

IOWA STATE UNIVERSITY
Campus Climate Response Team
Annual Report

Fiscal Year 2018

EXECUTIVE SUMMARY

The Campus Climate Response Team (CCRT) is a university-wide collaborative unit that gathers information on and responds to reported incidents of bias that affect the Iowa State University (ISU) community. The team formed preceding the 2018 Fiscal Year (FY 18) and aims to foster an environment where everyone feels safe, supported, welcome, and valued. By connecting the campus community to resources, collecting data for analytical and planning purposes, and sharing information with administrative unit partners when appropriate, the CCRT aims to reduce manifestations of bias that negatively impact the community.

This report will detail the history, functions, members, and processes of the CCRT. The data from FY 18 will be reviewed and presented throughout the second section of this report. In summary, the CCRT received reports detailing **110 individual cases** throughout its inaugural fiscal year. The reported incidents of bias were most commonly manifested via some form of vandalism (46.4%).

The appendices to this report include charts and tables of FY 18 data, preceded by a glossary of terms used throughout the report. Because this is the CCRT's first year of operation, this report will not contain a discussion of prior year data. Trend data will, however, be included in future annual reports.

It is important to note that all people are biased in some way, and it is not the role of the CCRT to police these personal biases. Instead, the CCRT exists to address biases that manifest in a way that negatively impact individuals, their educational and employment opportunities, and/or the overall campus climate. This report does not include every occurrence of bias on campus, but rather only those that were reported. The CCRT implores all community members to continue to report incidents of bias and to take personal responsibility to assist with the elimination of bias on campus.

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ABOUT THE CCRT

History

Under the direction of Reg Stewart, vice president for diversity and inclusion, the year 2016 marked a renewed focus on Iowa State University's response to campus climate incidents that negatively impacted the community. New to campus, it was apparent to Reg Stewart that university officials were in constant contact when these incidents occurred, but the response time was often delayed due to poor communication or a lack of coordination.

It was evident that Iowa State University needed a team dedicated to the function of efficiently recording climate issues and expediting the response process. More routinized coordination was also needed. As a result, university leadership began to formalize the idea of the Campus Climate Response Team (CCRT).

Efforts throughout 2016 included conceptualizing the CCRT, developing its functions and core responsibilities, identifying the appropriate officials to serve on the team, and recruiting a dedicated staff member to lead the coordination efforts. These efforts resulted in the addition of the inclusion services coordinator to the Office of Equal Opportunity staff.

The CCRT evolved over the course of FY 18. The team will continue to do so, and this will be documented in future annual reports.

Core Functions

The primary function of the CCRT is to respond to reported incidents of bias in an appropriate and timely manner. The team achieves this by connecting community members negatively impacted by these incidents to appropriate resources. Through the work of the CCRT, bias incidents can be documented in a standardized way and addressed swiftly and pointedly. In addition, data that are gathered during this process assist campus leadership more effectively target outreach and educational efforts. The core functions of the team are listed on the next page.

THE CORE FUNCTIONS OF THE CCRT INCLUDE:

- Collecting information on reports of bias across campus
- Providing support for those who report being impacted by hate, intolerance, or bias on campus
- Encouraging constructive dialogue and facilitating conversations amongst those involved
- Analyzing trend data to effectively target education and awareness
- Raising awareness of issues impacting campus climate
- Encouraging a culture of civility and respect
- Sharing information with administrative unit partners who may determine that investigations by their units are warranted

The creation of the CCRT is one means by which ISU is working towards achieving Goal 4 of the Iowa State University (ISU) Strategic Plan:

“Continue to enhance and cultivate the ISU Experience where faculty, staff, students, and visitors are safe and feel welcomed, supported, included, and valued by the university and each other.”

The CCRT supports the university’s Principles of Community. These principles, listed on the following page, have been endorsed by key campus organizations and university leadership as a reflection of ISU’s commitment to create an inclusive and welcoming environment for all.

The CCRT is not an investigatory body. The CCRT is responsible for data collection and for expediting the response process, but the team does not conduct investigations. When appropriate, information is shared with administrative partners who may deem it necessary to investigate the situation. In addition, the CCRT does not impose any disciplinary sanctions or other punishment to individuals involved or suspected of being involved with bias incidents. Finally, the CCRT may not limit academic freedom nor infringe on First Amendment rights.

ISU PRINCIPLES OF COMMUNITY:

Respect

We seek to foster an open-minded understanding among individuals, organizations and groups. We support this understanding through outreach, increasing opportunities for collaboration, formal education programs and strategies for resolving disagreement.

Purpose

We are encouraged to be engaged in the university community. Thus, we strive to build a genuine community that promotes the advancement of knowledge, cooperation and leadership.

Cooperation

We recognize that the mission of the university is enhanced when we work together to achieve the goals of the university. Therefore, we value each member of the Iowa State University community for their insights and efforts, collective and individual, to enhance the quality of campus life.

Richness of Diversity

We recognize and cherish the richness of diversity in our university experience. Furthermore, we strive to increase the diversity of ideas, cultures and experiences throughout the university community.

Freedom from Discrimination

We recognize that we must strive to overcome historical and divisive biases in our society. Therefore, we commit ourselves to create and maintain a community in which all students, staff, faculty and administrators can work together in an atmosphere free from discrimination, and to respond appropriately to all acts of discrimination.

Honest and Respectful Expression of Ideas

We affirm the right to and the importance of a free exchange of ideas at Iowa State University within the bounds of courtesy, sensitivity and respect. We work together to promote awareness of various ideas through education and constructive strategies to consider and engage in honest disagreements.

THE CORE FUNCTIONS OF THE CCRT DO NOT INCLUDE:

- Conducting investigations
- Imposing disciplinary sanctions or any other forms of punishment
- Infringing on First Amendment rights
- Limiting academic freedom

Membership

CCRT members include representatives from ten different units across campus. Additional campus representatives not listed may be involved in a bias incident if their participation is deemed appropriate or necessary. The FY 18 CCRT members include:

Dawn Bratsch-Prince

Associate Provost
Office of the Senior Vice President and Provost

Aaron Delashmutt

Assistant Chief
Iowa State University Police Department

Margo Foreman

Assistant Vice President for Diversity and Inclusion and Equal Opportunity
The Office of Equal Opportunity

Vernon Hurte

Dean of Students
The Dean of Students Office

Andrea Little

Manager of Employee and Labor Relations
University Human Resources

John McCarroll

Executive Director of University Relations
University Relations

Michael Newton

Assistant Vice President and Chief
Iowa State University Police Department

Keith Robinder

Associate Dean of Students
The Dean of Students Office

Nora Ryan

Inclusion Services Coordinator
The Office of Equal Opportunity

Kenyatta Shamburger

Assistant Dean of Students and Director of Multicultural Student Affairs
Multicultural Student Affairs

Virginia Speight

Associate Director of Residence Life
Department of Residence

Reg Stewart

Vice President for Diversity and Inclusion
The Office of the Vice President for Diversity and Inclusion

Reporting Form and Data Collection

All community members are encouraged to report instances of bias, regardless of whether these members are directly impacted, witness the incident first-hand, or are informed of the incident as a third party. There are several ways to inform the CCRT of a bias incident. This year, the CCRT implemented an online reporting mechanism that can be found on the Campus Climate website. In addition to this online form, individuals may email, call, or report an issue in person to the Office of Equal Opportunity. A reporter may choose to leave contact information or make a report without divulging their personal information. The data requested for each incident is listed below, followed by images directly from the online form:

- Legal name
- Preferred name
- Pronouns
- Gender
- Affiliation with ISU
- Phone number
- Email address
- Association with this incident
- Date of incident
- Approximate time of incident
- Did the incident occur on campus?
- Location(s) of incident

- The facts of the incident in as much detail as possible
- Supporting documents
- The perceived motive for the bias
- Has this been reported to another ISU office?
- What response did the reporter receive from the other office?

CAMPUS CLIMATE WEBSITE

IOWA STATE UNIVERSITY
Campus Climate

Report an Incident

Legal Name

Preferred Name

Pronouns

Gender

Affiliation with ISU

Phone Number

CAMPUS CLIMATE RESPONSE TEAM ANNUAL REPORT

Email Address

What is your association with this incident?

Date of incident?

Approximate time of incident (if applicable)?

Did the incident occur on campus?

- Yes
- No

Location(s) of incident (please be as specific as possible)

Please provide the facts of the incident in as much detail as possible.

(Describe all comments, conduct, gestures, markings, physical injuries, property damage, etc.)

If you would like to provide documents to the CCRT, please provide them here.

If the incident is bias-related, what is the perceived motive for the bias? (check all that apply)

- Race
- Ethnicity
- Sex
- Pregnancy
- Color
- Religion/Creed
- National Origin
- Age
- Marital Status
- Physical or mental disability
- Sexual Orientation
- Gender Identity
- Ex-Offender
- Gender Expression
- Genetic Information
- Status as a U.S. Veteran
- Retaliation for raising concerns/complaints
- Other

Have you reported the incident to another ISU office?

- Yes
- No

What response did you receive from the office to which you initially reported the incident?

Submit Incident

The information provided for each incident is entered into a database managed by the inclusion services coordinator in the Office of Equal Opportunity. This database is shared exclusively with the CCRT members via a password protected file sharing website.

Response Process

Once the information is entered into the database, the CCRT is immediately notified of the incident via email.¹ The email notification contains a summary of the incident and the parties involved, the assigned case number generated from the database, and the next steps for outreach. The CCRT member assigned to lead the response is determined on a case-by-case basis. For example, if the incident occurred in the residence hall, the Department of Residence staff will lead the case. If the case involves a faculty member in a classroom setting, the Provost's representative will be responsible for coordinating the communication. In all cases, the entire team is kept well-informed. The database holds all information pertaining to each case as well.

The assigned CCRT member will support the individual who reported the case and is responsible for overseeing the response process while keeping three paramount needs of the reporter in mind: the need to feel safe; the need to be heard; and the need to know what happens next. If the reporter wishes to remain anonymous, the information will be entered into the database for observation of emerging patterns in bias activity across campus. If the reporter leaves contact information but does not wish to be contacted, a confirmation email will be sent and resources will be offered. If the reporter wishes to be contacted, a member of the CCRT will outreach within two business days.

At times, the CCRT determines that other stakeholders need to be involved in coordinating a response to a particular incident; those appropriate officials will then be incorporated into the case. Campus administration will determine if and when it is appropriate to notify the wider campus community of an incident.

The CCRT convenes regularly to discuss trends and approaches to improving the campus climate and to evaluate the evolution of the response process to ensure that the process is meeting the

¹ If the incident was not brought to the CCRT's attention via the online web form, the CCRT member with the information will reach out to the inclusion services coordinator. The team then receives an update with the case information and the plan for outreach.

perceived needs of the community. Examples include: targeted education and outreaches; the development of expectations for individuals, groups, or departments; and public administrative responses.

Cases are closed in the CCRT database per order of the reporter. When the reporter does not leave contact information, the CCRT lead determines the time at which a case may be closed. Because most FY 18 cases did not include details regarding the alleged actor—or party the reporter claims to have committed the bias—most cases were closed once resources were provided or in-person conversations were held.

The CCRT periodically receives information about off campus incidents that impact individuals external to campus. When this occurred—a total of nine times throughout FY 18—the CCRT referred the information to an external entity when and where it was deemed appropriate by the team.

FISCAL YEAR 2018 BIAS INCIDENT DATA

During the 2018 Fiscal Year, the CCRT received **110 individual reports of bias**. The raw data included in this report should be interpreted with caution given that FY 18 was CCRT's inaugural year. In addition, these numbers only detail bias incidents that were reported to the CCRT. Because it has been empirically established² that incidents of bias are underreported across this country, this report likely reflects only a portion of all bias incidents that have negatively impacted the ISU community.

This portion of the report will detail the data across multiple categories. A [glossary of terms](#) is provided at the end of this chapter, as are all [charts and tables](#) referenced in this section.

Reports by Month

The CCRT received 57 reports (51.8%) during the first half of FY 18 and 53 reports during the second half (48.2%) of FY 18. Months with the highest number of incidents reported include September (26), February (12), and March (18). These three months account for over half (50.9%) of the year's total reported incidents. Zero reports were made in July of 2017, and only one was made in May of 2018. Table 1 on the following page details this information.

Reports by Vehicle

Each reported incident of bias is assigned a "vehicle," or a category that describes the mode by which the bias was delivered. For cases in which a bias incident could be categorized in multiple vehicles, the incident is recorded under the vehicle that is more egregious. For example, a direct threat delivered via vandalism would be recorded as a direct threat.

Nearly half (46.4%) of reported bias manifested through vandalism, followed by a digital platform (21.8%). Vandalism was reported in every month of FY 18 except July. Incidents categorized as intimidation or vandalism occurred most frequently in September, while the majority of digital cases occurred in March. See Chart 2 for FY 18 totals or Chart 3 for a monthly breakdown.

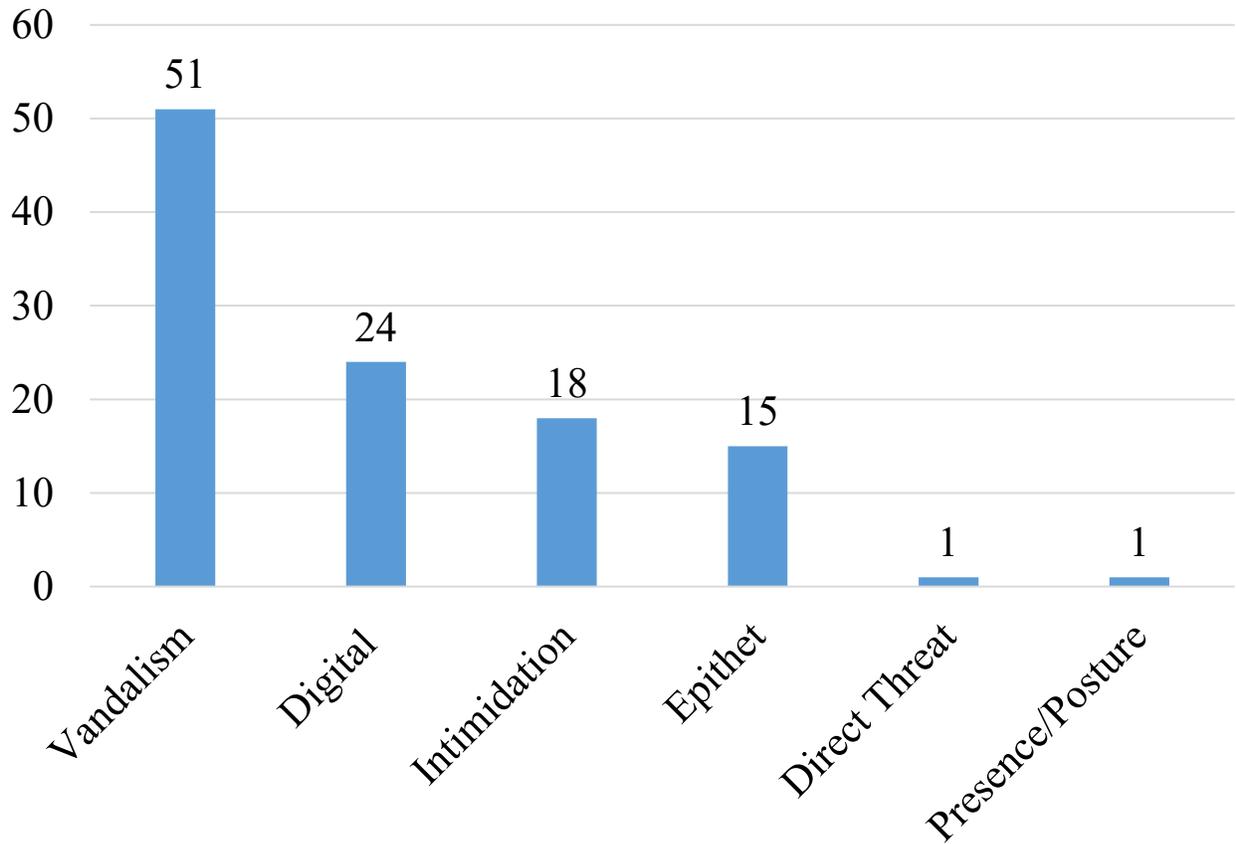
² Wessler, S. L. (2004). Hate crimes and bias-motivated harassment on campus. *Restorative justice on the college campus*, 194-202.

CAMPUS CLIMATE RESPONSE TEAM ANNUAL REPORT

Table 1: Total Reported Incidents by Month, FY 2018

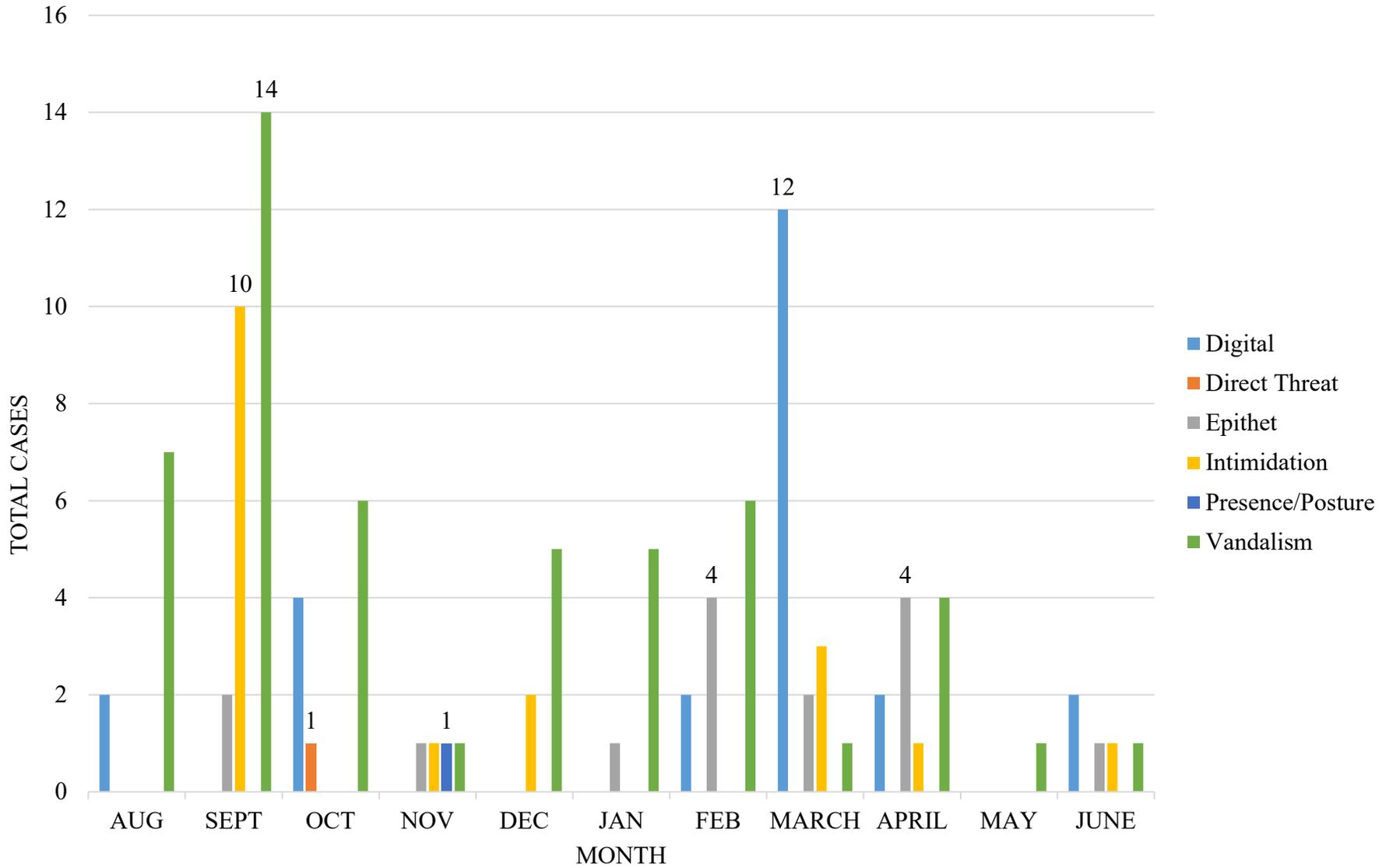
MONTH	NUMBER OF INCIDENTS REPORTED	% OF TOTAL REPORTS
July 2017	0	0%
Aug. 2017	9	8.2%
Sept. 2017	26	23.6%
Oct. 2017	11	10.0%
Nov. 2017	4	3.6%
Dec. 2017	7	6.4%
Jan. 2018	6	5.5%
Feb. 2018	12	10.9%
March 2018	18	16.4%
April 2018	11	10.0%
May 2018	1	0.9%
June 2018	5	4.5%
TOTAL	110	100%

Chart 2: Vehicle of Reported Incidents, Total FY 2018



CAMPUS CLIMATE RESPONSE TEAM ANNUAL REPORT

Chart 3: Vehicle of Reported Incidents by Month, FY 2018



Types of Incidents Reported

Details of each reported incident of bias appear in the database and are shared amongst the CCRT, but this information is not available for public consumption.

Overall, the most prevalent type of incident was vandalism, particularly in residence halls (64.7%). Of the reported cases of vandalism, [creed](#) was the most targeted identity (30.4%). The second most common manifestation of bias was present online. Of the 24 reported cases of digital bias, 11 of them (45.8%) specifically targeted Muslim women or females simultaneously.

Cases including white supremacist rhetoric or imagery, which were classified as targeting both [race](#) and creed 91.3% of the time, were reported mainly in the fall semester of classes (78.2%). Other examples of the types of incidents reported to the CCRT can be found on the following page.

Coordinated Responses by CCRT

The CCRT responds to every reported incident of bias. When contact information is included, a member of the CCRT outreaches to the reporter within two business days. If the CCRT does not receive a response upon the initial outreach, one or two more attempts are made to connect with the reporter. This outreach typically occurs via email, but some reporters received direct phone calls. These outreaches include a discussion of the incident and available resources, an invitation to meet in person with a member of the CCRT and, when appropriate, a conversation regarding preventative measures the individual or the university could take in the future.

In 62 of the 110 cases (56.4%), additional steps were taken beyond the initial outreach in order to more appropriately and effectively respond to the bias incident. Examples of such additional steps include: coordinating with the custodial staff to remove vandalism; meeting with the individual(s) identified as committing the bias to discuss impact and institutional values; escorting impacted individuals directly to crisis counseling; publicizing and forwarding the university administration's formal response; attending meetings of departments or campus organizations to stress the university's mission and goals; and cooperating with police investigations of criminal acts that may have also been reported as bias incidents.

EXAMPLES OF THE TYPES OF INCIDENTS REPORTED TO THE CCRT:

- Posts on social media or group chat apps pertaining to [race](#), [creed](#), [religion](#), [gender](#), or [sex](#)
- Commentary in the classroom perceived as derogatory or biased
- Vandalism on campus bulletin boards, classroom chalk boards, or residence hall white boards containing graphic imagery of the human body, swastikas, or offensive language
- Offensive comments or interactions between two or more individuals containing slurs or epithets

CONCLUSION

With the creation of a team such as the CCRT on Iowa State University's campus, community members now have a centralized avenue by which to report incidents of bias. The CCRT fielded 110 reported cases of bias during its first fiscal year of operation. This number is expected to rise in subsequent annual reports due to continued promotion and awareness of the CCRT and its role across campus. Because this is the first CCRT Annual Report, comparisons with previous years' data are not included; future reports will contain trend analyses.

To reiterate, the CCRT is not tasked with policing people's biases. The team and the process exist to address only those biases that manifest in a way that negatively impact individuals, educational and employment opportunities, and/or the overall campus climate. The team is not only responsible for coordinating an expedited response to individuals affected by these incidents, but also for collecting information in order to assist the university with enhancing the campus climate. The detailed information collected by the reports and by conversations resulting from those reports aim to provide a knowledge base for future educational awareness training opportunities.

While the CCRT was developed to collect and respond to incidents at a higher administrative level, the Department of Residence (DoR) decided to create their own team to respond to incidents at a departmental level. The DoR is in the process of developing a Bias Incident Response Committee (BIRC), whose mission is to support staff and students impacted by incidents of bias. This team will work in conjunction with the CCRT, but BIRC is more tailored to the needs of the DoR staff and residents. Both teams aim to ameliorate the high percentage of cases occurring inside the residence halls. The CCRT was pleased to see a university department take initiative to reduce bias in a collaborative manner.

The CCRT does not merely serve as a reporting mechanism for internal incidents of bias. Periodically, the team receives information regarding off campus incidents that impact individuals external to campus. This occurred nine times FY 18, and when appropriate, the CCRT referred the information to the appropriate external entity. In future years, perhaps this number will grow and external organizations will see the benefit in creating their own version of

CAMPUS CLIMATE RESPONSE TEAM ANNUAL REPORT

ISU's CCRT, similar to the Department of Residence's Bias Incident Response Committee. The potential for collaboration amongst community partners is great.

For more information on the CCRT or to reach a member the team, please visit the ISU Campus Climate website at <https://www.campusclimate.iastate.edu/CCRT>.

GLOSSARY OF TERMS

Bias—Differential preference for one person, group, or identity over another

Creed—A collection of shared beliefs or thought

Gender³— The social construction of masculinity, femininity, and other gender categories (i.e. androgyny, “third sex,” etc.) in a specific culture. It involves gender assignment (the gender one is assigned at birth or earlier), gender roles (the social expectations imposed on someone based on their gender), gender attribution (how others perceive someone's gender), gender identity (how someone defines their own gender), and gender expression (how someone expresses their gender).

Race⁴—Physical differences that groups and cultures consider socially significant

Religion—All aspects of religious observance and practice, as well as beliefs

Sex⁵— The social construction of a binary system (male/female) based on a collection of biological traits and factors, either known or assumed. Sex is usually defined as relating to reproductive organs, appearance of genitalia at birth or earlier, chromosomes, hormones, and/or secondary sex characteristics (i.e. breast development, body hair, etc.). Sometimes referred to as “biological sex,” it is important to keep in mind that sex is a cultural construct as much as it is biological. The fact that dominant Western culture prescribes a binary system with only two sexes obscures other ways to conceptualize sex, and ignores people who do not neatly fit into the categories “male” and “female.”

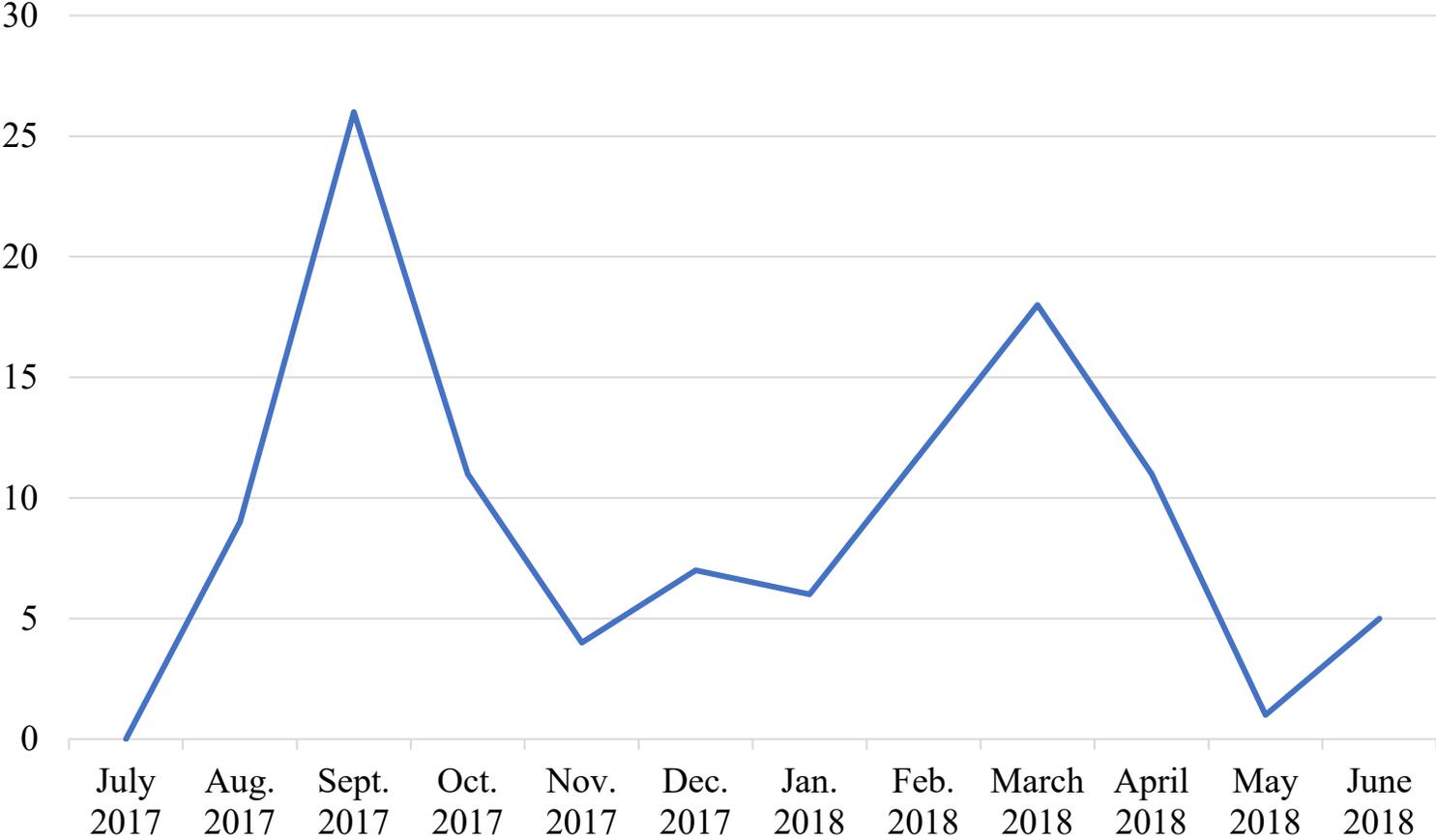
³ Taken from *Terms and Definitions*, Center for LGBTQIA+ Student Success Resources, [https://center.dso.iastate.edu/sites/default/files/Terms%20and%20Definitions%20for%20website%20\(Oct%202017\).pdf](https://center.dso.iastate.edu/sites/default/files/Terms%20and%20Definitions%20for%20website%20(Oct%202017).pdf)

⁴ American Sociological Association (ASA), Race and Ethnicity, <http://www.asanet.org/topics/race-and-ethnicity>

⁵ Taken from *Terms and Definitions*, Center for LGBTQIA+ Student Success Resources, [https://center.dso.iastate.edu/sites/default/files/Terms%20and%20Definitions%20for%20website%20\(Oct%202017\).pdf](https://center.dso.iastate.edu/sites/default/files/Terms%20and%20Definitions%20for%20website%20(Oct%202017).pdf)

APPENDIX A
CHARTS AND TABLES

Chart 1: Total Reported Incidents by Month, FY 2018

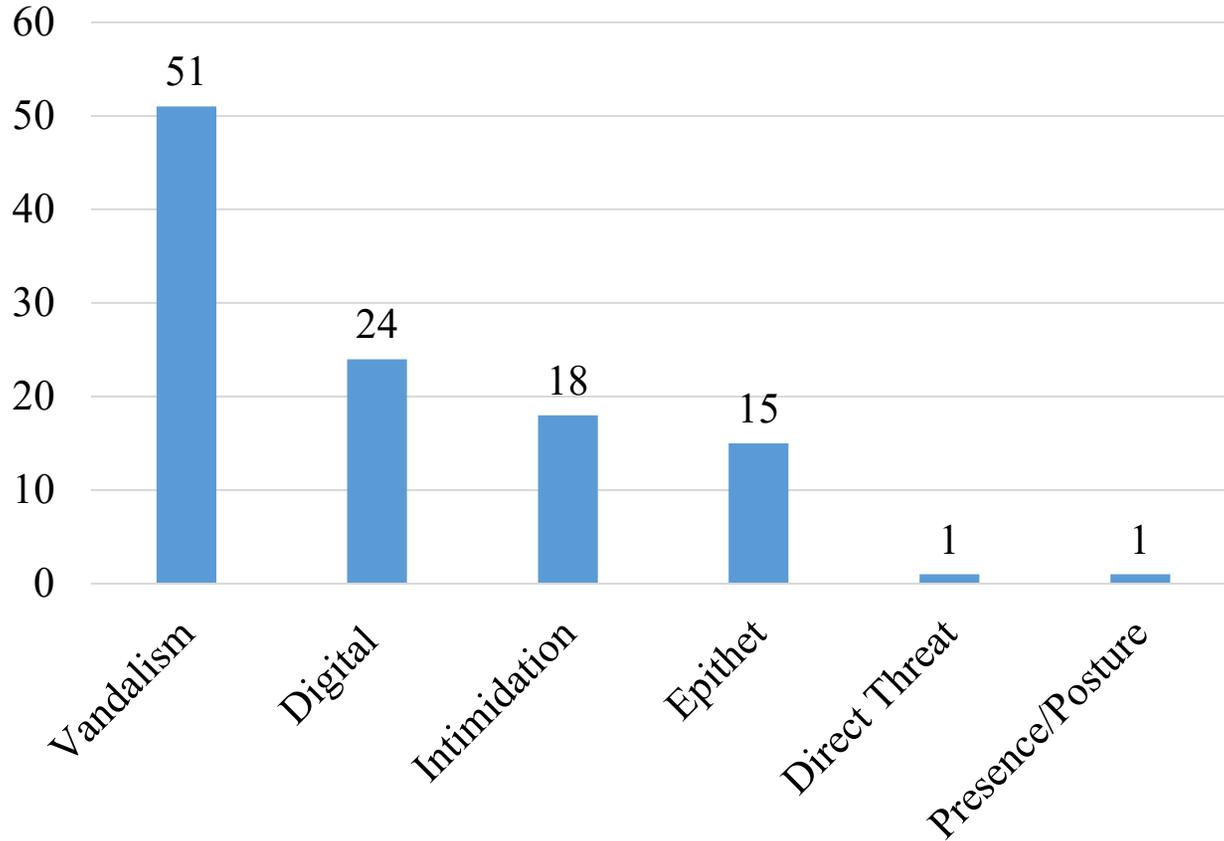


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March 2018	18	16.4%
April 2018	11	10.0%
May 2018	1	0.9%
June 2018	5	4.5%
TOTAL	110	100%

Chart 2: Vehicle of Reported Incidents, Total FY 2018



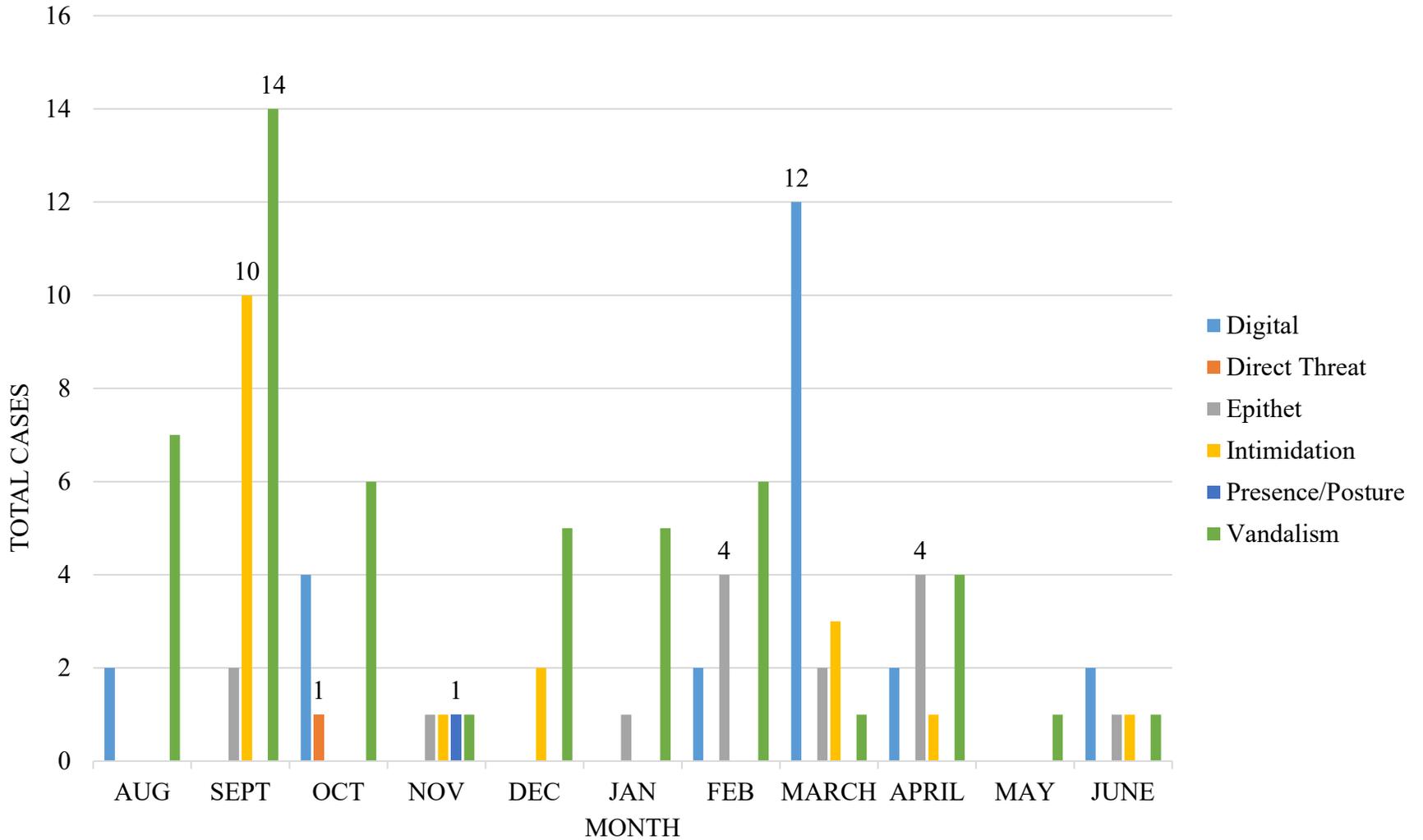
CAMPUS CLIMATE RESPONSE TEAM ANNUAL REPORT

Table 2: Vehicle of Reported Incidents, Total FY 2018

	NUMBER OF INCIDENTS	PERCENTAGE OF INCIDENTS
Vandalism	51	46.4%
Digital	24	21.8%
Intimidation	18	16.4%
Epithet	15	13.6%
Direct Threat	1	0.9%
Presence/Posture	1	0.9%
TOTAL	110	100.0%

CAMPUS CLIMATE RESPONSE TEAM ANNUAL REPORT

Chart 3: Vehicle of Reported Incidents by Month, FY 2018



CAMPUS CLIMATE RESPONSE TEAM ANNUAL REPORT

Table 3: Vehicle of Reported Incidents by Month, FY 2018

	July 2017	August 2017	Sept. 2017	October 2017	Nov. 2017	Dec. 2017	January 2018	Feb. 2018	March 2018	April 2018	May 2018	June 2018	TOTAL
Vandalism		7	14	6	1	5	5	6	1	4	1	1	51
Digital		2		4				2	12	2		2	24
Intimidation			10		1	2			3	1		1	18
Epithet			2		1		1	4	2	4		1	15
Direct Threat				1									1
Presence/ Posture					1								1
TOTAL	0	9	26	11	4	7	6	12	18	11	1	5	110