provides a summer bridge program for first-time students, an outreach program for eighth grade students to encourage them to imagine themselves on a college campus, support in completing FAFSA applications, and oversight and service for Tribal Memorandum of Understanding and Associated Scholarships. To supplement recurring Instructional and General budget, UNM secures Title V funding and special state legislative funding allowing these centers to continue to serve students. Units within Student Affairs complete student demographics and outcomes reports and rely on these, as well as on assessments, to develop [Collective Impact Reports](#) every fall. This reporting provide oversight to leadership on meeting the needs of our diverse population.

UNM's advocacy centers —the Women's Resource Center, LoboRespect, and the LGBTQ Resource Center— provide [tools and resources](#) to enhance student persistence towards degree completions, including mentoring, counseling, and advocacy. The Women's Resource Center offers confidential reporting and advocacy for members of the UNM community who may have experienced sexual harassment or assault and coordinates programs to prevent gendered violence as well as a range of programs to create access to education, such as a breastfeeding support. The LoboRespect Advocacy Center provides services for [Confidential/Anonymous Reporting](#) of Hate/Bias and for Sexual misconduct, survivor advocacy, absence notifications, domestic partnerships, food insecurity, military withdrawals, short-term disabilities, short-term loans, and tuition appeals. The LGBTQ Center fields Hate/Bias intake, offers safe sex resources, provides counseling, and develops awareness events. All three advocacy centers collaborate with the Dean of Students in delivering mandatory in-person training on sexual harassment, sexual violence, and reporting to undergraduate and graduate students across the UNM system.

Finally, UNM's Office of Equal Opportunity (OEO) promotes equal access and treatment and works to foster a safe environment free of discrimination and inequity. OEO addresses questions, concerns, or complaints of discrimination relative to membership in a protected class. Intake questionnaires are available in English and in Spanish and response follows a clearly delineated claims and investigation procedure. The office supports mandatory trainings for faculty and staff on preventing sexual harassment in the workplace, bystander training, reporting Title IX concerns, and recommended trainings on civil rights and on the Americans with Disabilities Act. It also conducts individual and departmental or unit investigations following published and regular procedures. The UNM president and academic and compliance leadership have demonstrated an ongoing commitment to creating an equitable, accessible, and inclusive climate through the creation of services, publication of information, enhancement of staffing, and development of research.

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3.S - Criterion 3 - Summary

The institution provides high quality education, wherever and however its offerings are delivered.

SUMMARY

UNM creates an educational atmosphere of excellence, equity, and access through high standards in faculty hiring, support for improvement in teaching and learning, availability of diverse student support services, and rich opportunities for learning inside and outside of the traditional classroom.

SOURCES

There are no sources.

4 - Teaching and Learning: Evaluation and Improvement

The institution demonstrates responsibility for the quality of its educational programs, learning environments, and support services, and it evaluates their effectiveness for student learning through processes designed to promote continuous improvement.

4.A - Core Component 4.A

The institution demonstrates responsibility for the quality of its educational programs.

- 1. The institution maintains a practice of regular program reviews.*
- 2. The institution evaluates all the credit that it transcripts, including what it awards for experiential learning or other forms of prior learning, or relies on the evaluation of responsible third parties.*
- 3. The institution has policies that assure the quality of the credit it accepts in transfer.*
- 4. The institution maintains and exercises authority over the prerequisites for courses, rigor of courses, expectations for student learning, access to learning resources, and faculty qualifications for all its programs, including dual credit programs. It assures that its dual credit courses or programs for high school students are equivalent in learning outcomes and levels of achievement to its higher education curriculum.*
- 5. The institution maintains specialized accreditation for its programs as appropriate to its educational purposes.*
- 6. The institution evaluates the success of its graduates. The institution assures that the degree or certificate programs it represents as preparation for advanced study or employment accomplish these purposes. For all programs, the institution looks to indicators it deems appropriate to its mission, such as employment rates, admission rates to advanced degree programs, and participation rates in fellowships, internships, and special programs (e.g., Peace Corps and Americorps).*

ARGUMENT

The University of New Mexico ensures that its academic programs are of high quality, adhere to New Mexico Higher Education Department requirements, meet national standards, and integrate sound and innovative practices. The processes for review, evaluation and oversight of the curriculum and co-curriculum developed by UNM assure both the quality of the student learning experience and equal and inclusive access to that experience.

Academic Program Reviews

UNM has conducted regular and comprehensive Academic Program Review (APR) since 2005. APR is a fundamental tool for determinations of quality and effectiveness. Following an [APR master schedule](#) covering seven-year review cycles, APR ensures that academic programs 1) provide opportunities to learn that are of high quality and are in line with professional and national standards; 2) foster meaningful research; 3) engage with the life of the university; and 4) serve identified communities. APR offers faculty, deans, and Academic Affairs the information necessary for considering the role of the program in the university and for exploring the program's resources, strengths, and relation to university strategic goals. Lastly, APR secures documentation to demonstrate [the value of UNM's programs to the state and to the community](#), while also [satisfying criteria](#) for Higher Learning Commission reaccreditation of the university as a whole. To serve these purposes, APR depends on the skills of campus administrators, faculty, and staff directly connected to and/or associated with the department or program undergoing review. Ideally, it also incorporates communication with identified constituents or communities served by the department or program.

Each review entails that the unit prepare [a comprehensive Self-Study](#), followed by a site visit from one internal and two or three external reviewers, who are appropriately qualified to evaluate the unit. The process culminates in a report from this review team, a subsequent response from the unit, and a plan of action that specifies how the unit plans to integrate improvements, as well as annual action plan updates. The entire process is outlined in a detailed APR manual reviewed every three years by a faculty committee convened by Academic Affairs. The [APR manual](#) (8th edition), unit self-studies, review team reports, action plans, and updates [are posted](#) on the Academic Program Review website via links to the digital repository where all APR documents are housed. While APR is a process internal to the University of New Mexico, coordination with national standards for accreditation is strategically valuable. Thus, units with discipline-specific external accreditation requirements may opt to coordinate external accreditation into UNM APR. The APR manual specifies that academic programs discuss their assessment practices and findings.

The UNM main campus Office of Assessment and APR consults with key representatives from the Branch Campuses, HSC, and Law to offer support and coordination regarding their APR process and to archive documents. The APR process of the Branch Campuses (i.e., UNM-Gallup, UNM-Los Alamos, UNM-Taos, and UNM-Valencia) involves internal review of academic programs, beginning with a written report by the unit faculty and Chair, review by the institutional effectiveness committee for the campus, and review by the Dean of Instruction, who makes recommendations and solicits the unit's response. An [alignment matrix](#) correlates the APR Criteria of all the Branch Campuses to those of the main campus. The Health Sciences Center (HSC) (i.e., College of Nursing, College of Pharmacy, the new

College of Population Health, and School of Medicine) and School of Law (Law) conduct program reviews that are heavily structured by external accreditation requirements, with primary archiving and publication responsibility housed in the HSC Colleges and School. (An [alignment matrix](#) has been developed for the School of Law).

Recent APRs have drawn reviewer praise for the quality and commitment of faculty to research and teaching and have yielded a range of improvements. Departments have responded to APRs by, for example, improving opportunities for internal collaboration (Departments of Linguistics and Speech and Hearing Sciences), clarifying expectations on progress to degree in the graduate manual (Department of Psychology), and developing doctoral programs.

Credit Transcripts and Transfer

[Policies for transfer credit](#), as well as standards for any transcribed credit, are maintained in compliance with New Mexico Higher Education Department guidelines to assure the integrity and consistency of the University's education. These policies are posted in main and branch campus catalogs. The NM Authority Code, Public Post-Secondary Education General Provisions, Transfer and Articulation describes the process on how transfer credits are accepted across state institutions. The [Transfer Equivalency System \(TES\)](#) provides a searchable database of commonly transferred courses to UNM. UNM Academic Departments maintain information on degree applicability of transfer courses. Relying on national standards, the Office of Community Engaged Learning and Research (described in section 3.B.3) consults on evaluation of experiential learning.

The University evaluates without prejudice courses from post-secondary institutions that are regionally accredited or are candidates for regional accreditation. Course work completed with a minimum grade of "C-" may be accepted as transfer credit, provided the classes are similar or equivalent to courses offered at the University. Transferable courses with grades of "D" from New Mexico state institutions are accepted. As an overarching policy, technical/vocational, remedial, personal development or dogmatic religion courses are not accepted. Credit is not awarded for work or life experience, cooperative education or for courses from out-of-state in which the grade received was lower than "C-", except by petition to the Director of Admissions. Transferable credits from an accredited junior college will be accepted up to a maximum determined by the college in which the student enrolls and New Mexico general education courses are accepted individually and as a completed requirement fulfilled in its entirety at another HEI. Grades earned in courses taken at other institutions are not included in calculation of the grade point average. Credits and degrees from international institutions are evaluated by the [Global Education Office](#), which consults with faculty in a relevant discipline in difficult or unusual cases and coordinates with Admissions.

The Degree Audit and Transfer Articulation team in the Registrar's Office has historically articulated lower-level courses. Following 2017 state legislation, a New Mexico Higher Education Department Common Course Numbering Project (CCN), effective Fall 2019, has focused on facilitating transfer between state higher education institutions. Lower-division courses sharing 80 percent of student learning outcomes receive a state common course number (four alpha and four numeric digits, such as BIOL 1101). Upper level courses are submitted to UNM departments for review through the TES.

Course Quality, Student Learning Expectations, Resources, and Faculty Qualifications

With ultimate oversight from the Board of Regents and the NMHED, UNM faculty maintain course rigor, expectations, and prerequisites by relying on established procedures. Both main and north campus as well as branch campuses follow a [Curriculum Workflow Process](#) for changes to existing courses, course additions, and course deletions. This extensive process, which involves coordination and input from faculty and administration, itself signifies a commitment to the rigorous oversight of academic offerings. To make any change, addition, or deletion, the initiating department is required to address departmental, disciplinary, and institutional reasons and expected resource requirements on a curriculum form with supporting documentation. Proposed changes are reviewed for approval by the departmental chair or department-level curricula committee, the dean or college-level curricula committee, the Faculty Senate Curriculum Committee, University Libraries, the provost or HSC chancellor, the Faculty Senate, and, in cases of addition or deletion of a degree program, the Academic/Student Affairs Regents' Committee, and the Board of Regents also provide review, before submission for final approval to the NMHED. Graduate programs undergo additional layers of review at the Faculty Senate level by the Graduate and Professional Committee and, externally, by the graduate deans of New Mexico HEIs and by the state legislative finance committee. Only approved courses and programs may appear in the University Catalog, updated on a yearly basis. The [Curricula Forms Process Manual](#) provides information on the approval process and instructions on completing request forms. In addition, departments are asked to review their section of the catalog for accuracy on a yearly basis.

The Registrar's Office maintains the prerequisite standards for each degree and certificate. Prerequisite courses are developed at the departmental level and reviewed and approved via the Curriculum Workflow process. However, individual faculty may override by special approval by entering a code into the online registration system. (Extra evidence: Faculty Handbook entries for Undergraduate Committee, Graduate Committee, and Curricula Committee). Suggested maps for planning progress towards completion of a degree program are [available to students](#)

on the site degrees.unm.edu and are also communicated by advisors and via the catalog and departmental and program websites.

Enrolled students may access UNMLearn, a Blackboard learning platform for web-enhanced, hybrid, and online courses. A UNMLearn Support Team can be contacted through the system and is available by phone 24/7 to address questions. University libraries faculty and staff make available a full complement of searchable databases, reference materials, study guides, electronic articles, e-books, and digital film and visual archives, as well as the university libraries catalog; these can be accessed via the university libraries page on-site and remotely. In addition to direct faculty communication with students, the Global Education Office coordinates and publishes study abroad opportunities, while Community Engaged Learning and Research similarly facilitates service-learning and community-based opportunities.

The [Accessibility Resources Center](#) (ARC) enables students in making accessibility requests and helps faculty and students understand and negotiate the services provided by the center. These include ASL interpretation, testing accommodations, assistive mobile applications, alternative format course materials (including adaptive online materials), note taking, and tailored accommodations. In 2016-2017, 1,117 students were eligible for ARC services and 994 sought services for a 189 percent increase in annual number of students served since 2007-2008. The overall grade point average of 2016-2017 students who benefited from accommodations was 3.136, while the return or graduate rate for students that same year was 83 percent.

Specialized Accreditation

Accreditation of certain academic programs is carried out by specialized accrediting bodies that apply specific standards for curriculum and course content; for example, the Accreditation Board for Engineering and Technology (ABET) accredits undergraduate programs in engineering. [More than 40 accrediting bodies](#) have reviewed and evaluated professional academic degree programs across the university. Websites for colleges, schools, departments publish information about accreditation status and the Office of Assessment and Academic Program Review maintains a calendar on its website coordinating APRs with accreditation. Accreditation contributes directly to outcomes measurement and improvement.

Rigorous processes for integrating assessment with curriculum design and teaching improvement at the School of Medicine attest to alignment of internal oversight and external accreditation. The [UNM School of Medicine Curriculum Committee](#) (CC) includes members of the faculty, administration and student body. They are tasked with the overall design, management, integration, evaluation and enhancement of the medical curriculum. Two subcommittees, the Phase I Block Chairs Committee and the Phase II/III Clerkship Directors Committee, plan, schedule and review the preclinical (Phase I) and clinical (Phase II/III) phases of the curriculum, and are responsible for

the assessment of students. Each has members who serve on and report back to the CC, which reviews and updates the School of Medicine Educational Competencies and Objectives every third year. In Phase II, the required Neurology Clerkship underwent revisions in 2017 based on CC review. Recommendations included enhancing the educator roles of faculty and students, clearer roles for medical students, and providing more feedback that is effective. Clerkship student evaluations have improved since implementation of these changes, with the CC continuing to monitor the clerkship performance. The Data Collection Instrument for Full Accreditation provides evidence of the quality of health education at the School of Medicine on UNM's Health Sciences Center (North) campus.

Evaluations of Graduate Success

To inform improvement of student learning, the University maintains tools, with varying degrees of maturity, for gathering information on graduates. Data collected on specific and well-defined cohorts (for example, the decade-long tracking of McNair/ROP scholars) has proven to be the most effective in informing program improvement to date. The Anderson School of Management uses an online networking group with up-dated tracking of graduates, while the College of Fine Arts participates in the online Strategic National Arts Alumni Programs (SNAAP). The College of Education (COE) administers a graduate exit survey and collects survey results and participating teachers school districts. All graduate students in the Architecture Program in the School of Architecture and Planning must successfully pass a graduate review to ensure they have the criteria set forth by National Architectural Accreditation Board (NAAB). Graduate programs in the College of Arts & Sciences report placement of students in advanced degree programs, academic jobs, and related professional fields through the APR.

On a campus-wide scale, [an exit survey](#) is distributed to graduating students each semester from the Office of Institutional Analytics. Following a test run for CRP students in Spring 2016, beginning in spring 2018 a parallel online survey will provide information on how our students are applying their new skills and where they are employed one year after graduation. The UNM Career Services Office surveys all graduating students each year. The survey includes questions that determine student status following graduation (employment, graduate school, military service, etc.). The UNM Alumni Association gathers a range of alumni data, from demographic information to career data and graduate degrees obtained to volunteering preferences. Workforce Solutions provides information regarding past graduates in the state of New Mexico to the Institute of Design & Innovation (IDI), including information on the career paths that they have chosen. This data is used to create dashboards that visually demonstrate the success of the students throughout the state. Information includes year-to-year salaries as well as in state employment rates. This information includes not only UNM graduates, but graduates in colleges and universities throughout the state. Overall, UNM's capacity to track placement in jobs,

advanced degree programs, and internships on an institutional level, to relate this placement to cohort experiences, and to provide targeted information to degree programs about these outcomes is still developing. Improvement of UNM's performance in this area, particularly measurement of outcomes for different demographic categories, constitutes a 2020 goal agreed upon by the Board of Regents, the President, and the Provost.

SOURCES

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4.B - Core Component 4.B

The institution demonstrates a commitment to educational achievement and improvement through ongoing assessment of student learning.

- 1. The institution has clearly stated goals for student learning and effective processes for assessment of student learning and achievement of learning goals.*
- 2. The institution assesses achievement of the learning outcomes that it claims for its curricular and co-curricular programs.*
- 3. The institution uses the information gained from assessment to improve student learning.*
- 4. The institution's processes and methodologies to assess student learning reflect good practice, including the substantial participation of faculty and other instructional staff members.*

ARGUMENT

In 2008, the University adopted a set of [Student Learning Goals](#) in line with its academic mission, and [derived from](#) the Liberal Education America's Promise (LEAP) outcomes articulated by the American Association of Colleges and Universities:

KNOWLEDGE of human cultures and the natural world, gained through study in the sciences and mathematics, social sciences, humanities, histories, languages and the arts.

SKILLS, both intellectual and applied, demonstrated in written and oral communication, inquiry and analysis, critical and creative thinking, quantitative literacy, information literacy, performance, teamwork and problem solving.

RESPONSIBILITY, both personal and social, that will be manifested in civic knowledge and engagement, multicultural knowledge and competence, ethical reasoning and action, and foundations and skills for lifelong learning.

Assessment designed around identified student learning outcomes is significantly more embedded in university culture as a widespread, robust, well-supported, and consistent practice at UNM than it was at the time of the last HLC accreditation. UNM relies on an internally developed Evaluation Kit to collect end of semester course student evaluations; 2017 Evaluation Kit responses for the College of Arts & Sciences indicate that 88 percent of students were aware or strongly aware of the student learning outcomes for their courses. Most undergraduate UNM degrees boast well-developed plans and regular assessment and increasing numbers of graduate degrees and certificates have published plans and data. During the 2016/17 academic year, UNM-Main campus submitted assessment documents for 85.7 percent of its undergraduate programs. Branch campuses submitted assessment documents for

46.8 percent of associate degree programs. An inventory of submissions is available in the [Annual Institutional State of Assessment Report](#), 2015-2016. A digital repository housed in University Libraries and maintained by the Office of Assessment and APR now stores over 1,520 assessment documents in an archive that can be searched for meta-data on institutional trends.

Assessment of Student Learning Outcomes

The Office of Assessment and APR (OA) provides day-to-day support on assessment design, cohort tracking, assessment management and reporting while also coordinating institutional assessment strategy and analyzing assessment results through coding and sampling of reports. The OA archives and evaluates assessment plans and reports, with accompanying evidence, and synthesizes findings, as well as college-level reports, into the Annual Institutional State of Assessment Report for Academic Affairs.

The OA regularly convenes a working group of representatives from each college or school, the [Provost's Committee on Assessment](#) (PCA). These representatives lead the College Assessment Review Committees that work in collaboration with the OA to oversee and monitor assessment activities, practices, and processes associated with institutional effectiveness at the program and college/school/branch levels. The committees are responsible for ensuring that the assessment plans of the academic programs in their respective colleges and schools are reviewed for updates at least once every seven years.

With guidance from the Office of Assessment and the PCA, College Assessment Review Committees provide feedback to programs on collected assessment plans and reports, relying on an [Academic Program Assessment Maturity Rubric](#) to review and provide feedback to programs about their program assessment reports. The rubric emphasizes the need for articulated and measurable Student Learning Outcomes that align with the University mission and broad goals, as well as the need for appropriate data collection, analysis, and implementation of action on the basis of findings. Each committee is responsible for developing and implementing an internal reporting process with deadlines prior to the institutional deadline for collecting, reviewing, and evaluating its academic programs' annual assessment report and assessment plan and for providing a college-level report to OA.

Assessment within the College of Education since 2009 offers one example of College Assessment Review Committee leadership in moving the culture of assessment to one of continuous improvement rather than simply compliance. Assessment data gathered during clinical practice revealed that teacher candidates had difficulties addressing the diverse needs of children in the classroom. The five Teacher Educator Preparation Programs revised the curriculum within the respective programs to incorporate more coursework on addressing children with special

education needs and TESOL/bilingual needs; teacher candidates may choose a nine-hour focus in Special Education, Bilingual Education, TESOL, or Native American languages.

The College of Arts and Sciences overall has worked over the past five years to be consistent in expectations for assessment and to build in some rewards for programs that are using assessment to improve student learning. Complete assessment reports are now one of the requirements for departments to gain access to the Dean's discretionary raise pool and faculty promotion guidelines for submission of teaching portfolios now request evidence of assessment and improvement. In 2015-16, 83 percent of 107 A&S degree programs had assessment plans (most outstanding plans were in graduate degrees), while 72 percent were implementing those plans. One example assessment-driven improvement is the Sociology Department's strengthening of quantitative methods teaching through revision and oversight of its methods courses and its reduction of the size of computer-based lab sections.

By Spring 2018, the [institutional assessment plan for the General Education Curriculum](#) will have completed a cycle of course-level assessments for each of seven disciplinary areas. In 2011-12, 47 percent of the General Education courses had developed SLOs, but very few were reporting on assessment results. By 2015-16, 83 percent of the General Education courses had reported on assessment results. At UNM-Valencia, 100 percent of academic programs are being assessed. Course-by-course level assessment, however, allows only limited insight into program effectiveness. An effort to pilot program-level assessment is being coordinated along with the launch of a revised general education program in Fall 2019; in compliance with NMHED code, general education assessment will focus on the five adopted essential skills.

Each Student Affairs program maintains a [departmental assessment plan](#) that articulates broad goals, learning or service outcomes, alignment with UNM strategic goals, and assessment methods and criteria. Assessment methods include such tools as: point-of-service assessments (i.e., comment cards, satisfaction surveys, and program evaluations), annual assessments (i.e., departmental surveys) and informal surveys (i.e., focus groups, student organization meetings, individual interviews). Many programs also complete additional assessments to meet funding or compliance regulations. In addition, each program also submits an annual impact report that quantifies student engagements throughout the year, and assesses impact on academic performance variables such as retention, GPA and graduation. The Division of Student Affairs has developed a division-wide demographics and outcomes report that standardizes and publishes these impact variables. The [2017 CEP report](#) is included in the Evidence Library.

The Office of Advisement Strategies relies on multiple measures of effectiveness. Its extensive [2017-18 assessment report](#) provides strong evidence across all colleges and schools of consistent efforts to reach students at key moments in the academic cycle, to focus advisement meetings on pathways to degree completion, and to offer

information about academic and advisement programs and enrichment. Given the high success rate documenting advisor to student contact and outreach, the Office will be designing assessments for the next cycle to focus on quality of interaction relative to student success.

University Libraries works systematically to improve its performance. The primary assessment tool is LibQUAL, which has been administered four times since the last accreditation in 2009, 2011, 2014, and 2017. The UL has made improvements after each survey based on student and faculty comments.

The University worked with external services to provide auxiliary forms of assessment to the student body in 2015-2016: ACT Collegiate Assessment of Academic Proficiency (ACT CAAP), ACT WorkKeys, Education and Skills (E&S) Online, and Collegiate Learning Assessment (CLA+). The low participation rates on these provided little return on investment in the form of reliable data. Our analysis of internal data has proved more effective to date than reliance on external measures. Thus, in the 2013-14 academic year, the STEM Gateway program launched an extensive analysis of UNM data related to student achievement in STEM fields. This study identified specific gateway courses that were creating roadblocks to success for UNM students, particularly those from underrepresented populations. The study also identified a need for co-curricular programming that would better engage first- and second-year STEM students. As a result of this study, course redesign initiatives were implemented in math and related disciplines, and a multi-million dollar grant was secured to create the STEM Collaborative, designed to expand co-curricular early STEM programming. A recent [annual performance report](#) of the STEM Collaborative is included in the Evidence Library. Development of analytic capacity in the Office of Institutional Analytics, the Office of Assessment, and Enrollment Management provides the foundation for understanding how UNM can better target and support specific populations with student success initiatives.

SOURCES

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4.C - Core Component 4.C

The institution demonstrates a commitment to educational improvement through ongoing attention to retention, persistence, and completion rates in its degree and certificate programs.

- 1. The institution has defined goals for student retention, persistence, and completion that are ambitious but attainable and appropriate to its mission, student populations, and educational offerings.*
- 2. The institution collects and analyzes information on student retention, persistence, and completion of its programs.*
- 3. The institution uses information on student retention, persistence, and completion of programs to make improvements as warranted by the data.*
- 4. The institution's processes and methodologies for collecting and analyzing information on student retention, persistence, and completion of programs reflect good practice. (Institutions are not required to use IPEDS definitions in their determination of persistence or completion rates. Institutions are encouraged to choose measures that are suitable to their student populations, but institutions are accountable for the validity of their measures.)*

ARGUMENT

[UNM 2020](#) identifies an increase in timely degree completion as a crucial element in preparing students to be lifelong learners in academic and personal achievement, career, and leadership. With a 2019 target date, the plan sets the goals of achievement of a four-year graduation rate above 25 percent, achievement of a 10 percent increase in enrollment in shared undergraduate and graduate credit programs, an increase in degree completion and transfer rates at branch campuses. These goals have largely been met. (The Office of the UNM President [registers progress](#) on all 2020 goals on a performance monitoring dashboard).

Beginning in 2012-13, UNM pursued the [Foundations of Excellence](#) initiative in coordination with the Gardner Institute to improve retention and student success in the first year. As documented in [UNM's Quality Initiative Report](#) to the HLC, the initiative reaped clear benefits in dramatically improving time to graduation rates. It provided internal evidence of how high impact practices and student services support affect first-year retention and achievement. Within a national context, our improvement in four-year graduation rates since 2012-13 represents an important marker of institutional goal-setting and success. The Provost's Committee on Academic Success coordinated this effort and is applying findings to a next phase of work focused on improved communication and retention.

The University collects and analyzes a range of institutional data through the Division of Enrollment Management (EMRT) and the Office of Institutional Analytics (OIA), including IPEDS data. Both units provide easily accessible data visualizations and

facts tables through their websites, including data that directly support the needs of departments undergoing Academic Program Review. Across the institution, data collection and analysis follow IPEDS definitions and support understanding of UNM's distinct position as a Carnegie Category Research I, Hispanic-Serving, and majority-minority institution with a high number of first-generation college students. Information on student enrollment, freshman cohort tracking, degree-completion, retention, faculty, and staff can be searched by demographic characteristics, division, and campus. OIA [maintains a calendar of critical reporting](#) and meets federal, state and research group or media study deadlines. This includes Federal IPEDS reporting on students, employees, financial aid, and human resources, as well as reporting on enrollment (census and end-of-semester), degrees, and financial aid to the New Mexico Higher Education Department (NMHED).

The [OIA Factbook](#) publishes yearlong reports on enrollments, degrees conferred, numbers of faculty and staff, and financial aid disbursed to students. The office maintains and publishes records on course enrollments and fail rates, time to degree by college and program, and student enrollment by residency status. It responds to specific data requests, such as how many students complete general education requirements prior to enrollment at main campus to the Faculty Senate Task Force on General Education in 2017. OIA also coordinates with the UNM STEM Collaborative Center, a five-year initiative funded by the U.S. Department of Education Title V Program, on tracking UNM undergraduate STEM achievement outcomes over time. The Office of the Provost [maintains an institutional dashboard](#) with easily understood graphics on UNM student outcomes and demographics. Colleges and schools, as well as departments and units, collect internal information and provide links to institutional data as well.

The overall drop in enrollment in 2018 and the drop in third-semester retention from its high point in 2015 represent new challenges that UNM seeks to address. A new [Enrollment Management Task Force](#) is charged with considering recruitment and retention strategies. UNM is participating in two American Public and Land Grant Universities initiatives, the APLU Student Experience Project and the APLU Powered by Publics project, focused on student success. UNM's capacity to gather data about the student experience was a crucial factor in selection for participation on this first grant. We continue to draw lessons from our Quality Improvement Project and from OIA data as we move forward.

SOURCES

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- PRES_oia_calendar_ipeds_2018

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4.S - Criterion 4 - Summary

The institution demonstrates responsibility for the quality of its educational programs, learning environments, and support services, and it evaluates their effectiveness for student learning through processes designed to promote continuous improvement.

SUMMARY

Over the past decade, UNM has improved advisement, assessment, academic program review, learning environments, and student support services through concerted effort and targeted resource allocation.

SOURCES

There are no sources.

Position Classification Description

Position Class Code / Title:

G8010 / Registrar

Recruitment Tier:

Tier 1

FLSA:

Exempt

Grade:

16

This is a description of a Staff Position Classification. It is not an announcement of a position opening. To view descriptions of current openings, please go to UNMJobs and Search Postings to view positions that are currently accepting applications. ×

The following statements are intended to describe, in broad terms, the general functions and responsibility levels characteristic of positions assigned to this classification. They should not be viewed as an exhaustive list of the specific duties and prerequisites applicable to individual positions that have been so classified.

Summary

Under limited supervision, directs all facets of the operations of the Registrar's Office including student registration and records, class schedules, instructional space assignments, graduation clearance, and other related matters. Plans and develops strategies for maintenance and upgrading of academic information infrastructure.

Duties and Responsibilities

1. Directs the daily operations of the Registrar's Office; supervises senior managers; serves as an internal consultant and implements faculty academic policies; reviews policy exception requests.
2. Recommends and participates in the development and implementation of university policies and procedures regarding student registration, records, class schedules, instructional space scheduling, residency requirements, identification cards, and graduation requirements.
3. Maintains and upgrades the University's academic information infrastructures including academic records archives, on-line student database, voice response system, World Wide Web and other electronic databases and information systems.
4. Establishes and implements short- and long-range department goals, objectives, policies, and operating procedures; monitors and evaluates program effectiveness; effects changes required for improvement.
5. Designs, establishes, and maintains an organizational structure and staffing to effectively accomplish the organization's goals and objectives; oversees recruitment, training, supervision, and evaluation of unit staff.
6. Develops and publishes major University information documents including, but not limited to, University Catalogs and class schedules.

7. Oversees NCAA certification of incoming student-athletes entering the University's various Division 1 interscholastic sports programs; ensures the on-going management of NCAA eligibility for existing student-athlete participants in these programs.
8. Develops and manages annual budgets for the organization and performs periodic cost and productivity analyses.
9. Oversees the overall operations of programs reporting to this position.
10. Represents the University to various institutional divisions as well as externally to governmental agencies, vendors, students and their parents, and/or the general public.
11. Recommends and participates in the development of university policies and procedures; may serve on university planning and policy-making committees.
12. Collaborates with representative of the New Mexico Higher Education Department, and other national, state, and local organizations on the development and implementation of new policies, requirements, and practices.
13. Upgrades professional knowledge, evaluates new technologies, and recommends implementation as appropriate.
14. Performs miscellaneous job-related duties as assigned.

Minimum Job Requirements

- Bachelor's degree; at least 5 years of experience directly related to the duties and responsibilities specified.
- Completed degree(s) from an accredited institution that are above the minimum education requirement may be substituted for experience on a year for year basis.

Knowledge, Skills and Abilities Required

- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Knowledge of planning and scheduling techniques.
- Skill in budget preparation and fiscal management.
- Knowledge of the rules, regulations, and laws regarding student records.
- Database management skills.
- Ability to evaluate and edit the content, structure, and format of a range of written material.
- Knowledge of customer service standards and procedures.
- Knowledge of space allocation practices and principles.
- Ability to use independent judgment and to manage and impart information to a range of clientele and/or media sources.
- Skill in examining and re-engineering operations and procedures, formulating policy, and developing and implementing new strategies and procedures.
- Ability to develop, plan, and implement short- and long-range goals.
- Knowledge of organizational structure, workflow, and operating procedures.
- Ability to maintain confidentiality of records and information.
- Ability to plan, assess, and evaluate programs.
- Knowledge of records archiving and/or retrieval.
- Ability to provide technical advice and information to faculty in area of expertise.
- Ability to create, compose, and edit written materials.
- Ability to analyze course prerequisites, certification, and/or curriculum/graduation requirements.
- Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments.
- Knowledge of student registration, academic, and residency requirements.
- Ability to investigate and analyze information and draw conclusions.
- Skill in the configuration and use of computerized database programs.

- Knowledge of New Mexico Higher Education Department and Western Interstate Commission for Higher Education student exchange policies and procedures.
- Knowledge of NCAA rules and certification of student athlete eligibility.
- Ability to foster a cooperative work environment.
- Outstanding interpersonal and community relations skills and the ability to communicate and work effectively within a diverse community.
- Employee development and performance management skills.
- Knowledge of telephone answering and referral services.
- Knowledge of database construction, management, and retrieval methods.
- Knowledge of financial/business analysis techniques.
- Skill in accessing internet information services.
- Knowledge of records retention and/or destruction policies and procedures.
- Ability to provide professional direction, guidance and counsel to publications editors.
- Knowledge of faculty and/or staff hiring procedures.
- Knowledge of NCAA recruiting rules and student-athlete eligibility requirements.

Conditions of Employment

- Employees in this job title are subject to the terms and conditions of an employment contract. Employment contracts are typically subject to review and renewal on an annual basis.

Working Conditions and Physical Effort

- No or very limited physical effort required.
- No or very limited exposure to physical risk.
- Work is normally performed in a typical interior/office work environment.

The University of New Mexico provides all training required by OSHA to ensure employee safety.

Revised Date: 03/20/2017

Schedule Type Glossary As of 05/25/2012

Applied Music: Individualized, intensive and practical instruction in voice or a musical instrument that addresses technical and musical skills to improve performance ability and understanding.

Chamber Music Ensemble: An opportunity for students to study and perform music in small, intimate settings such as trios, quartets, and other small groups for instrument or voice. Each instrument plays a part, in contrast to large music ensembles where an entire section of instruments plays a part.

Clinical clerkship: Full-time supervised learning experience in a clinical setting.

Co-op: A structured educational strategy for learning through paid, productive, real-life work experience in a field related to a student's major. It provides progressive¹ experience in integrating theory and practice. A co-op is a partnership between students, educational institutions, and employers.

Dissertation: Highly individualized investigative study that results in the development and writing of a dissertation.

Independent Study: Undergraduate or graduate directed study in an area of special interest not readily available through conventional course offerings. The student works with a chosen faculty member who approves the student's individualized plan of study and supervises his/her progress. An independent study may be project-oriented, research-oriented, and/or focus on directed readings and writing in the area of interest. The term used by a program to label an independent study may vary (e.g., independent study, individual study, directed study, problems, undergraduate problems, graduate problems, research problems, honors problems, senior honors research, senior honors thesis, reading and research for honors, readings, directed readings, etc.).

Laboratory: A course taught in a controlled environment requiring specialized equipment and/or facilities. The primary emphasis is on learning by doing and observing, with the burden of course activity placed on the student, under the direction and supervision of the instructor. Labs give students first-hand experience in developing and practicing skills, translating theory into practice, and developing, testing, and applying principles.

Lecture: A course in which the instructor's primary emphasis is on transmitting a body of knowledge or information, explaining ideas or principles, and/or modeling skills. In some courses, students may be expected to participate in classroom activities by means appropriate to the subject matter, such as discussion, performance, skill development, etc.

Lecture/Laboratory: A course that combines aspects of lecture and laboratory as described in the Schedule Type Glossary. Students register for only one section, which includes both the lecture and the laboratory.

Lecture/Practice Experience: A course that combines aspects of lecture and practice experience as described in the Schedule Type Glossary. Students register for only one section, which includes both the lecture and the practice experience.

Major Music Ensemble: A course in which students study large musical works for public, group performance according to their voice or musical instrument fields of study.

Music Pedagogy: Study of musical instruction and tutoring for individuals preparing to teach music in a studio environment. Includes instruction in the introduction and mastery of an instrument or voice, music technique and skill development, reading music, music theory and composition, familiarizing students with various musical genres and styles, and client communications. This schedule type does not include string pedagogy courses.

Music Repertory: A course in which students study a scope of musical literature for voice or individual instruments.

Practice Experience: Supervised practical experience in a student's field of study that provides him/her the opportunity to apply knowledge gained in an academic setting. The term used by a program to label its practice experience may vary (e.g., internship, practicum, field experience, student teaching).

Professional paper, project, or design project: A culminating scholarly, comprehensive paper, project, or design project that integrates knowledge attained through coursework, research, and experience. The professional paper, project, or design project demonstrates competence in a given academic field or profession and makes a significant contribution within a well defined theoretical, applied, or creative knowledge domain. It may include, but is not limited to, such products as original empirical research projects, case studies, reports of research results, theoretical or applied design projects, manuscripts for professional journals, theoretical essays, creative works, and projects for identified clients. Credit hours earned for the professional paper, project, or design project vary by program. At the graduate level, the professional paper, project, or design project is one option under a Plan II master's degree.

Recitation: Generally a course with a smaller number of students, or a subsection of a larger (lecture) class, designed to include more time for discussion, to see worked examples, and for questions and answers directly related to the lecture class.

Seminar: A course, taught by one or more instructors, that is usually for a small group of students in advanced status within their programs or majors or participating in special programs such as freshmen retention or learning communities. Students may engage in original research, exploration, practice, and/or synthesis of ideas. Results are exchanged through reports, demonstrations, colloquia, and/or discussions. The terms used by a program to label its seminar experience may vary (e.g., professional seminar, honors seminar, advanced seminar, research seminar, pro-seminar, division seminar, freshman/ sophomore seminar, freshmen interest group seminar, living and learning community seminar, etc.).

Studio: A course with primary emphasis on student activity leading to skill development and the enhancement and encouragement of the student's design or performance ability and/or artistic growth. Needed materials, instruments, equipment, and/or tools are provided, or recommendations are made for their acquisition. Evaluation of individual learning may include public display of proficiency and/or evaluation by faculty other than the student's instructor.

Thesis: Highly individualized investigative study that results in the development and writing of a master's thesis.

Topics course: A course exploring a topic not covered by the standard curriculum but of interest to faculty and students in a particular semester.

Workshop: A brief intensive interactive educational program, generally for a small group of people, in which the content is practical and specific to the needs of the group. It has objectives and may concentrate on the acquisition of specific information or skills.

Writing: A course that focuses on student writing. Student writing functions as a class text; it is discussed and critiqued by the instructor and by students in class, and revision of student writing goes on throughout the course. The instructor lectures regarding a body of knowledge or information related to the writing genre specific to the class (e.g., persuasive or analytical essay, technical writing, creative writing, poetry, screenwriting) and explains ideas or principles related to that genre; OR the instructor explains how to write within the context of a specific academic discipline using writing genres appropriate to that discipline and/or uses writing-to-learn assignments as a principal form of instruction.

Instructional Methods

Some sections of courses are delivered through special methods: correspondence, hybrid, online, and web-enhanced. In these cases, the code for the schedule type is coupled with an instructional method when the sections are scheduled. For example, the schedule type for a straight lecture course would be "Lecture," and would have a "Web-Enhanced" instructional method for a lecture course that is web-enhanced. Each of the course delivery methods is defined below:

Correspondence: A correspondence course is a self-paced home study course offered through UNM Extended University to students where contact is generally not face-to-face. Instructional materials, including examinations, are provided to students, and when completed, they are returned for grading. Faculty interact with students through mail, email, telephone, and/or FAX. Correspondence courses may be started at any time, but they must be completed within a 12-month period.

Hybrid: A hybrid course is a blend of face-to-face instruction with online learning using UNM's official learning management system. Hybrid courses move about half of course learning online and, as a result, reduce the amount of classroom seat time. The online portion of the instruction is delivered to the learner using a variety of tools including email, chat, discussion boards, web pages, and multimedia technologies. Specific technologies employed will vary by course and instructor. Class meeting time is reduced by the material covered is equivalent to a normal full-time class delivery for the same number of credits.

Online: An online course is one in which learners access primary content and instruction using a variety of tools from UNM's official learning management system, including email, chat, discussion boards, web pages, and multimedia technologies. Students may or may not be required to purchase textbooks. Specific technologies employed will vary by course and instructor. Depending on the teaching style of the instructor and the course content, instruction can take place synchronously (all participants in the course log in at the same time) or asynchronously (participants log in and participate as their schedule permits), or some combination of the above. UNM's accrediting agency, the Higher Learning Commission of NCA, stresses the importance of a dynamic and interactive learning environment—between students and between students and faculty—regardless of the setting in which it occurs. Email, telephone office hours, chat rooms, and web-based threaded discussions are some of the technologies that help facilitate interaction.

In many cases, the course content, communication tools, and learning activities reside within a learning management system, such as WebCT, which allows for user authentication and tracking in a secure environment. According to New Mexico Higher Education Department (HED) requirements, at least 75% of the course occurs online, while 25% or less employs other delivery methods, including face-to-face contact.

UNM online courses are not open-ended and have set start and end dates. Most follow 8- and 16-week formats with learning activities scheduled on a weekly basis, and include a special fee. UNM Extended University supported online courses are modeled to follow the Best Practices for Electronically Offered Degree and Certificate Programs developed by the Council of Regional Accrediting Commissions <http://www.wcet.info/resources/accreditation/>.

Web-Enhanced: A web-enhanced course is a traditional face-to-face course that uses UNM's official learning management system to expand student learning beyond the boundaries of the classroom. Examples of this include: posting of syllabi and course materials, creation of asynchronous discussions, usage of online quizzes, grade books, communication, and assignment submission tools. The usage of these tools is used to supplement instruction, and does not reduce seat time.

Other Related Definitions

Community-Based Research: Courses employ or introduce students to one or more relevant research methods in the context of a research project designed in collaboration with one or more community partners resulting in products that will be of use to the partners. Ideally, the courses are part of an ongoing collaboration in which community partners serve as sources of knowledge and expertise. Involvement of course increases capacity of the partner organization.

Service-Learning: Service-learning is a pedagogy in which theory and practice are related within the context of collaboration between UNM and one or more community partners. Service-learning provides tangible benefits to community partners while promoting active, durable and contextualized learning for students. Service-learning fosters students' critical and reflective thinking skills, helps them relate their academic experience to broader life experiences, and promotes a sense of civic and social responsibility.