

---

**STUDENT CONFLICT RESOLUTION CENTER**  
**2009 OFF-YEAR REVIEW**

---

**Overview of the Student Conflict Resolution Center**

The Student Conflict Resolution Center (SCRC) has been assisting students in resolving conflicts at the University since 1968. SCRC functioned as a student organization until 2005 when it became an administrative unit within the Office for Student Affairs. There are two full-time and one part-time professional staff (Director, Assistant Director, and Ombudsman) and three students (Advocate, Ombudsman, and Accounts). SCRC provides students with formal and informal methods of conflict resolution by providing information, coaching, and intervention.

**Functions of SCRC**

SCRC serves students through two functions: ombudsman and advocate. Ombudsman staff facilitates resolution through informal intervention and mediation services. Cases include grade disputes, problems with faculty and advisors, scholastic misconduct, and any other issue involving members of the university community. The function operates under the International Ombudsman Association's standards of practice and ethical principles. These core principles include independence, impartiality, confidentiality, and informality; SCRC also works to promote organizational fairness and justice.

The advocate assists students who are going through formal grievance and disciplinary proceedings. The advocate works on behalf of students by gathering evidence, writing opening and closing statements, and interviewing witnesses in the preparation and presentation of a student's case. The advocate also monitors proceedings for due process violations, and assists the student in formal appeals when there has been procedural flaw or the evidence does not support the hearing panel's findings.

**A student's words**

*"I couldn't be happier with the results from using this service. I was getting nowhere with the other departments and you guys helped me convey my problem to the appropriate people and obtain results."*

SCRC conducts extensive systematic intervention and outreach within the University community. Proactive involvement within the University community allows SCRC to build relationships with departments to more effectively resolve problems, create opportunities for early intervention and resolution of concerns affecting large numbers of students, and create campus visibility for students to more easily access SCRC services.

## **SCRC 2008 Highlights**

In the 2007 – 2008 academic year, the Student Conflict Resolution Center

- Closed 607 cases
- Saved students a total of \$228,075
- Advocated for students in 20 formal proceedings
- Represented students at eight hearings
- Lead the university initiative against academic incivility within the graduate student experience
- Participated in 37 outreach and training activities reaching over 1,000 students, faculty, and staff

Fiscal Page

	A	B	C	F	G
	FY07 Actual 2006-2007	FY08 Actual 2007-2008	FY09 Approved 2008-2009	FY 09 Through P6 2008-2009	FY 10 Projected 2009-2010
<b>Current Non-sponsored Revenue - Total Earned Revenue</b>					
1 TUITION - 100% Attribution (75/25 split)	\$ -	\$ -	\$ -	\$ -	\$ -
2 UNIVERSITY FEE	\$ -	\$ -	\$ -	\$ -	\$ -
3 STUDENT FEES	\$ 201,358	\$ 210,043	\$ 225,000	\$ 203,499	\$ 235,000
4 INDIRECT COST RECOVERY	\$ -	\$ -	\$ -	\$ -	\$ -
5 STATE SPECIAL	\$ -	\$ -	\$ -	\$ -	\$ -
6 INTERNAL SERVICE ORG	\$ -	\$ -	\$ -	\$ -	\$ -
7 OTHER UNRESTRICTED (sales, misc.)	\$ -	\$ -	\$ -	\$ -	\$ -
8 GIFTS	\$ -	\$ -	\$ -	\$ -	\$ -
9 PRIVATE PRACTICE	\$ -	\$ -	\$ -	\$ -	\$ -
10 APPROPRIATIONS	\$ -	\$ -	\$ -	\$ -	\$ -
11 GRANTS AND CONTRACTS	\$ -	\$ -	\$ -	\$ -	\$ -
12 INVESTMENT INCOME	\$ -	\$ -	\$ -	\$ -	\$ -
13 ENDOWMENT INCOME & PUF DISTRIBUTION	\$ -	\$ -	\$ -	\$ -	\$ -
14					
<b>Total Earned Operating Revenues</b>	\$ 201,358	\$ 210,043	\$ 225,000	\$ 203,499	\$ 235,000

Fiscal Page (cont'd)

	A	B	C	F	G
	FY07 Actual 2006-2007	FY08 Actual 2007-2008	FY09 Approved 2008-2009	FY09 Through P6 2008-2009	FY10 Projected 2009-2010
<b>EXPENDITURES</b>					
<b>Expenditures by Object Class</b>					
Salaries					
Professional and Administrative	\$ 114,510	114,440	\$ 122,682	\$ 66,743	\$ 126,700
Student	3,452	3,013	\$ 20,384	\$ 737	\$ 20,384
Work Study	-	-	-	-	-
Civil Service/Bargaining Unit	10,219	23,295	\$ 22,568	\$ 9,442	\$ 24,024
Salaries Subtotal	128,181	140,748	\$ 165,634	\$ 76,922	\$ 171,108
Fringe Benefits	36,751	37,755	\$ 42,290	\$ 20,168	\$ 40,924
Student Aid	-	-	-	-	-
Consultant/Purchased Person.	-	-	-	-	-
Communications	2,585	1,127	\$ 1,962	\$ 775	\$ 2,026
Supplies, Serv, & Misc. Exp.	13,474	10,395	\$ 17,000	\$ 6,566	\$ 17,553
Materials for Resale	-	-	-	-	-
Equipment & Other Capital Assets	-	-	-	-	-
Rents, & Leases	-	-	-	-	-
Repairs, Maintenance & Supplies	1,500	-	-	-	-
Utilities	-	1,734	\$ 1,358	\$ 95	\$ 1,345
ICR/Subcontracts/Participants	-	-	-	-	-
IRS Assessment	-	-	-	-	-
Enterprise Assessment	1,602	-	\$ 1,929	\$ 1,929	\$ 1,991
Budgeted Reserves - 9500	-	-	-	-	-
Recurring FY06 Compact Allocation	-	-	-	-	-
Cost Allocation Charges	-	-	-	-	-
Utilities	-	-	\$ 1,711	-	\$ 2,224
Building Services/Maintenance Etc.	4,255	5,712	\$ 6,091	\$ 961	\$ 6,512
Debt	-	275	-	-	-
Libraries	-	-	-	-	-
VP Research	-	-	-	-	-
Information Technology	2,085	1,686	\$ 1,762	-	\$ 1,842
Student Services	-	-	-	-	-
Administrative Service Units	1,788	8,891	\$ 7,911	-	\$ 8,782
<b>TOTAL OPERATING EXPENDITURES</b>	\$ 192,221	\$ 208,323	\$ 247,648	\$ 107,416	\$ 254,307

	A	B	C	F	G
	FY07 Actual 2006-2007	FY08 Actual 2007-2008	FY09 Approved 2008-2009	FY09 Through P6 2008-2009	FY10 Projected 2009-2010
43					
44					
45					
46					
47					
48					
49					
50					
51					
52					
53					
54					

Nonoperating Revenues(Expenses)

Net Transfers In(Out) from other Units

**OPERATIONS & MAINTENANCE ALLOCATION**

FY06 Compact Allocation Recurring Transfer

**NONOPERATING REVENUES**

**(Decrease) Increase in Net Assets (line 15 – line 42 + line 47)**

Net Assets

Net assets beginning of the year

Net assets at end of year (line 52 + line 49)

