

Community Liaison Committee Mediation Program Guidelines

I. Purpose

In the event of an intractable dispute in which one or more community organization and the University cannot reach agreement on a specific issue or set of issues related to the 2011 Campus Plan, the parties agree to the following procedures to address their differences. To be eligible for mediation, a grievance must set forth the specific relief sought and be signed by a community organization representative(s).

II. Pre-Mediation Guidelines

The parties will make every effort to resolve disputes during regularly scheduled meetings of the Community Liaison Committee (CLC). If a dispute cannot be settled in the CLC, then the issue may be addressed as follows:

Step 1:

The aggrieved community organization(s) may submit a written grievance to the University through the Vice President of Campus Life or designee, with a copy to all other community organization(s). The Vice President of Campus Life or designee will convene a meeting to discuss the grievance with the aggrieved community organization(s) with notification of the meeting to all other community organization(s).

Step 2:

If the grievance is not satisfactorily addressed at Step 1, the matter will be referred to mediation, if requested by the aggrieved community organization(s).

III. Mediation Referrals

A mediator will be selected from a pool of mediators that has been pre-approved by the Community Liaison Committee. If the mediator that is selected is not able to serve, the parties will select a replacement mediator. Case referrals will be guided by mediators' areas of expertise and the priorities of timely and effective dispute resolution. The purpose of the pre-approved pool is to expedite the selection of a mediator, but if the parties prefer another candidate that is better suited for the controversy in a specific case, they will seek to agree on another mediator.

IV. Mediation Objectives

A grievance will be referred for mediation at the University's expense. The objectives of the mediation will include:

- resolution of the conflict in a fair and respectful manner;
- helping the parties to understand each other's perspective on the issues in dispute; and
- improving the relationship between the University and the community.

In advance of the mediation the parties must designate participants with authority to resolve the dispute on their behalf. It is recognized that the parties may need to obtain final approval for a resolution from their respective Boards or governing bodies. Each side may bring a maximum of four people to mediation, unless the mediator deems that additional participants are needed or beneficial for all or part of a session.

V. Timeliness

Mediators will be asked to make reasonable efforts to commence mediation within two weeks of accepting a case. Where feasible the mediator and the parties will seek to complete the mediation within 60 days after the case is referred to the mediator by the parties. However, it is recognized that the parties may need more time to prepare and present their case, and the mediators will adjust the schedule for this purpose. Either party may voluntarily decline additional mediation, after participating in good faith in at least one mediation session. The mediator will exercise his or her professional judgment, and will have full discretion to determine the format of all sessions and how many mediation sessions are needed for a productive process. The mediator may terminate mediation at any point after the first session, if in his or her judgment further mediation would not be fruitful.

VI. Conduct of the Mediators

Mediators are expected to adhere to the [American Bar Association Model Standards of Conduct for Mediators](#).

VII. Reporting

The University has a responsibility to obtain information about mediation sessions to ensure the quality of referrals for dispute resolution. Accordingly, at the conclusion of the mediation, outcome surveys may be given to all mediation session participants, including the mediators. Participation in the survey is voluntary for the mediating parties, but timely participation is required of contracted mediators. All information will be shared with the Community Liaison Committee.

VIII. Effective Date

These guidelines are effective 03/19 /2013.