



Elson S. Floyd College of Medicine

WASHINGTON STATE UNIVERSITY

Policy Title: Student Mistreatment

Policy Number: EC.03.01.170808

Applies to: All Elson S. Floyd College of Medicine (ESFCOM) Students, Faculty and Staff

Date: 8/8/2017 Procedures Updated 11/15/2018

1.0 Policy Statement:

It is the ESFCOM policy to ensure that the learning environment is free from ridicule, exploitation, sexual or other forms of harassment, physical harm and threats so that students can learn, conduct research and scholarly projects, and train for clinical care in a supportive environment that promotes learner well-being. ESFCOM will not tolerate learner mistreatment.

2.0 Definitions:

AAMC – Association of American Medical Colleges

OEO – Office of Equal Opportunity which is Washington State University's (WSU) central intake, referral and investigative office for matters that implicate EP15 and will work with ESFCOM if appropriate.

AAMC's Definition of Student Mistreatment: Mistreatment, either intentional or unintentional, occurs when behavior shows disrespect for the dignity of others and unreasonably interferes with the learning process. Examples of mistreatment include: public belittlement or humiliation; verbal abuse (for example, speaking to or about a person in an intimidating or bullying manner); physical harm or the threat of physical harm; requests to perform personal services; being subject to offensive sexist remarks, or being subjected to unwanted sexual advances (verbal or physical); retaliation or threats of retaliation against students; discrimination or harassment based on race, religion, ethnicity, sex, age, or sexual orientation; and the use of grading or other forms of assessment in a punitive or discriminatory manner.

AAMC includes the non-exhaustive list below as possible examples of student mistreatment. WSU considers these behaviors prohibited if they would constitute a violation under the applicable policy standard.

- Public humiliation
- Threats of physical harm
- Physical harm
- Bullying, intimidating, or coercive behavior
- Requirements to perform personal services
- Unwanted sexual advances
- Being asked to exchange sexual favors for grades or other rewards

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- Denial of opportunities for training or rewards based on gender or gender identification
- Offensive sexist, racist, or homophobic remarks/names
- Racially or ethnically offensive remarks/names

3.0 Responsibilities:

Office of Student Affairs

Associate Dean for Student Affairs

Vice Dean of Student and Faculty Experience

Associate Dean of Accreditation, Assessment and Evaluation

Associate Deans of Clinical Education

4.0 Procedures

Reporting Student Mistreatment

Student mistreatment can be reported in several ways. Reporting may be done anonymously. Anonymous submissions are inherently more difficult to investigate. Regardless of the method of reporting, once reported, the Evaluation Unit reports all instances of mistreatment of students as detailed below. Modes of reporting mistreatment include:

- A. Course Evaluations to Monitor Mistreatment – Students evaluate faculty and residents by completing a course or elective evaluation distributed by the Evaluation Unit Two “respect” questions below are embedded in the evaluation:
- “I was treated with respect by this individual.”
 - “I observed others (e.g., students, residents, staff, patients) being treated with respect by this individual.”

De-identified “respect” responses are reviewed by Associate Dean’s for Clinical Education and Course Directors and used as course benchmarks. The Associate Dean for Accreditation, Assessment and Evaluation and the Associate Deans of Clinical Education monitor instructors who receive low scores (“1” and “2”) on the “respect” questions. These low scores are brought to the attention of the Associate Dean for Curriculum and departments, in order to provide feedback and take appropriate action, if necessary.

- B. Student Mistreatment Form – Any member of the University community can report student mistreatment directly to the Evaluation Unit using the medicine.evaluation@wsu.edu channel. The advantage of using the form as a primary method for reporting mistreatment is that the form provides privacy and a uniform approach to collecting mistreatment data from reporters. Students may also contact the Associate Dean of Student Affairs at EfloStudentAffairs@wsu.edu or by calling 509-368-6827 to explore filing the mistreatment complaint.

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- C. Other ESFCOM Members – While the *Learner Mistreatment Complaint Reporting Form* is the ESFCOM preferred method of receiving complaints, if a reporter is more comfortable reporting mistreatment to a member of the ESFCOM community, several members are trained to handle these reports. Students should feel free to report mistreatment to instructors, faculty, Learning Community Mentors, the Associate Dean for Student Affairs, student representatives to the curriculum committee, or ESFCOM student body president. Upon receiving a report of mistreatment, these individuals must forward the report to the Office of Student Affairs.

- D. Mistreatment Involving Discrimination – Student mistreatment involving discrimination, sexual harassment, or sexual mistreatment, can be reported directly to Office of Equal Opportunity (OEO) at <https://oio.wsu.edu/file-a-complaint/>, by calling 509-335-8288, or by emailing oio@wsu.edu. Individuals may also use the options above to report the student mistreatment, however, most WSU employees are required to report information implicating EP15 to OEO. See <https://oio.wsu.edu/reporting-requirements-2/>. OEO may share information about the report with the ESFCOM Office of Student Affairs as appropriate.

If students are unsure about what to do, you can contact the ESFCOM Office of Student Affairs at eflostudentaffairs@wsu.edu or by calling 509-368-6827 or OEO at <https://oio.wsu.edu/> or by calling 509-995-8288.

Review of a Report of Student Mistreatment

All reports of student mistreatment received by ESFCOM will be routed to the Office of Accreditation, Assessment and Evaluation. Upon the receipt of a mistreatment report, the Associate Dean for Accreditation, Assessment and Evaluation reviews the report. After reviewing the report and consulting with the Professionalism Excellence Advisory Committee, the Associate Dean for Accreditation, Assessment and Evaluation determines appropriate action:

- A. If the report involves discrimination as defined by [EP 15](#), refer the report to OEO for processing consistent with the University processes for discrimination reports. In consultation with OEO, the Associate Dean for Accreditation, Assessment and Evaluation may also conduct an investigation and/or take other actions consistent with this student mistreatment policy and other applicable University policy.
- B. If the report involves workplace violence and/or bullying, follow the procedures outlined in [BPPM 50.30](#) and/or [50.31](#). In addition, the Professionalism Excellence Advisory Committee may also conduct an investigation and/or take other actions consistent with this student mistreatment policy and BPPM 50.30 and/or 50.31.
- C. For all other reports not included in A and B above, the Associate Dean for Accreditation, Assessment and Evaluation determines if further investigation is warranted.

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Investigation and adjudication of student mistreatment allegations

If, as a result of the investigative process, the Associate Dean for Accreditation, Assessment and Evaluation determines an investigation is warranted, the office will oversee the prompt investigation and inform other offices and individuals, as appropriate, such as the Vice Dean of Student and Faculty Experience. At this stage the identities, when available, of both the accused and accuser making a complaint may be revealed to the supervisor of the accused faculty, resident, staff or administrator in order to pursue further process. The Associate Dean for Accreditation, Assessment and Evaluation meets with the student before further investigation occurs and clarify if the student's name is to be revealed at this stage and under what conditions that the student's name may be revealed to different parties involved. The student may request for the Associate Dean for Student Affairs be present for support.

In cases that require further investigation, the accused faculty, resident, staff or administrator are expected to meet with their immediate supervisor to present their perspective about the mistreatment complaint, explain the context or address other relevant details. The immediate supervisor of the faculty, resident, staff or administrator solicits additional information about the case to learn about any contributing factors of the behavior to determine whether mistreatment took place. The supervisor also provides an opportunity for any student who is the subject of alleged mistreatment to present directly to them.

If the supervisor of the faculty, resident, staff or administrator determines that mistreatment took place, the supervisor discusses a possible professional development plan and may implement any disciplinary protocols as outlined by human resource policies, applicable employee handbooks/manuals (including faculty handbook), bargaining unit agreements, or any additional policies related to mistreatment of a student. The supervisor must inform the Associate Dean for Accreditation, Assessment and Evaluation the outcome of the meeting in a timely manner. The supervisor communicates in writing the development plan or disciplinary action with the faculty, resident, staff or administrator.

Upon completion of the development plan or disciplinary actions, the supervisor of the faculty, resident, staff or administrator reports back to the Associate Dean of Student Affairs.

The Associate Dean of Student Affairs is responsible for sharing the status of the investigation with the student throughout the process.

If the student or faculty member disagrees with the supervisor decision, either party can appeal the decision to the ESFCOM Dean.

Protection from Retaliation

Retaliation in any form is a violation of the ESFCOM Code of Conduct as outlined in the faculty handbook and human resource policies. Appropriate action may be taken to

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protect the students from harm or any type of retaliation. Faculty, residents, staff and administrators who have been accused of mistreatment are informed that retaliation is regarded as a violation of University Policy and is managed as a separate and distinct form of mistreatment.

Rights of the Accuser and Accused

The accuser and accused will have rights to the following:

a) due process, b) confidentiality c) a fair, thorough and timely investigation and d) communication regarding the outcome of the complaint (in keeping with privacy policies).

5.0 Related Policies:

- WSU Policy Prohibiting Discrimination, Sexual Harassment, and Sexual Misconduct, [EP#15](#)
- WSU Policy on Faculty/Student and Supervisor/Subordinate Relationships [EP#28](#)
- WSU Workplace Violence Policy [BPPM 50.30](#)
- WSU Workplace Bullying and Harassment Policy [BPPM 50.31](#)
- WSU Standards of Conduct for Students [WAC 504-26](#)

6.0 Key Search Words

Student Mistreatment, retaliation, reporting mistreatment, rights of accuser and accused
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7.0 Revision History

Original Approval	Policy number	Revision Approval Date
5/16/2016	EQ.03.01.160516	8/8/2017

Responsible Office: Office of the Vice Dean for Student and Faculty Experience

Policy Contact: Vice Dean for Student and Faculty Experience

Supersedes: EQ.03.01.160516 Approved on 5/16/2016