GRINNELL COLLEGE

August 31, 2010

Division of Student Affairs
Grinnell College
Grinnell, Iowa 50112-1690

641-269-3700
Fax 641-269-3710
www.grinnell.edu

Travis Greene
Dean of Students

Michael Sims
Director of Student Activities and Campus Center Operations

RE: FINAL notes on DSA Review and Assessment of Student Conduct and Campus Center Operations & Student Activities

Travis and Michael:

Again, thank you for the effort and consideration you put forth through the recent DSA Review & Assessment of your areas – Student Conduct and Campus Center Operations & Student Activities, respectively. It is apparent from the review team's feedback that there is much to be commended about the work you are doing and the programs you lead. For that, congratulations and thanks!

I also want to take this opportunity to summarize what will occur this year as a result of recommendations made by the team (and my subsequent conversations with each of you). When we meet next individually, please bring to that meeting your implementation plan for the three issues mentioned below for your programs, including a timeline that begins immediately and concludes before April 2012.

<u>Student Conduct</u>

- Continue to explore and pursue **educational efforts within the campus community regarding the Student Conduct**, its documents, programs, and processes – especially within populations which have not had and may never have any personal exposure otherwise. The ideas you detail in your response are a terrific start.

- Continue to formalize, routinize, and improve **training for the hearing board members and presiding officers**, including manuals, sessions, workshops, and role playing activities.

- Provide **regular updates to the RLC staff regarding the Student Conduct program**, including information about specific cases where their "need to know" can be justified.

Campus Center Operations & Student Activities

- **Explore and implement new hiring, training and management strategies for student employees** in the Rosenfield and Harris Centers. This should include, but not be limited to: a competitive and transparent application process (requiring a letter and resume, interview, etc., like other DSA student positions); a tiered management system that develops leadership and responsibility; and a year-long training "curriculum" (that includes customer service training and training with the technology that they must master in their functions). In need of particular attention is the training of Harris staff and their relationship with ACE Security staff.

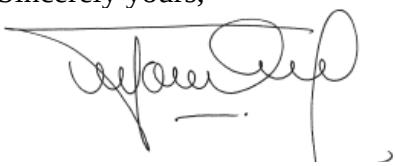
- **Consider staffing and scheduling options** at the Information Desk that would maximize the talents of both career and student staff members, especially after traditional 8-5 work hours. This could also relieve some of the pressure you experience in being "on-call" at nearly all hours.

- Arrange with SGA leaders for an outside – third party – **evaluation of the Harris Cinema and its equipment**, so that we can satisfy all interested parties and settle any and all existing questions and misconceptions about the capacity and performance of the facility.

Again, thank you both for your commitment to the College, the DSA, and your programs. It is a true pleasure to work with you.

Sending you best wishes, I remain,

Sincerely yours,



W. Houston Dougharty
Vice-President for Student Affairs