

Division of Student Life Student Employee Anti-Harassment Training Summary

One of the violence prevention strategies of the 2018-2021 Anti-Violence Plan and a tactic within the Division of Student Life (DSL) Diversity, Equity, and Inclusion Action Plan, was to assign student employees within DSL the online non-supervisory anti-harassment training. This is the same course assigned to University of Iowa (UI) employees as a requirement of full-time employment upon hire and every three years thereafter. The goal of assigning this training to student employees is to emphasize that we all play an important role as employees in creating a safe and respectful workplace for all, and ultimately reducing sexual misconduct on campus.

This report summarizes the pilot implementations, full implementation process, staff roles, outcomes for completion from the first semester of full implementation, and recommendations for campus-wide implementation. This project was coordinated by the DSL Office of Assessment, Improvement, and Research and DSL Human Resources.

Overview:

Division of Student Life student employees are assigned to complete the non-supervisory anti-harassment online training as part of the employee Compliance and Qualifications (CQ) system upon hire as part of the onboarding process. Students have approximately two months to complete the training and only need to complete the training once during employment. Actual time to complete the online training is estimated at two hours, and students are paid for their time at the two-hour limit. Student employees may complete the training at home with the approval of their supervisor. The training cannot be completed on a smart phone or tablet. Frequently Asked Questions (FAQ's) about the training are published on the Ending Violence at Iowa website as well as instructions for accessing the training in the Compliance and Qualifications system. Multiple e-mail communication reminders are sent to the student employees and their supervisors about access and completion. Technical support is provided by a human resources staff member in the Division of Student Life as well as the UI Office of Institutional Equity support staff.

2019 Training Implementation Pilot: In fall 2019, University Dining student employees were asked to volunteer to complete the online anti-harassment prevention training as a part of a pilot program. A total of 36 students completed the training, and 17 completed the evaluation. Nearly 80% of students reported that the training was at least moderately relevant to their work, and students reported that the training helped them to identify signs of harassment, understand prevalence of the problem, and support victims.

2021 Training Implementation Pilot: In fall 2021, Recreational Services student employees and hourly employees were assigned the online anti-harassment prevention training with additional preparation and communication measures in place. For this pilot, the time to complete the course was 90 minutes. Approximately 300 student employees were assigned the training with >90% completion at the end of the semester. Note that hourly part-time employees (non-students) were assigned the training at the request of the Recreational Services director, but this is not part of the current strategy.

Recreational Services supervisors provided feedback on the process by responding to a survey about the implementation process (12 of 14 completed the survey). (See Appendix A for a copy of the survey).

- 9 of 12 supervisors expressed some challenges with their employees completing the training. Those challenges included the timing of the assigned course completion (due at the end of December), student procrastination/ignoring the reminders, confusion on where to find the course, issues completing the correct version of the course, limited time in the shift for completion, and lack of physical access to a computer in their work area.
- 2 of 7 supervisors shared that they had employees experience difficulty completing the course in 90 minutes.
- 0 of 12 supervisors reported technical issues with their student employees completing the course once the course was accessed.
- 9 of 12 supervisors reported that they understood why the course was assigned to their student employees
- Additional comments included issues accessing who had completed the course in order to support completion (3).

Recommendations for supervisory level actions/communication from the 2021 Pilot:

1. Provide clear instructions about where the training is located in Compliance and Qualifications (CQ) and how to best direct students to the correct link and course.
2. Emphasize the importance of paying students for their time and working to incorporate the training into a scheduled shift, if possible.
3. Explain how supervisors can see in CQ who has completed the training so the progress of employees can be monitored.
4. Partner with leadership for strategies to assist employees whose positions have limited if any access to computers as part of their position (dining, housekeeping, hotel staff).
5. Encourage completion of the course (with other compliances) as part of orientation prior to being trained "on the floor" for their position. Ask students to bring their laptop on that first day or two so they can complete the course during that initial onboarding process if computer access is an issue in the department.

Based on the feedback from the Recreational Services pilot with student employees and supervisors, changes to e-mail communication and processes were made. See final recommendations.

Division-wide Implementation: (Fall 2022)

Communication:

- E-mail message from Division Vice President Sarah Hansen to all Division staff about the training, purpose, timeline was distributed approximately 30 days prior to the training being assigned across the Division.
- Introductory e-mail communication from HR to supervisors on the purpose of the training for student employees, technical support, answer questions about logistics, and address paying employees for their time. (See Appendix B).

- Follow up e-mail communication from HR to supervisors with talking points to discuss the training with their staff as the training is being assigned. (See Appendix C).
- Introductory e-mail communication from HR to student employees on the purpose of the training. (See Appendix B).
- Webpage on Ending Violence at Iowa website to direct both supervisors and student employees for any questions. The web page with FAQ's can be accessed at [Ending Violence at Iowa](#). The FAQ's were based on the questions previously developed for all UI employees by the Office of Institutional Equity, using the same language about the course.

Human Resources Staff Role:

1. Send an email to supervisors about this new requirement as well as talking points for discussing the course with student employees.
2. Send an email to current student employees about this training requirement.
3. Integrate and update messaging as needed to student employee onboarding.
4. Coordinate course assignment by job codes to CQ and the Office of Institutional Equity.
5. Assign the course to new student employees and monitor compliance.
6. Assign the course to current employees (who have not completed it) and monitor compliance.
7. Send reminder e-mails to supervisors with compliance reports for their areas.
8. Send reminder e-mails to students and their supervisors who are overdue past the 60-day deadline with the goal to meet the completion by the end of the semester.
9. Report compliance by department to directors.

Office of Assessment, Improvement and Research (AIR) Staff Role:

1. Maintain and update documents for the plan and communications as changes occur.
2. Update the Ending Violence at Iowa website with resources.
3. Conduct assessments as planned.
4. Submit reports and updates as needed to the Division of Student Life and the Title IX & Gender Equity office.

Fall 2022 Implementation Schedule:

1. August 2022: Initiated communication plan to supervisors and students. Communicated assignment requests with Compliance and Qualifications (CQ) staff and the Office of Institutional Equity. The HR Coordinator provided a list of job codes within the Division that would be assigned and the date to be assigned in the Compliance and Qualifications system.
2. September 2022: Assigned anti-harassment prevention training to all student employees in the Division in two different time periods at the request of the director of Housing and Dining. Assignments included all current student employees in the IMU, Office of the Vice President for Student Life, Dean of Students, MISSE, Leadership & Engagement, WRAC, Student Disability Services, University Counseling Service, Housing and Dining, and Recreational Services.
3. September 2022: Assignment of anti-harassment prevention training was included in new student employee onboarding. Assignments are activated on day three of employment.

- November and December 2022: Reviewed completion numbers to identify how many, if any, students did not complete the training. Additional e-mail reminders and completion reports were sent to the supervisors.

Training Alternatives: If a student is uncomfortable completing the training, they are directed to Office of Institutional Equity who provide the same accommodations that are provided to employees. The alternative training is conducted in a 1:1 session by the Rape Victim Advocacy Program staff.

Cost:

- Cost of pilot with Recreational Services:** There are approximately 300 student employees in Recreational Services making an average of \$11/hour. Estimation of 2 hours per training = \$6,600 if all student employees completed the training.
- Initial cost to implement throughout the Division:** 2,000 students employees x 2 hours each x \$11 per hour = \$44,000, assuming 100% compliance with completion.
- Ongoing costs will depend on student employee turnover and hiring.

Approximate Student Population per Unit: (Fall 2022 estimates - 1650)

Department	Number of Student Employees
Dining	1300
Housing/Residence Education	125
Recreational Services	100
Iowa Memorial Union	50
Other Departments	75

NOTE: Recreational Services reduced from 300 to 100 due to the course being assigned to new employees only.

Technical Support:

- Technical support was overseen by the DSL Human Resources Coordinator, Assessment, Improvement, and Research (AIR) staff, and the Office of Institutional Equity. All parties have access to the reports and system to assist students as needed.
- Only the non-supervisory training is turned on for students in Compliance and Qualifications (CQ) system.
- Students are encouraged to use Chrome, Edge, or Firefox browsers to complete the training, to ensure optimization.
- Students can e-mail student-life-training@uiowa.edu for support and this goes directly to the Division Human Resources Coordinator.

Compliance Monitoring:

- Compliance deadlines for students are individualized, but groups of employees for each unit were turned on at the same time for current employees so that deadlines were coordinated more easily by supervisors. Mid-term and finals schedules were accommodated so deadlines do not fall during this time.
- The training is not “graded” as all students receive a 0 or 100%, depending on completion.
- Automatic notifications are sent by CQ to student employees when the course is due, reminders about the training five days prior to the due date, and when the training deadline is overdue.

- Compliance monitoring was overseen by DSL HR Coordinator.
- On a monthly basis, the DSL HR Coordinator reviewed compliance completion. Students who were overdue receive an e-mail from the HR coordinator, copying their supervisor.

Course Completion:

January 2023

- 947/1314 completed in Housing and Dining (72% completion) and 344/1314 (26% incomplete).
- 563/663 have completed in other areas of the Division (85% completion) and 84/663 (13% incomplete).
- 11/11 have completed in Student Wellness (100%)

February 2023

- 1066/1334 have completed in Housing and Dining (80% completion) and 194/1334 (14.5% incomplete), with a remaining 74 students still in the completion window.
- 664/720 have completed in other areas of the Division (89% completion) and 62/720 (8% incomplete) with a remaining 17 students still in the completion window.
- 9/9 have completed in Student Wellness (100%)

Discussion about completion monitoring: Reminders were sent to supervisors after review of the January completion data to improve the completion rate. Due to high turnover rate in particular departments, this impacts the accuracy of the data because of terminations that have not been processed and falsely increases the incomplete percentages.

Assessment: Assessment focused on compliance percentages, financial impact on departments, and informal feedback from supervisors and student employees on the implementation process.

Considerations for Campus-Wide Implementation:

1. Short-term Assessment: Student assessment should be completed from the 2022-2023 academic year via Qualtrics survey or focus group. The supervisor survey should be replicated from the 2021 pilot with questions added about student employees understanding of why the course was assigned and what feedback they received from discussions with student employees.
2. Human Resources: The role of Human Resources should be clear and campus-wide training for HR staff on the purpose and technical aspects of the course (especially monitoring compliance) should be provided.
3. Campus-wide coordination: Systematic communication with Compliance and Qualifications and Office of Institutional Equity about job code assignments and the numbers of student employees to be assigned as well as technical support should be clarified.
4. Website: The FAQs on Ending Violence at Iowa should be updated with additional information as it arises.

Anti-Harassment Course Supervisor Feedback

Q1 Recently, student employees in your department were assigned the employee non-supervisory anti-harassment training as part of their University of Iowa employment. Did you have any challenges in assisting your employees in completing the training within the assigned timeframe (60 days)?

- No
- Yes, specify _____

Q2 Did any of your employees have difficulty completing the course in 90 minutes?

- No
- Yes
- I don't know

Q3 After accessing the course, did your student employees have any technical issues?

- No
- Yes

Q4 If they had any technical issues with the course, did they get the assistance that was needed to successfully complete the course?

- No
- Yes
- Not applicable

Q5 Do you understand why this course was assigned to your student employees?

- No
- Yes

Online Anti-Harassment Training Course for Non-Supervisors

Communication Plan:

- Send an initial message from the Vice President of Student Life to all supervisors of students in DSL alerting that this training is being implemented in the next academic year.
- Thirty days prior to pilot implementation in the fall semester, supervisors will receive communication about the purpose and plan for this new training, with contact information for questions. A follow up e-mail will be sent just prior to turning on the training.
- Talking points for supervisors to be sent just prior to turning on the assignment to student employees.

Message from the Vice President:

At the University of Iowa, we all play an important role as employees in creating a safe and respectful workplace for all. I am pleased to announce that we will be implementing the online Anti-Harassment Training (non-supervisory) that UI employees complete, for student employees within the Division of Student Life. We will begin this semester with Recreational Services student employees and gradually roll out to all departments. This will be included in the training required for all new student employees beginning in the spring semester.

Student employees and their supervisors will receive an e-mail from HR explaining the training prior to the course being assigned. A designated e-mail address for support has been created to address any access and IT issues at [contact information].

If you have questions about this project, please contact [contact information].

FOR SUPERVISORS

Hello DSL Supervisors,

At the University of Iowa, we all play an important role as employees in creating a safe and respectful work environment. To support this effort, student employees within the Division of Student Life are required to complete the university's online employee anti-harassment training.

Help students find the training with the following instructions:

- Go to <https://compliance.hr.uiowa.edu/>
- See listing of compliances.
- Click on the compliance titled "Harassment Prevention (UI Student Employees)"
- Click "Enroll in Course."

This training will be assigned upon hire and students will have two months (60 days) to complete the training. Employers must pay student employees for 120 minutes to complete the training. Students may complete the training off-campus with approval of their supervisor. The training cannot be completed on a smart phone or tablet.

To see whether your student employees have completed the training:

- Go to https://compliance.hr.uiowa.edu/compliances_actions
- See "Reports." Click on "View Direct Report's Completion Status."
- Click on individual names in the resulting list to see training status.

This training is designed to educate employees about prohibited conduct and the problems associated with harassment and discrimination, as well as inform those who have experienced harassment or discrimination of their rights.

If you have any questions or concerns, please contact [contact information].

Thank you,

FOR STUDENT EMPLOYEES

Hello,

At the University of Iowa, we all play an important role as employees in creating a safe and respectful work environment. To support this effort, student employees within the Division of Student Life are required to complete the employee online anti-harassment training. While there is education that is required based on your student status, this training is a condition of employment and is the same training required for all University of Iowa staff, faculty, and graduate teaching assistants.

To find the training:

- Go to <https://compliance.hr.uiowa.edu/>
- See listing of compliances.
- Click on the compliance titled "Harassment Prevention (UI Student Employees)"
- Click "Enroll in Course."

Please work with your supervisor to schedule time to complete this training. You will receive reminder e-mails for the training five days prior to the due date and when the training deadline is overdue.

You have two months (60 days) to complete the training, which you only need to take **once** in your time as a student employee in the Division of Student Life. You will be paid for 120 minutes to complete the training. You may complete the training off-campus with approval of your supervisor. The training cannot be completed on a smart phone or tablet.

The required training is designed to educate student employees about prohibited conduct and the problems associated with harassment and discrimination, including sexual harassment and sexual misconduct, and to inform those who have experienced harassment or discrimination of their rights.

If you have any questions or concerns, please contact [contact information].

Thank you,

Appendix C – Supervisor Talking Points

Preventing Harassment and Discrimination: Non-Supervisors with Title IX/Clery Model

Supervisor Talking Points and Reference Information for checking in with student employees:

Student employees are required to complete the online anti-harassment training. This course was assigned to them as an additional measure to promote a safe and respectful workplace. It is important to follow up with employees after the training to make sure they understood the material, know how to report a problem, and to have an opportunity to ask questions about the content. Please use the following questions to guide your discussions with student employees.

Content Talking Points:

1. You recently completed the online anti-harassment training, do you have any questions or concerns about the content?
2. Do you feel prepared should you observe harassment or discrimination in the workplace? What do you think you would do?
3. What are some ways that you can be an active bystander if you observe a problem while at work?
4. How do you report a problem?
5. Where can you go for confidential assistance?

Reference Information:

- Harassment, in simple terms, is defined as unwelcome or offensive conduct toward a person.
 - Discrimination refers to unfair treatment toward a person based on certain characteristics such as gender, race or other characteristics that are “different.”
 - Harassment (UI operations manual Section II, chapter 14.2) *means intentional conduct, including speech, directed toward an identifiable person or persons that:*
 - *Threatens serious harm and is directed or likely directed to promote imminent unlawful actions; or*
 - *Is sufficiently severe, pervasive, and subjectively or objectively offensive that it unreasonably interferes with work or educational opportunities or benefits, including, without limitation, on-campus living or participation in a university activity on or off campus.*
- An active bystander is a person who takes action when they see an issue. Active bystanders build a positive workplace. Every employee is responsible for building a positive workplace.
- The key ingredients of being an active bystander to prevent harassment are:
 - **Awareness** of one’s surroundings and what is happening around you and your colleagues. Evaluating and assessing your environment and understanding how harassment occurs and is experienced is the first step to being an active bystander.
 - **Attitude** of personal responsibility for the workplace by actively modeling the attitude that discrimination, harassment, and retaliation have no place in the workplace. Show a positive attitude toward your organization’s respectful workplace initiatives so others know what you support this work and expect others to do so as well.

- **Actions** include skills to effectively take action when needed.
 - Address negative remarks.
 - Speak up, say something to either the person behaving inappropriately or to the target of the bad behavior.
 - Speak for yourself, based on your own impression rather than for someone else.
 - Don't participate. Make a clear expression of disapproval, which sends a quiet but direct message.
 - Indirect approaches: distracting, delegating, or delaying.
 - If uncomfortable taking direct or indirect actions, you can still seek help from others and report the situation to someone in the position to act, such as your supervisor.
- Resources/How to report a problem
 - <https://diversity.uiowa.edu/report/report-problem> or (319) 335-0705, e-mail – oie-ui@uiowa.edu
 - Office of Institutional Equity receives all reports for the following:
 - Title IX and Gender Equity – sexual harassment/misconduct, Title IX, or gender discrimination
 - Equity Investigations and ADA Compliance – discrimination, harassment, or Americans with Disabilities Act (ADA) compliance
 - Equity Compliance – equal employment, affirmative action, or harassment prevention education
 - University policies prohibit retaliation. Prohibited retaliation is defined in the Anti-Retaliation Policy and in Section 4.15 of the Policy on Sexual Harassment and Sexual Misconduct. Report retaliation to the Office of Institutional Equity. If you have questions and would like to speak confidentially with someone about your options, you may consult the Office of the Ombudsperson at (319) 335-3608 or ombudsperson@uiowa.edu