

STANDARD NINE INSTITUTIONAL INTEGRITY

"How does the institution ensure high ethical standards in its treatment of students, faculty, and staff?"

Institutional integrity ensures that currently applied information, based on mutual understanding between select individuals and groups, is readily accessible to all stakeholders and that written procedures are recognized, applied appropriately, and revised as needed. This process requires that policies, procedures, guidelines, criteria, and results are available in written form and clearly indexed for easy access and retrieval. Although there is more to accomplish in this respect, the University has already accomplished much in the past five years.

Standard 9—Institutional Integrity

Standard 9.A.1—High Ethical Standards

The University continues to benefit from internal audits conducted by both OUS and EOU. These checks and balances of the institution's policies and procedures help the university to meet high standards of integrity.¹ The recent audit reported no issues that might infringe upon the institution's integrity and high ethical standards. Rather, the reports were helpful in assisting staff to review policies and procedures and to implement change that guarantees high standards of institutional integrity.

Standard 9.A.2—Evaluation/Revision of Policies and Procedures

The University communicates on a regular basis via electronic means, written materials, division and school meetings, elected committees, *ad hoc* committees, and conversations in five-minute access periods at Assembly. These communications serve to update and inform the campus community regarding policies, procedures, and changes that relate to academic standing, political process, gender equity, non-discrimination, harassment (including sexual harassment), salary equity, and student fee allocations. There have been no violations of the Government Standards and Practices Commission in the last five years. The University is committed to academic freedom and encourages the campus community to engage in intellectual dialogue concerning political matters.

Standard 9.A.3—Policies and Processes for Media, Publications and Fundraising

Prior to 2000, Eastern Oregon University had no centralized support structure for advancing the institution and managing media, fundraising, legislative affairs, alumni and foundation relations, and marketing through a single unit. The Offices of Communications and Marketing and Alumni and Development were merged into a new division – University Advancement. Operations were streamlined and focus given to building EOU's image, visibility, and credibility with external constituents. Policies were developed for publications, media relations, advertising, fundraising, and crisis communication. All are available online at www.eou.edu/ua/policies.² Policies were developed with the intent of maintaining and enhancing institutional integrity by efficiently managing functions impacting the university, such as the publication of the general academic catalog. Copies of current materials are available in the exhibit room.

¹ See Exhibit 96, Human Resource Department Review, OUS Internal Audit Division, April 29, 1999.

² See Exhibit 97, University Advancement Policies.

Interim Accreditation Report 2003

The University has maintained a printed catalog throughout its history. However, with the advent of the World Wide Web and the cost efficiencies of accessing printed materials online versus in print, the general academic catalog and the faculty-staff handbook have been published only online in the past two years. Both the catalog (www.eou.edu/catalog) and faculty/staff handbook (www.eou.edu/academics/handbook) were moved online to provide ease of updating, to provide better access, and to achieve cost savings associated with print production. While the sites are easily accessible, the processes and policies regarding the management of these publications continue to be part of the institution's "oral history." Faculty are generally unaware of how or when to make course changes or updates to the online catalog. Consequently, the lack of a printed copy has sometimes blurred the status of the course catalog. Additionally, the online faculty/staff handbook, which outlines employment policies for instructional faculty and administrative faculty, has not been actively utilized.

Discussions with faculty, staff, and students have determined the need for printed versions of both the general catalog and faculty/staff handbook on alternating years. The Provost, in consultation with leadership in University Advancement and the Registrars Office, has recommended that the University create, document, and distribute the processes and timelines for updating and producing these important documents.

A print version of the 2003–04 academic catalog is in production at this time.

Standard 9.A.5—Policies and Practices of Intellectual Freedom and Institutional Mission

Compliance

EOU is in compliance with all federal reporting requirements and there have been ongoing improvements made to the FIS and the Student Information System (SIS). The investment in software, implementation, and staff training have improved accuracy of these systems and assists the University in its reporting requirements.³ The Office of Admissions/New Student Programs maintains administrative oversight for the International Students at EOU. This program was audited in December 2002 and found to be in compliance. Due to the U. S. Patriot Act, the International Student Program at EOU will be audited every two years, as is the case with other participating universities.

The 2001 amendments to the Family Educational Rights and Privacy Act (FERPA) and the Campus Security Act (CSA) can be found online at <http://www2.eou.edu/saffairs/security.htm>. Materials regarding these amendments were distributed to campus departments, and the University remains vigilant concerning student welfare and compliance with the law, especially in light of frequent modifications to the law and vague wording of the regulations.

In 2002 EOU conducted an Agency Self-Assessment for the Health Insurance Portability and Accountability Act (HIPPA) privacy component to determine which programs and activities this federal law may impact. It has been determined EOU is affected in a minor way.

Union Representation

Classified staff are represented through the Collective Bargaining Agreement for OUS and SEIU Local 503, Oregon Public Employees Union (OPEU), AFL-CIO, CLC 1991-2003.⁴ This document is distributed

³ See Exhibit 98, Compliance Documents—Campus Security Report, Department of Labor State Grant Monitoring Guide, Employee Data Report, OUS Budget Narrative, VETS 100 Report, OUS-Academic Service Provision to Students with Disabilities Oregon, FERPA, and HIPPA.

⁴ See Exhibit 99, Collective Bargaining Agreement, OUS and SEIU Local 503, OPEU, AFL-CIO, CLC, 1999-2003.

Standard Nine

across campus and on line at <http://www.ous.edu/hr/labor/>. No major changes in the bargaining contract have occurred in the last five years. However it is anticipated that changes will be forthcoming in the grievance procedures of the contract during the next bargaining cycle. The OPEU Bargaining Unit also governs EOU Classified Staff salaries, with detailed information at <http://www.ous.edu/hr/labor/ousopeu/article23>. The AAO and Executive Cabinet members monitor annual salary equity reports produced by the Criterion Affirmative Action Management System (CAAMS) and no article of salary inequity has been made.

During 2002–2003 EOU teaching faculty voted and approved union representation for all teaching faculty. EOU librarians are also a part of the union. EOU Administrative Faculty Personnel (AFP) hold no rank, but they do have classification. They are administrative personnel, and they are currently the only group on campus not to be represented by an organized union.⁵ (See Standards Four and Six).

The EOU Affirmative Action Program 2001-2003 Biennium (AAP) is a printed document, updated every other year and distributed throughout the campus community. The AAP outlines the institution's affirmative action and non-discrimination policies and the pro-active steps the University implements in order to ensure fair and equitable treatment of all members of the campus community.⁶

Equity and Non-Discrimination

The salary management system for tenure-track teaching faculty has been updated within the last five years.⁷ The Salary Equity Policy was developed, presented, and approved at Assembly on May 6, 2003. In place is a salary management system for teaching faculty and a salary matrix system for administrative faculty.

Gains have been made in terms of gender equity and in ensuring that the campus is free of discrimination and harassment, including sexual harassment. Those instances suggesting harassment or discrimination have, without exception, been immediately addressed when brought to the attention of the Affirmative Action Officer or the executive leadership of the University. The University, like other types of institutions, continues to face challenges in handling matters that do not rise to the level of attention of the Affirmative Action Officer or the executive leadership. In many cases, victim(s) do not wish to pursue a matter through the formal lines of the grievance process. For a variety of reasons, victims often seek an informal resolution. Victims sometimes think that nothing will be accomplished in filing a complaint, retribution is always a concern, and loss of confidentiality at the formal grievance stage is not desirable to victims.

The University places a high priority on and continues to address issues of gender equity and non-discrimination through the collaboration of campus and community resources. The President's Commission on the Status of Women (PCSW), along with several campus committees, have met and discussed the need to heighten awareness of sexual harassment and assault, as well as to review policies and procedures. The work of these groups is ongoing. A poster has been developed to raise awareness about sexual harassment and assault. These posters will be displayed in high student-traffic areas and key areas of men's and women's restrooms and locker rooms. The PCSW continues to be a pro-active partner

⁵ See Appendix Q, Proposed Representation by AFT Voluntary Recognition Request.

⁶ See Exhibit 100, Affirmative Action Plan, 2001-2003.

⁷ See Standard Four and Exhibit 45, Improvements in Faculty Salaries, January 2001-July 2002. Also, see the following salary matrix section of the Faculty/Staff Handbook online at <http://www2.eou.edu/academic/handbook/SECTIONS/7BSALARY.HTM> and <http://www2.eou.edu/academic/handbook/SECTIONS/7CSALARY.HTM>. The Salary Equity Policy may be viewed at <http://www2.eou.edu/assembly/current.htm>.

Interim Accreditation Report 2003

in building campus awareness of sexual harassment and/or sexual assault and cultivating a welcoming campus climate for women. The newly formed Women's Research & Resource Center (WRRC) is supported through the efforts of the PCSW.⁸

During AY 2001–2002, a newly formed Diversity Committee was approved through the Assembly. The EOU faculty and staff revived the Diversity Committee formed two years earlier from an *ad hoc* committee to an Assembly approved standing committee. The rationale for a campus-wide, assembly-approved committee is to address diversity in its many forms throughout the academic, social, and work environments of the campus. The Diversity Committee worked throughout AY 2002–2003 to develop a mission and vision statement as well as to submit two written support statements for Gender Studies and English as a Second Language (ESL) Programs.⁹

The Affirmative Action Officer (AAO) continues to work to improve the candidate search process for unclassified positions. The AAO ensures candidate search and summary files are kept in a secure location, retained in accord with OUS records retention schedule, and contain the required documentation. These changes have improved record keeping and file maintenance. The search process for unclassified open positions follows a general prescriptive set of guidelines. All search committees are provided “working draft” search packet and affirmative action data cards with each search.¹⁰ These materials, combined with face-to-face meetings with the search chairs and committees, serve to provide the support necessary to conduct a search. Different types of position openings exist within the unclassified category, including tenure-track, fixed term, sabbatical replacements, and temporary hires. These types of openings have no specific set(s) of guidelines and search committees have often relied on past practices. In progress is work to develop a template for conducting unclassified searches. The Provost/Vice President for Academic Affairs and the President designated the Affirmative Action Officer and Director of Human Resources to be responsible for the development of a search template.

Grievance Policy for Faculty & Staff

Complaint and Grievance Procedures pertaining to all EOU faculty and staff are available in the online *Faculty/Staff Handbook* and there have been no changes in policy in the last five years.¹¹ Changes in the student grievance Category 3 Acts of Prohibited Discrimination will be completed in Summer 2003 and will clarify this grievance category for students.¹²

Classified Staff have the option in matters of grievance to file through the University's Affirmative Action Office or through the Bureau of Labor and Industries found on line at <http://www.boli.state.or.us/civil/crcompl.html>.

Grievance Protocol Reinstated

The Grievance procedures for Category 5 Grievances by students pertaining to the satisfaction of the graduation requirements, academic probation, or academic suspension are located in the *Student Handbook 2002-2003*.¹³ During AY 2002–03, student grievance protocols were not observed completely. When students disagreed with the findings of the Academic Standards Committee, they appealed to the

⁸ See Exhibit 101, President's Commission on the Status of Women (PCSW) Summary Report, AY 2002-2003.

⁹ See Exhibit 102, Diversity Committee Report, 2002-2003.

¹⁰ See Exhibit 103, AAO Search Packet Sample.

¹¹ See Exhibit 104, Grievance Procedures (Faculty and Students).

¹² See <http://www2.eou.edu/assembly/constitution/SECTIONS/12GRIEVE.HTM> for Category 3 Acts of Prohibited Discrimination.

¹³ See also Exhibit 105, Student Handbook 2002-2003, 67 or <http://www2.eou.edu/saffairs/handbook/cmplan.html>.

Standard Nine

Provost rather than the Assembly Grievance Committee. This breach of protocol was noted and the proper procedure has been reinstated.

Nepotism Policy reads as follows:

An appointing authority, manager or supervisor is prohibited from employing, by appointment, promotion or transfer, a member of his/her family at Eastern Oregon University over which he/she exercises line authority. Neither shall a supervisor be placed in a position whereby he/she must make recommendations as a supervisor that affect the salary level of members of his/her family. Exceptions based on job related factors or recruiting conditions may be approved by the Director of Human Resources and must be obtained in advance of appointment. Nothing in this policy should be construed as to prevent the employment of more than one member of a family at [Eastern Oregon University](#) provided that employment has been based upon merit principles, and a member of the employee's family does not influence selection by the appointing authority. *Nepotism* is the exercise of preferential selection practices based upon familial relationships rather than merit. *Family* for the purposes of this policy consists of the employee's spouse, domestic partner, child, step-child, parent, step-parent, parent-in-law, grandparent, grandchild, sibling, step-sibling, sibling-in-law, niece, nephew, son-in-law or daughter-in-law. *Employees* include student workers, temporaries, unclassified, and classified service. The President of the University designates the Director of Human Resources as the administrative officer responsible for administering this directive. Any appointing authority, manager, or supervisor who knowingly fails to comply with the policy shall be so notified in writing by the Director of Human Resources, and such notification may be used as grounds for disciplinary action.

New and Updated Student Policies & Procedures

Policies and procedures for students can be found in the *2002–2003 Student Handbook* available in printed form and on online at <http://www2.eou.edu/saffairs/handbook/handbook.html>. The Student Handbook is provided to all incoming freshmen and transfer students. Grievance procedures under Category 3 Acts of Prohibited Discrimination have been updated.

The University has adopted a new Academic Standards Policy¹⁴ for students who have difficulty maintaining a 2.0 Grade Point Average (GPA). The policy change began in Fall 2002 and implementation took place in late Fall 2002 and Winter 2003, with a full committee hearing for all students on suspension and appropriate lenient applications of the new policy. Informational materials targeting students experiencing academic difficulty were distributed to students. Information was shared through the Campus Assembly December 3, 2002 (<http://www2.eou.edu/assembly/current.htm>), the Student Affairs listserv, and staff meetings. See full description and analysis of this policy under Standard Three.

The Tenth Week Policy represents a revised template for acceptable coursework, exams, and activities during the tenth week of instruction and during Finals Week. A description of the policy and action can be located at <http://www2.eou.edu/assembly/current.htm>. There were several reasons for the change. The nomenclature “Dead Week” gave the inaccurate impression that new material, required attendance, and/or exams in certain courses would not occur during the tenth week. The new policy also clarified the requirement of course meetings or appropriate activities in lieu of final exams, and protects the rights of students with regards to requirements for their participation in extra-curricular activities during finals week.

¹⁴ See Exhibit 106, Academic Standards Policy and Procedures, Tenth Week Policy, Alcohol Beverage Use Policy, Student Fee Committee Guidelines and Procedures.

Interim Accreditation Report 2003

The Alcohol Beverage Usage Policy is a new policy, implemented and printed in the 2002 2003 Student Handbook. The new policy covers the consumption of alcohol by members of legal age and the responsibilities therein, as well as a policy for student-sponsored events where alcohol is permitted. This policy can be found online at <http://www2.eou.edu/saffairs/handbook/sect2b.htm>. (See also Exhibit 105).

The Associated Students of Eastern Oregon University (ASEOU) oversees all student governance and associated committees. One such committee, the Student Incidental Fee Committee, underwent changes during the 2000–2003 academic years. These changes include a name change to Student Fee Committee, and a change in the composition and voting privileges of its eleven members: 8 students with voting privileges, 1 classified staff member and 1 administrative staff with no voting privileges, and the Vice President for Student Affairs with voting privileges.

Templates & Statements

The School of Arts and Sciences and the School of Education and Business have developed a syllabus template to guarantee that students have fair and equal access to information about their courses. The School of Arts and Sciences further requires a statement on course syllabi that speaks to plagiarism as well as a disabilities statement.¹⁵ Syllabi must also include grade range information.

The Writing Proficiency Examination (WPE) has been the University's exit writing assessment since 1983. This examination allows students who pass to eschew further writing courses (aside from the writing intensive course required of all majors) and requires those who do not pass to take more writing courses. Recently, the WPE has been challenged for a number of reasons, among which is the fact that single-essay timed writing may not be a valid means of measuring writing skill. This concern about the WPE represents an integrity issue, since an invalid assessment instrument may ultimately be unfair to students.

With the goal of replacing the WPE with more valid assessment methods, EOU writing faculty have developed and taught an experimental WR 310 Writing Portfolio course in AY 2002–2003. While perhaps a more valid assessment of skills, this course has been found impractical to implement campus-wide and at a distance.¹⁶ In AY 2003–2004, writing faculty will supervise a pilot program, the University Writing Requirement, which capitalizes on classroom writing pedagogy and assessment as the means to guarantee that students graduate with satisfactory writing skills. (See Standard Two and Appendix L). Through these experimental programs, EOU is evaluating the feasibility of improving the integrity of an exit writing assessment.

Education/Professional Development Opportunities

Policies for classified staff to pursue Educational/Developmental Activities can be found at <http://www2.eou.edu/academic/handbook/SECTIONS/6DEVELOP.HTM>. EOU Classified Staff have an Employee Recognition Program Committee that seeks nominations for three different awards — the Distinguished Staff Award, the Customer Service Award, and the Team Award. Criteria for each award category are posted via the web, with forms online, at <http://www2.eou.edu/hr/EmployeeRecognition/Nominationforms.html>.¹⁷

¹⁵ See Exhibit 107, Syllabus Statements on Academic Integrity, Documented Disabilities. See also Exhibits 17 and 19, Current School of Arts and Sciences and School of Education and Business syllabi.

¹⁶ See Exhibit 108, WR 310 Writing Portfolio, <http://www2.eou.edu/~nknowles/wr310/wr310portfolio.html>

¹⁷ See Exhibit 109, Educational/Developmental Activities and Classified Awards.

Standard Nine

Questions and Proposed Changes

APC reviewed and made recommendations at the June 3, 2003 Assembly meeting to address question(s) about the Faculty Scholars Program. (See <http://www2.eou.edu/assembly/current.htm> and Standard Four). The Standard Nine Committee identified an ambiguity in the area of the "blue and green" sheets used for evaluation of teaching faculty (green) and administrative faculty (blue). There is no clear documentation or instruction that clearly defines how to categorize achievements, as they may fall under several different categories. One example is how service to the campus and/or community might be evaluated.

APC proposed a policy change to create a procedure for "Voluntary Promotion." (See Standard 4). The proposal was introduced and tabled at the June 2003 Assembly.

Awards

There are a number of award opportunities available to EOU students.¹⁸ The committee located criteria and deadlines for the President's Scholar and the Pinnacle Honor Society. The Standard Nine Committee found the criteria used to nominate an individual or group for an Outstanding Student Service Award was not easily located. If one is familiar with these awards, then there is a general understanding of the criteria needed to be eligible for nomination. The Students Awards Committee will be meeting to discuss ways to better inform, publish, and distribute information about these awards.

Policies In Progress

A policy draft, Potential Conflict of Interest in Consensual Relationships, has been developed and presented to the campus assembly. This policy draft can be found at <http://www2.eou.edu/assembly/current.htm>. The draft will be revised as suggestions are incorporated and presented to the campus assembly in Fall 2003.¹⁹ Other policies-in-progress having to do with Salary Equity and Tenure policies may be viewed in Standard Four.

EOU Mission Statement Drafts #1 and #2 were presented at the June 3, 2003 assembly for review and comment. Information about this draft can be found at <http://www2.eou.edu/assembly/current.htm>.

9.1—Policy on Institutional Integrity

Standard Nine Committee Recommendations

- Provide in printed form policies, procedures, and criteria for nomination and selection processes for all students awards. The Standard Nine Committee recommends this information be available to students, faculty and staff and indexed on line for ease of finding.
- There are several half-time permanent positions on the EOU campus that are filled by full time students. A mechanism should be developed to recognize those individuals who perform outstanding service to the university. Currently they are eligible neither for classified nor student awards because of their unique student/classified status.
- Address the inconsistency in grade mode. The Academic Standards Committee examined the inconsistency in grade mode on campus during 2002–2003. After several conversations during the year, in all divisions, at both the School of Arts and Sciences and the School of Education and

¹⁸ See Exhibit 110, Student Awards.

¹⁹ See Exhibit 111, Potential Conflict of Interest in Consensual Relationships and other policies in progress.

Interim Accreditation Report 2003

Business meetings, the faculty asserted the importance of nuanced grading afforded by the + (plus) and – (minus) system. At the same time faculty recognized the necessity for academic freedom for those faculty who choose to grade without the + and – designation. (See Standard Three).

- As the University implements decentralization of academic advising it is recommended a working committee be convened and supported to bring advisors from across campus together to develop guidelines for advising. (See Standard Three).
- A process of evaluation and revision of the Individualized Studies option for the Liberal Studies degree is underway.
- Minutes of all committee meetings should be kept and year-end summaries of activities filed in a permanent archiving system located in Pierce Library. Track the collection of end-of-year reports. Research electronic archiving to simplify the process.
- Print, bind, and distribute the University catalog to each department every other year.
- Standardize the format and location of online documents.
- Post, distribute, and follow all guidelines, procedures, and deadlines for tenure and promotion, Research and Grants Awards, and Sabbaticals.
- Improve communication about EOU committees. Stakeholders need to know about the committees they can serve on, *ad hoc* committees, and committee processes. (See Standard Six).
- Share information regarding assembly procedures including elections and the potential of online voting.
- Inform the campus community about the procedure for updating information to online publications, about who is responsible for updates, and about update deadlines. Develop a schedule of when changes must occur and provide follow up and support if needed.
- In the Campus Directory, include a listing for Hearings, Grievance, and Compliance Officers with a telephone and office location.
- It is recommended that the "blue and green sheets" used for annual evaluations for teaching and administrative faculty to better define how to categorize achievements that fall under several categories.
- Develop procedures to ensure that new faculty and staff — including executive leadership — receive accurate and appropriate information about the current policies and practices at the University.

Institutional Response to Standard Nine Committee Recommendations

EOU's commitment to institutional integrity follows in the highest traditions of academic freedom, institutional self-scrutiny, and the pursuit of truth. In order for the University to pursue its mission and vision with responsible stewardship of its core principles and ideals, it has come to rely increasingly upon the shared wisdom and participation of all stakeholders in the institutional governance process. The Standard Nine committee has carefully scrutinized the University's specification of goals, selection and retention of faculty, criteria for admitting students, establishment of curricula, determination of programs of research, and definition of fields of service.

The results of the interim self-study on institutional integrity reveal the institution's development of several policies and procedures appropriate to representing the academic freedoms of all. Each of the above recommendations is either currently under discussion or on the agendas of appropriate campus committees / administrative divisions. For example, an advisory committee has been established to develop, implement, and assess policies on advising across the campus. Recommendations on annual evaluations are currently part of the AFT – EOU – OUS Collective Bargaining process. Catalog

Standard Nine

updating, electronic archiving, and biennial printing are now the purview of the Registrar and the Assistant Vice President for University Advancement.

As the University moves forward to meet unprecedented fiscal challenges, it does so in a spirit of renewed commitment to responsible communication of policies and practices that articulate the shared responsibilities and freedoms inherent in a liberal arts education.

Appendix

Q Voluntary Recognition Request

| <i>Exhibits</i> | <i>(available on campus)</i> |
|-----------------|---|
| 17 | Current School of Arts and Sciences Syllabi |
| 19 | Current School of Education and Business Syllabi |
| 45 | Improvements in Faculty Salaries, January 2001-July 2002 |
| 96 | OUS Internal Audits since 1999 |
| 97 | University Advancement Policies |
| 98 | Compliance Documents |
| 99 | Collective Bargaining Agreement 1999-2003 |
| 100 | Affirmative Action Plan 2001-2003 |
| 101 | PCSW Summary Report 2002-2003 |
| 102 | Diversity Committee Report 2002-2003 |
| 103 | AAO Search Packet Sample |
| 104 | Grievance Procedures |
| 105 | Student Handbook 2002-2003 |
| 106 | Academic Standards Policies |
| 107 | Syllabus Statements on Academic Integrity and Documented Disability |
| 108 | WR 310 Writing Portfolio Pilot |
| 109 | Educational / Developmental Activities and Classified Award |
| 110 | Student Awards |
| 111 | Potential Conflict of Interest in Consensual Relationships |