



Hearing Board and Faculty Advocate Training

Part II: Mechanisms for
Complaint Resolution

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Learning Objectives

1. Identify the “conduct officers” at the institution
2. Understand the variety of ways complaints are resolved through Adelphi University's conduct process.
3. Articulate the student conduct process from start to finish
4. Explain when a hearing is utilized to resolve a complaint instead of a resolution conference or informal resolution.



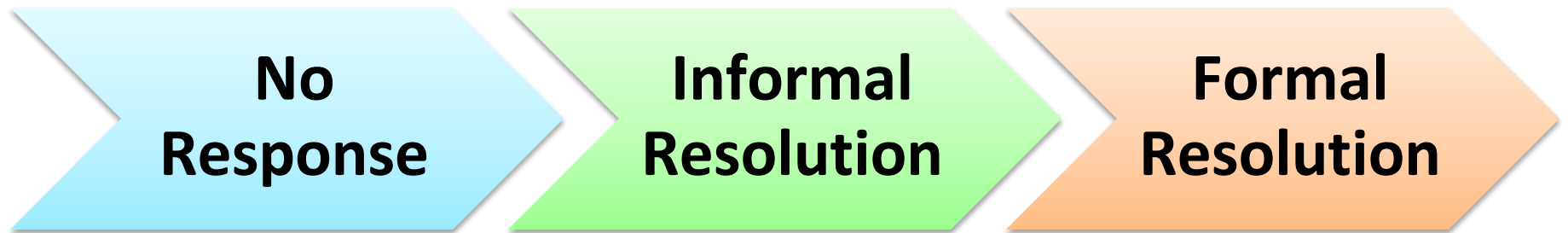
The Student Conduct Process

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Who is a conduct officer

- Director of SCCS
- Assistant Director of SCCS
- Board members
- All professional staff members in Residential Life & Housing
 - Director
 - Associate Director
 - Assistant Directors

Spectrum of Resolution



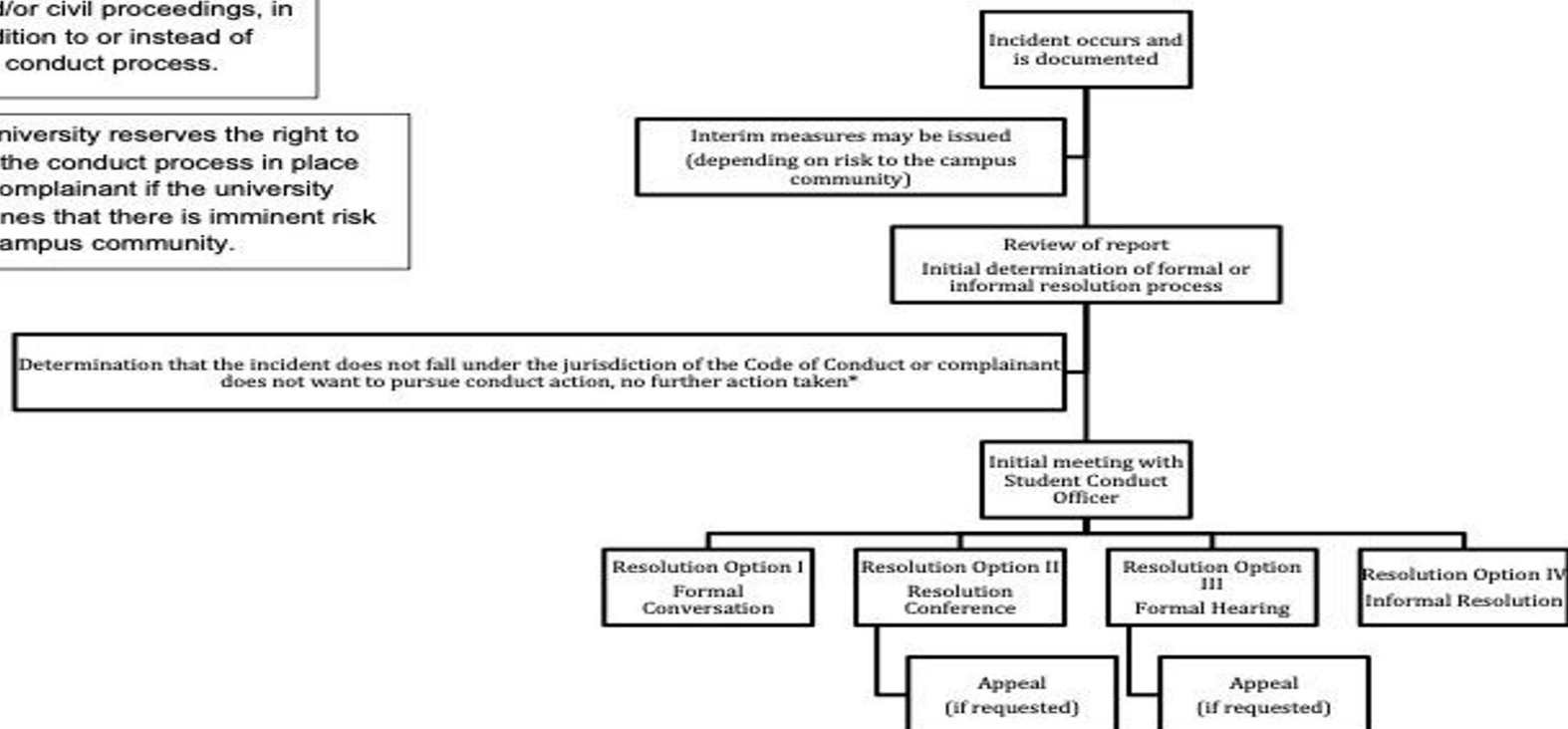


A student retains the right to seek remedy of a situation through criminal and/or civil proceedings, in addition to or instead of the conduct process.

* The university reserves the right to pursue the conduct process in place of the complainant if the university determines that there is imminent risk to the campus community.

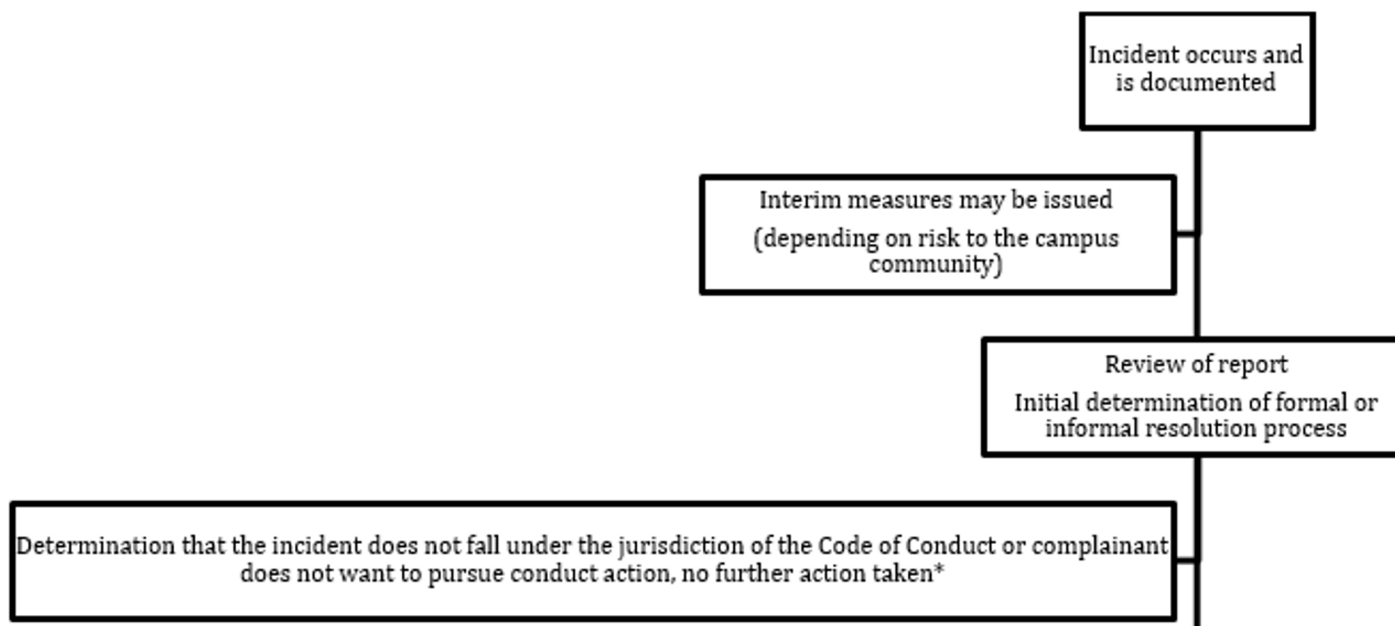
Student Conduct and Community Standards
Levermore Hall, Room 014
One South Avenue
Garden City, NY 11530
T 516.877.3612
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Student Conduct Process Flow Chart

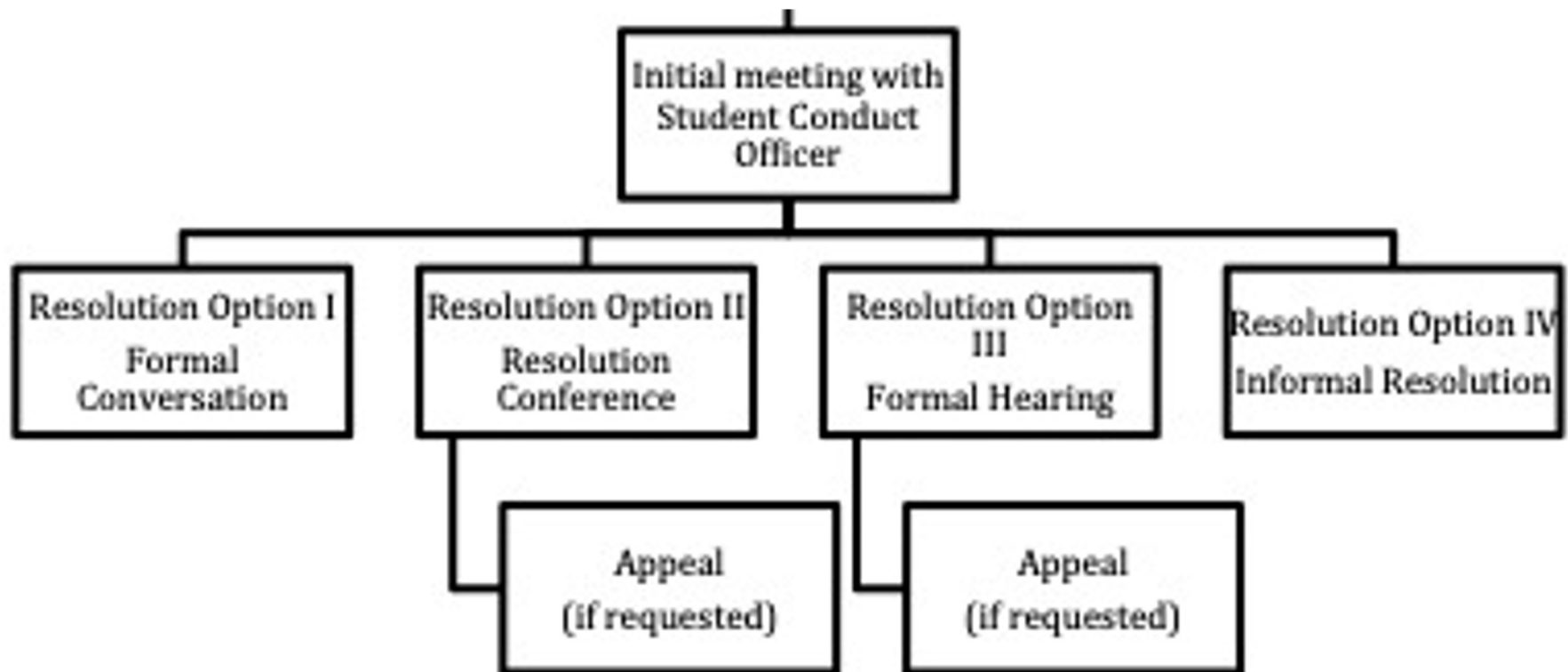


The Student Conduct Process

Student Conduct Process Flow Chart



The Student Conduct Process





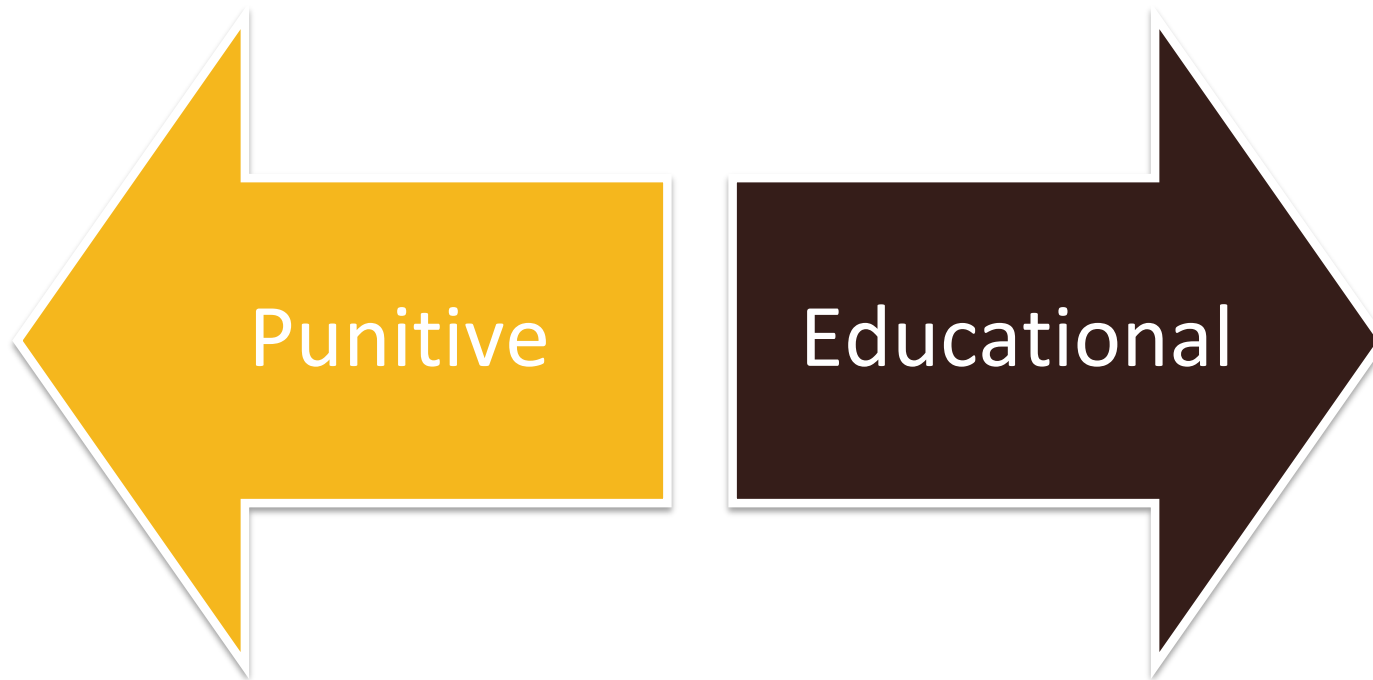
Initiating the Process

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To respond, or not respond...that is the question

- Why would student conduct not respond?
 - Not all complaints are best to be resolved through the student conduct process
 - The complaint is better resolved through another office or another process is reserved for addressing the complaint.
 - ie: a roommate conflict, a complaint about grades.
 - The complaining party does not want to initiate the conduct process and it is not necessary to initiate the conduct process.

Educational Responses in both a Resolution Conference and a Hearing





Resolution Options

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Informal Resolution

- Informal agreements
 - Educational conversations
 - Administrative Actions
 - Referrals to other services or offices
 - Other conflict resolution strategies
- Informal resolutions:
 - May not result in a finding (responsible v. not responsible)
 - Do not result in formal sanctions
 - Do not utilize the preponderance of the evidence standard

Formal Resolution

- Resolution Conference
- Hearing
- Formal resolutions:
 - Will result in a finding of Responsible or Not Responsible
 - Can result in formal sanctions

Resolution conference

- Students charged with potential violations that may result in less than expulsion or suspension from the University may be subject to a resolution conference with a **conduct officer**.
- This process is designed to gather and consider relevant information and to determine sanctions, if applicable.



**The difference between a resolution
conference and a hearing**

**When is a hearing utilized to resolve a
complaint?**

Hearing

- A formal hearing is the most formal process, and like a resolution conference, is designed to gather and consider relevant information regarding alleged violations of the *Code*.
- Hearing is conducted by the University Hearing Board, or another appropriate hearing officer, or body.
- Hearing Board consists of **faculty**, **administrators**, and **students**.
- The process is scripted.



What happens next?

Specific information about what happens in a hearing will be covered in the next module