


# ADMINISTRATIVE PROCEDURE

## STUDENT-08

### Marshall University Reporting System Procedure

Number:	Name: Marshall University Reporting System Procedure
Purpose: This administrative procedure sets forth the process by which all reports submitted to the University are triaged.	
Responsible Unit: Division of Intercultural & Student Affairs	
Approved by: 	Approval Date: 9/9/24

#### 1 SCOPE

- 1.1 Marshall University expects all members of its community to act in respectful and responsible ways toward one another and has various ways community members can report concerns or violations. Marshall University is committed to providing programs, activities, and an educational environment free from discrimination and harassment of any kind.
- 1.2 This Administrative Procedure outlines the process for which all reports submitted through the Marshall University Reporting System to the University are triaged and assessed for their appropriate jurisdiction.

#### 2 DEFINITIONS

The definitions set forth in this section apply only to these Academic Affairs Reporting Procedures and are not to be applied to any other University procedure. To the extent, definitions in other University policies and procedures differ, the definitions set forth in these procedures control.

- 2.1 Business Day: Any weekday when university offices are open for official business.
- 2.2 Complainant: An individual or entity who formally raises a concern or complaint regarding a specific issue or situation, seeking resolution or redress from the university.
- 2.3 Designee: The person designated by the designated Marshall University official in these Procedures to act on their behalf.
- 2.4 Higher Learning Commission: an organization that accredits post-secondary institutions in the central United States. Accreditation by the Higher Learning Commission signifies that an institution meets established quality standards in areas such as institutional mission, ethics, teaching and learning quality, and continuous improvement.

- 2.5 Reporter: Any individual who makes or files a report about prohibited and/or concerning conduct regarding the university.
- 2.6 Reporting System: The set digital platform utilized by the university to facilitate the submission, tracking, and resolution of various concerns, complaints, incidents, or feedback from students, faculty, staff, or community members. This system enables users to report issues securely, ensuring timely communication and appropriate follow-up actions by designated university officials, office and/or departments.
- 2.7 Resolution: Refers to the final determination or settlement of a specific matter, challenge, disagreement, or conflict.
- 2.8 University: This term, where used in this document, refers to Marshall University, including all branch campuses and affiliated units and centers.

### 3 THE LIFECYCLE OF A REPORT

- 3.1 The Complainant/Reporter shall submit a written report through the online Marshall University Reporting Form, found at [https://marshall-advocate.symplicity.com/public\\_report/index.php/pid975844?](https://marshall-advocate.symplicity.com/public_report/index.php/pid975844?)
- 3.2 Upon submission of a report the report is automatically assigned an individualized incident report number for which it is classified within the Marshall University Reporting System.
- 3.3 The report will be reviewed under the Marshall University Reporting System Procedure by the Case Manager for the Office of Student Conduct and/or their designee to establish the proper jurisdiction for the report.
- 3.4 Factors that are taken into consideration when determining the jurisdiction of such reports can by way of example include, but are not limited to the following:
- 3.4.1 Additional information provided,
  - 3.4.2 Complainant reported information,
  - 3.4.3 Date/Time of incident,
  - 3.4.4 Description of the incident reported,
  - 3.4.5 Documentation provided,
  - 3.4.6 If the incident was part of a university program or activity,
  - 3.4.7 Location of incident,
  - 3.4.8 Respondent reported information,
  - 3.4.9 Witnesses reported,

If the report is determined to contain any violations and/or concerns as described in the MUBOG Rule No. GA-3, Discrimination, Harassment, Sexual Harassment, Sexual & Domestic Misconduct, Stalking, And Retaliation; MUBOG Rule No. SA-1, Student Rights and Responsibilities, or the Housing and Residence Life's policies and procedures, the applicable grade appeal process or other specific situations, or of any subsequent university office or department, the report will be referred to the appropriate office or department for necessary action.

- 3.5 If the report is determined to require referral to another university office or department, all subsequent actions required by the respective office or department will be made under the university's policies and procedures associated with that specific office or department.
- 3.5.1 If the report is lacking information, the appropriate office or department and/or their designee will notify the Complainant/Reporter identified in the report through the Marshall University Reporting System that additional information is required before the reporting process can proceed.
  - 3.5.2 If insufficient contact information is provided within the report and/or the report is filed by an anonymous party, the report may be subject to closure due to the inability to obtain sufficient additional material.
- 3.6 All report referrals made by the Case Manager for the Office of Student Conduct and/or their designee will be recorded in the corresponding assigned incident report in the Marshall University Advocate Reporting System.

A record of the complaint and resolution will be maintained by the Office of Student Conduct in the Division of Intercultural and Student Affairs for seven (7) years after the resolution.