CAL POLY
Civil Rights & Compliance

iTeam Cozen Meeting
October 19, 2023
01-301
3:00pm to 4:30pm

Present: Jen Haft, Maren Hufton, Al Liddicoat, Joy Pedersen, Debi Hill, Kara Samaniego, and Elizabeth Adan
Via Zoom: Rachel Fernflores, George Hughes, Matt Lazier
Absent: Samuel Andrews

Meeting commenced at 3:03pm

1. Communication Plan Update
    a. Several people have shared their ideas
    b. Waiting to hear from ASI
    c. One more week to receive input
    d. We are looking at communication plans from other campuses for inspiration and best practices.
2. First phase of communication
    a. Sift through ideas and refine and then create timelines
    b. Submit the implementation plan in January, and adjust once we receive guidance from leadership and the Chancellor's Office (CO)
    c. CO will continue to assess and share feedback as we go.
3. Cal Poly's Cozen Website
    a. Our web designer has created Cal Poly's page using Humboldt's example
    b. Website will include the Cozen Report, the names of the Campus Implementation Team (iTeam), iTeam meeting notes, action plans, next steps, campus communications regarding Cozen, and quick links to CP resources
    c. Hoping to make it live next week; campus communication announcing the website will tentatively be sent last week of October
    d. The website will have an alias.
    e. Information about the CSU State Audit will also be included
    f. Any suggestions?
4. Communications Plan Walkthrough
    a. Everyone on iTeam should have access to it
        i. The items that are already completed are highlighted in orange
        ii. Things that still need to be done – website, meetings, Must Mail, email alias – are highlighted in green

b. Discussion of Suggestions (modality, audience, and key message)
   i. We need transparency and feedback from community
   ii. Our goals must be aligned with stakeholders, and they need to know we are communicating with and hearing from them and that we are aware of their experiences.
   iii. Focus groups, online surveys
   iv. What is the best way to collect feedback from students who are disproportionately affected? Not everyone reads emails – how do we ensure that as many stakeholders as possible are participating?
      1. We need to go to stakeholders. Sit with them and talk about it, gather feedback
      2. These meetings should be focused on the future and the goals we have for the Implementation Plan.
c. Groups to Target
   i. IDHC meets quarterly – Instructional Department Heads and Chairs
   ii. College Councils
   iii. Dean's Offices
   iv. DOS (Dean of Students) Advisory Board
   v. SHACK: Safer's Advisory Board
   vi. Leaders of Cultural Clubs possibly?
   vii. Greek Life councils
   viii. Athletics
   ix. Mustang Monday KH sends out via social media – good target group
   x. Parent-Program newsletter
   xi. Campus Climate Survey – Safer sent out a few years ago and can share their list of stakeholder groups
   xii. The red postcard on the portal
   xiii. Mustang News – meet with them proactively once we have firm dates and details.
   xiv. President's Cabinet will need a quarterly update to summarize the work the iTeam is doing, (creating communication plan, and implementing the plan)
5. Communication to campus community
   a. Tentatively planned for January 2024
   b. Will include iTeam developments, upcoming programs and resources, links to the CP Cozen website
   c. Suggestion: emails could be like the ones sent by the HSI (Hispanic Serving Institution) Symposium, with unique logo and branding to signify university's commitment to and intentionality of the process and to create energy and momentum.
   d. Communications must be intuitive and approachable so that people can easily and readily talk to the iTeam
   e. Emails need to be read. Perhaps ask department chairs, managers, leaders to forward them directly to their team with a request to read and provide feedback

  f. Jen will submit the communications plan to the Chancellor's Office on Friday, October 27th

  g. Jen will create a PDF of the test website and share it with iTeam. Please share any feedback you have.

6. Cozen Recommendations

  a. Recap

    i. Last meeting's PowerPoint included information about the five main recommendations CP received from Cozen.

    ii. The recommendations were not exclusive or exhaustive, but included specific language from the Cozen report that was unique to Cal Poly and gave the university a place to focus

    iii. The first two Cozen recommendations concern internal protocols that are specific to the Title IX office. The CRCO (Civil Rights & Compliance Office) will be responsible for these recommendations.

    iv. The three remaining recommendations – Communications, Prevention, and Conduct of Concern – are the responsibility of the iTeam, and we should tap into each member's expertise to reach these goals.

  b. The Trust Gap mentioned in the Cozen Report

    i. What is it and how can we bridge it?

    ii. Part of this trust gap may be historical, structural, or institutional, but are there things that Cal Poly can address and remedy?

    iii. Higher Ed is sometimes like the blind men who attempt to learn what an elephant is, each touching a different part, and disagreeing on their findings: we all tend to claim truth based on our own experiences and ignore other people's perspectives (which may be equally true).

      1. Trust is believing and validating others' points of view and inviting others to "feel our own part of the elephant."

      2. How to build early literacy so that we all "define the elephant the same way"

    iv. Transparency as part of the trust gap

      1. Some of the trust gap may be historical. Things have changed legally, and not just here on campus, which necessarily means that we cannot do things a certain way, no matter how much we want it.

      2. We need to create a culture in which people are not first encountering the rules when they break them or experience them in a negative way

      3. How much information is required to feel transparent?

      4. A lot of students have an innate distrust of the institution, particularly BIPOC and minority students. We need to learn which students are experiencing the distrust and how to outreach them.

        a. Focus groups, listening groups, materials available in Spanish, ADA-accessible, etc.

        b. Intentionally work with those students who experience the trust gap.

    5. Information is seen differently if it comes to students from trusted people, even if it is the same message. The messenger matters

  v. Ensure that students and the CP community know where to go if they have a Title IX or DHR (Discrimination, Harassment, and Retaliation) issue. We need expertise from this group: how do we bridge the communications and trust gap? When this gap is bridged, other things will come easily.

    1. Students are saturated with so much information at the beginning of the year; let us ensure they are learning these things throughout their time at Cal Poly.

    2. Simple JPEG infographic: "if this happens, go here." It should be simple, easy to find, and easy to share. ADA-compliant. Images rather than text

    3. When people are not receiving enough information, they fill in the gaps, sometimes with confirmation bias and inaccurate information.

    4. Receiving the same message from different people builds trust. If there are inconsistencies in the information, let us learn why and then fix that communication breakdown.

    5. It is difficult for people/students who have experienced trauma to retain any kind of information, so the more often and more varied that information is provided, the better.

  vi. The perception that the university does not want to learn the truth in a Title IX matter is an issue.

    1. Due process has taken the decision out of campus investigators' hands. Hearings take longer because of due process.

    2. It will take a community effort to disseminate the correct information. This could be one of the report's biggest impacts.

  vii. There is some information that we cannot legally divulge; we are bound by privacy laws. The communications plan should address this compliance piece for full transparency.

  viii. What is our measurement for successfully bridging the trust gap?

    1. Being confident that we are all reaching the same goal and benefiting the same individuals

    2. Getting past the misconceived notions of Title IX, its processes, and investigations; once this is addressed, people will understand even if they do not agree.

    3. Knowing that we all have different responsibilities and opportunities to help our communities

7. Next Steps

 a. Once the communications plan is submitted on 10/27, we can begin working on the action/implementation plan.

 b. This was an important meeting in which we learned the challenges and produced some ideas for overcoming them. Let us now focus on our defined deliverables

c. The iTeam might have to do things on our own or split into smaller groups in order to accomplish the goals.
   i. Let us have one more communal meeting to wrap up the communications plan and then move onto the next recommendation.
   ii. Create subgroups
d. Other Conduct of Concern will be guided by CO's ultimate policy.
e. Our implementation plan can be more of a narrative than the communications plan
   i. Break down our goals and Cozens recommendations and where/why they may deviate
   ii. Timeline with multiple years, responsible departments, fiscal impacts, timelines, etc.
f. For next meeting, focus on Prevention, Education, Training, and Awareness for next meeting
g. Next meeting will be late October or early November; Outlook invitations will be sent soon.