CALLISTO
Summer 2017

UI Anti-violence Coalition committee Charge: Please review Callisto and recommend whether or not this resource should be implemented at the UI, please include the committee's rationale for recommendation. Your recommendation will be shared with AVC members and considered as part of the Anti-violence Plan work.

Committee members:
Kimberly DePalma, SACSM
Fatima Jayoma, Monsoon
Jeremy Kinser, University Counseling Service
Nate Levin, Office of General Counsel
Emily Milke, RVAP
Lilian Sanchez, UISG
Pam Terrill, Johnson County SART Coordinator
Rachel Zuckerman, Chair, Office of the President

Recommendation: The committee recommends that we do not adopt Callisto. In the end, it came down to a simple cost-benefit analysis. While we can see the value of Callisto, the committee does not envision a significant enough impact to warrant the $40,000+ investment. Please see the report below for more information on this. We do not rule out the option of adopting Callisto in the future, but we would like to see if other public universities and campuses of our size who adopt the product see the benefits that have been described. The committee also wonders if a product like this could be created by our own ITS professionals instead of using a third-party company.

However, our exploration of Callisto inspired ideas for how we could improve our current practices. We thought it was significant that students on Callisto campuses are more likely to think their university takes sexual assault seriously. We want to increase the likelihood that our student body thinks the University of Iowa takes sexual assault seriously, which may deter perpetrators, build trust, and help students feel more comfortable reporting. The committee

recommends increasing the frequency and methods through which we communicate what the university is doing to address sexual assault. This may include doing more to market the Anti Violence Coalition and the Anti Violence Plan and may require a financial investment.

We also saw value in how Callisto walks a reporting student through questions that may be important to a future investigation. We recommend changing the current reporting form on the Office of Sexual Misconduct Response Coordinator website to reflect this methodology. That would include breaking down the "Incident Description" box into multiple questions that guide the person reporting. We also recommend adding a section to the OSMRC site for a student who may want to report in the future but is not currently ready. For example, "I'm not ready to report… what can I do?" This section may encourage journaling and seeking help from confidential resources. Like the recommendation above, it should also tell students what information may be helpful to a future investigation so they can make note of those details while they decide if they want to report.

Background:
- OSMRC has known about and been considering the product since Spring 2017 (?)
- Pam Terrill learned of the product a few years ago at a conference
- University of Iowa students created a change.org petition to adopt Callisto

What it is:
- Online, third-party sexual assault reporting system
- Trauma-informed tool
- Designed with input from survivors- "by survivors, for survivors"
- Accommodates survivors who may need more time or information before being ready to make an official report, empowers student to report when they want
- Acknowledges reporting isn't the right option for anyone
- Aims to give reporting student a greater sense of control, more tools, more options
- Helps identify repeat offenders
- Developed by the nonprofit organization Sexual Health Innovations
- Callisto website: Callisto is designed to "provide a more empowering, transparent and confidential reporting experience for college sexual assault survivors, to give schools better data about campus assault and to facilitate the identification of repeat assailants."

Metrics:
- Survivors wait an average of 11 months to report their assault to authorities
- Less than 10% of survivors will ever report their assault

- Up to 90% of assaults are committed by repeat perpetrators
- 97% recommendation rate from survivors- they're finding it helpful and would recommend it to someone else
- Student survivors who visited Callisto were 5x more likely to have reported
  - Increase in reporting at every school - up to 400% increase at one school
- According to Sexual Health Innovations, stopping sexual assault perpetrators after their second assault would mean preventing 60% of sexual assaults

How it works:
Website: "Once survivors start a time-stamped incident report online, they can choose to store their information in one of three states: they can anonymously and indefinitely store their information; they can record their experience and report automatically if another user within the system identifies the same perpetrator, or they can use the system to immediately file an official report. Until the incident is officially reported, users can transfer their report between the first two states as many times as they want, and they can even completely delete their file from the system."

- Student arrives at the site, they're asked to create a record
- They are prompted to answer trauma-informed questions, all questions are optional
  - 13 questions to help them remember what happened
  - Asks about why the incident wasn't okay- consent, etc.
  - They do not want to identify anyone's experience as rape if that's not what they want to call it
  - Asks if drugs or alcohol were involved- you won't get in trouble for sharing this information
  - Can select "I'd rather not say" as answer to all questions
- Helps them bring forward as much information as possible in a space that feels safe for them
- Managed with "My Dashboard"
- Timestamp of when record was created and last time it was edited (but nothing in between)
- Can share campus and community resources on the website
- Data gathered from Google Analytics helps identify school trends with aggregate data. For example:
  - Schools can see the aggregate number of records stored in their system, the aggregate number of unique sexual assault survivors and assailants, the percentage of those records that have been officially reported
  - When students are accessing the site- help determine when are resources needed
  - Demographic information

- Data and trends if there is a large enough sample size- for victimization and perpetration

Technology:

- Callisto has a contract with Amazon web services for cloud hosting
- Content encrypted record in [escrow](#)
- Person who receives reports is given GPG software to download and decrypt reports

Reporting:

- If you don't want to do anything with your record (such as file a report), the student is the only person who has access to it.
  - The record is in Callisto's possession, but they don't have an ability to access it
  - Data is encrypted with a passphrase
- Reporting to the school is NOT anonymous, allows university to investigate
  - Anything sent to the school includes contact info
  - They can just create a record anonymously
- We decide who receives the report - Title IX Coordinator
- Something on the homepage that says it is affiliated with the University, tells the student that something will be sent to school and something will be done about it
  - Someone from Callisto confirms when a report has been sent to see that the university has reported it to ensure no reports slip through the cracks
- We can add school-specific content to describe how the reporting process works at Iowa- all text changes come free of additional cost
  - Tell people right up front what is going to happen moving forward. We don't want people to go through the whole process and then realize they don't want to actually report

Matching Functionality:

- Reporter determines if they want to participate with "matching"
- Reporting student gets notified via email (.edu) if there is a match
- Callisto uses Facebook URL as the matching tool- names are not unique identifiers, students have said this is easiest for them
  - What if the Facebook profile is made private? Deleted? No protections against this
  - We could have more than one identifier, but need to then encourage students to fill out all information to increase likelihood of a match Phone number, email address?

- ○ Harder for survivors to know (multiple fields, language to fill in as many identifiers as they have)
- Only survivor's name and contact information along with perpetrator's identity will be sent to your school
- They can come back to school to provide more details if they want
- Add text: *If this is something that could be considered harmful to campus safety, we may have to proceed with an investigation ****
  - ○ Warning needs to come before the match
- Attempts to create institutional memory so repeat offenders can't get away with sexual assault just because the first survivor has left campus

Summary of Pros:
- It is an additional tool, which expands options for survivors
- DOJ research shows someone is more likely to report if someone else reported about the same person
- Investigators would like this- they always appreciate more detail
- We cannot fully recreate the matching functionality- OSMRC can only identify repeat perpetrators if both students have reported

Summary of Cons:
- It is hard to tell if it is an effective tool based on the company's data alone
- The product is expensive, especially with $10,000 startup costs
- The university could bring on another staff person (or half-time person) at this dollar figure
- OSMRC already collects data about the number of sexual assaults and is trying to be more transparent with this information
- The campus climate (Speak Out) survey is also used to collect data and identify trends
- OSMRC staff already looks for repeat perpetrators in the cases that are reported
- As a third-party product, it appears to be outside the university, which could encourage more students to report. However, this could be false advertising because the student would ultimately have to work with the school to move forward with an investigation.
- As a public university, we must follow public record laws. Adopting this tool could prompt more public record requests about sexual assault from the media, which has the potential to create a chilling effect that stops survivors from reporting.
- The philosophy behind the matching tool was seen as flawed by members of the committee because it puts the weight of protecting the community on survivors
- Hard to determine if the Department of Education would say these records are subject to FERPA

- Students perceive the reporting mechanisms at Iowa to be confusing- does this make it better or more confusing?
- Only available in English
- URL does not get hidden by like "weather.com" and no protection against cookies tracking. Both are concerns for situations of intimate partner violence
- Limitation with matching function because you can only be notified of a match via .edu email address. Students only keep their .edu address for two years after graduating or transferring. A freshman could transfer after being sexually assaulted by another freshman. By the time the perpetrator is a junior, that report from freshman year would no longer be able to make an effective match.

Questions and Misc. Thoughts:
- We must be incredibly clear with language to ensure the process doesn't mislead students to believe they can fully complete the reporting and investigation processes online- be clear that at some point this moves to face-to-face. Don't create false sense of security
- Endorsed by friend at End Rape on Campus- strongly recommended
- If this moves to a criminal investigation, can the information still be used or do we risk the possibility of it being considered outdated?
- General Counsel needs more information about Amazon Cloud service contract
- General Counsel wants to review entirety of Callisto campus contract
- If we adopt it, will want to share with County Attorney's office
- How will it be paid for? Is this the best use of resources?
- ITS recommendation- "To be consistent with Internal Audit requirements, UI requires a SOC 2 Type II report not SOC 1/ ISAE 3402 as is listed in the vendor's materials." We would need to address this if we adopted the product.

Current Callisto Campus Partners:

- Callisto will have 15 partner universities in fall- some of the new ones are public institutions
- [Stanford](private)
  - Three year pilot program
  - Announced April 2017
- [Pomona College](private)
  - Piloted in 2015
  - [Adopted following campus protests](about handling of sexual assault cases)
  - Founding institution
  - From campus [website](): *Pomona College partners with Callisto, an online option for reporting sexual assault. An independent, external entity, Callisto allows*

individuals to confidentially complete an incident report online, receive a clear
explanation of their reporting options, and either directly submit the report to the
chosen College official or save it as a time-stamped record. Individuals can also
choose to have their report automatically submitted to the College if someone else
reports the same alleged perpetrator. To start the reporting process, go to
www.pomona.edu/callisto

- University of San Francisco (private)
  - Founding institution
- Central College (private)
- Coe College (private)
- Canisius College (private)
- St. John's University (private)
- Hobart and William Smith Colleges (private)

Further Reading/Resources:
- **Ted Talk**: "The Reporting System that Sexual Assault Survivors Want"
  - Talk from Founder of the product
- **Video and article from Coe College:**
  - Video includes conversation with professional staff at Coe who coordinates Callisto and receives the reports
- **Times Article**: "Meet Callisto, the Tinder-like platform that aims to fight sexual assault"
- **Social Good of Silicon Valley- Interview with Callisto Founder:**
  https://medium.com/social-good-of-silicon-valley/jessica-ladd-callisto-98bfaf9767bd