



RESOLUTION CENTER FOR STUDENT CONDUCT & CONFLICT



2024-2025
ANNUAL REPORT

LETTER FROM THE DIRECTOR

Dear Colleagues and Partners,

Guided by our core values of Human Dignity, Common Good, Growth, and Accountability, this year marked an increase in our office's workload and meaningful connections in our partnerships. We resolved over 600 cases, a 25% increase, as we continued to support students through both incidents of misconduct and interpersonal conflict.

We also deepened partnerships with Housing and Residence Life, the Office of Inclusive Excellence, and Athletics to name a few, strengthening our collective impact across campus. These collaborations underscore our shared commitment to fostering a respectful, inclusive, and accountable community.

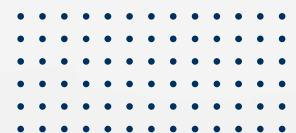
Thank you for your continued partnership and support. I look forward to working together in shaping a healthy Zag community in the year ahead.

Matthew



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● MOVE TO IN-PERSON OUTCOMES

Last year, staff noticed an increase in Artificial Intelligence (AI) use by students completing their student outcomes. This led staff to revamp many of the existing outcomes and modify them to be more interactive and return to a predominantly in-person model for outcome completion. Research and reflection papers were modified to be in-person presentations and conversations; the alcohol class was returned to the Office of Health Promotion as an in-person class with a facilitator instead of an online workshop; and existing in-person outcomes were assigned significantly more than in the previous academic year. **33** students were assigned Magis Mentoring (compared to 13 in 23/24 AY) and **44** were assigned University Engagement (compared to 20 in 23/24 AY).

“

I liked having an in person conversation much more than a written reflection as it allows me to engage with the [resolution] center counselor and talk about other issues that may have impacted the situation. Through this, the counselors can also do mental health checks on the students instead of just lecturing them.

–Resolution Center Outcome Feedback Survey

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HIGHLIGHTS AND ACCOMPLISHMENTS

● ESTABLISHED A NEW MEDICAL AMNESTY POLICY

2024 marked the first year in which the medical amnesty policy was implemented. This process could be applied to incidents related to substance use in which a student called for medical help, either for themselves or another student. It does not appear on a student's conduct record and leans into the guiding principle of *cura personalis*. If a student qualified under the medical amnesty policy, they would still meet with a staff person from the Resolution Center and complete substance use education through the Office of Health Promotion. In total, medical amnesty was applied to **31** individual cases in the 2024–2025 academic year.

● TRAINED HOUSING STAFF FOR CONDUCT

This past year, Resident Directors started adjudicating conduct cases, a practice which is common throughout higher education but had not been used at Gonzaga for several years. The Resolution Center developed and facilitated a two day training with Resident Directors and other housing staff in order to prepare them for handling conduct cases that impacted their housing communities. For the 2024–2025 academic year, the Resident Directors adjudicated a total of **174** conduct cases!

INCIDENTS & REPORTS

The Resolution Center for Student Conduct and Conflict is responsible for reviewing alleged violations of the Student Code of Conduct and for coordinating process to resolve referred allegations. This report reflects data of reports received by the Resolution Center during the period of August 15, 2024 through June 30, 2025. This report was generated during the month of June, causing some reports to still be in process and considered pending.

Referrals and Reports: The Resolution Center receives reports of alleged misconduct and complaints against a student from a variety of sources, including but not limited to:

- ❖ Housing & Residence Life
- ❖ Law Enforcement
- ❖ Campus Security & Public Safety
- ❖ Gonzaga Students
- ❖ Gonzaga Staff
- ❖ Gonzaga Faculty

The Resolution Center reviews reports that have been directly submitted to the office from various campus partners and individuals. These reports are reviewed by staff in the Resolution Center to determine if there is sufficient information that a violation of the Student Code of Conduct may have occurred. The Resolution Center also reviews hundreds of incident reports written by Campus Security and Public Safety to determine whether a violation may have occurred and to ensure students are connected with appropriate campus resources. Cases are then created from these submitted reports that the Resolution Center will handle.

REPORTS THAT BECAME CASES BY REFERRAL SOURCE

443

Housing &
Residence Life

149

Campus Security
& Public Safety

10

Resolution Center
Staff

19

GU Faculty & Staff

9

GU Student

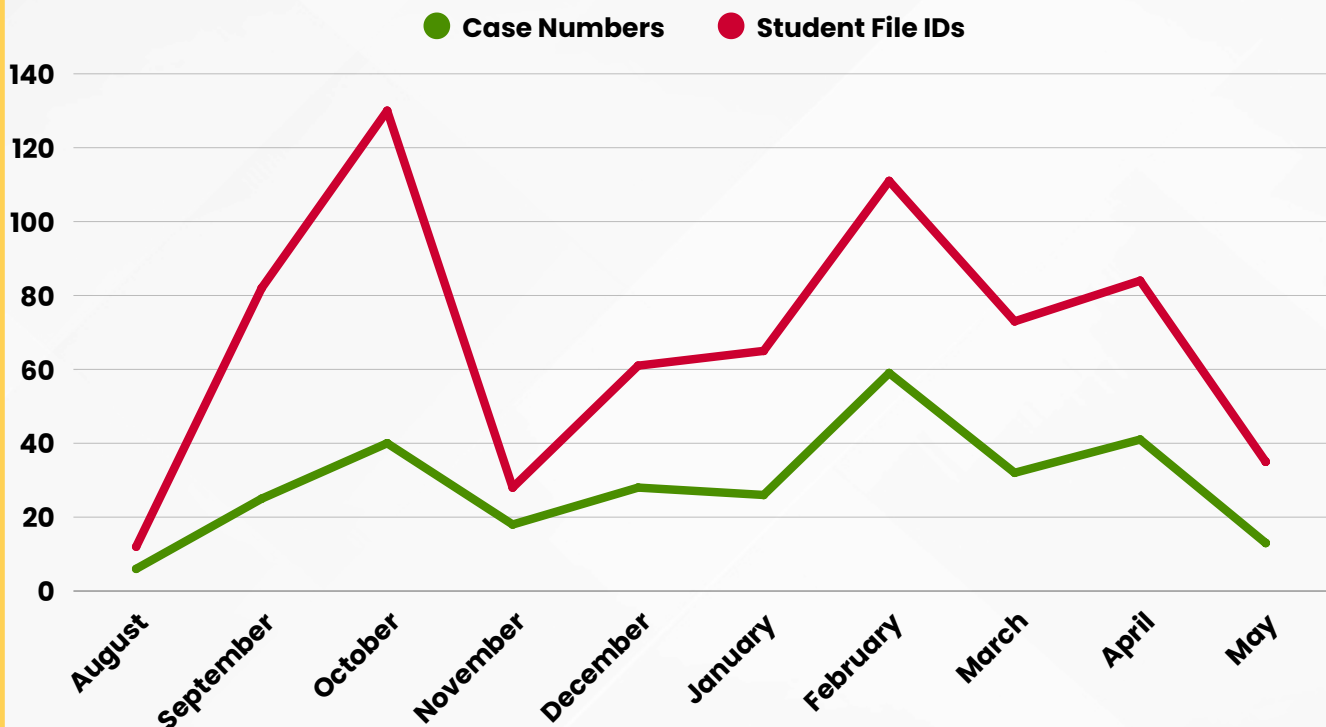
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Other partners

INCIDENTS & REPORTS

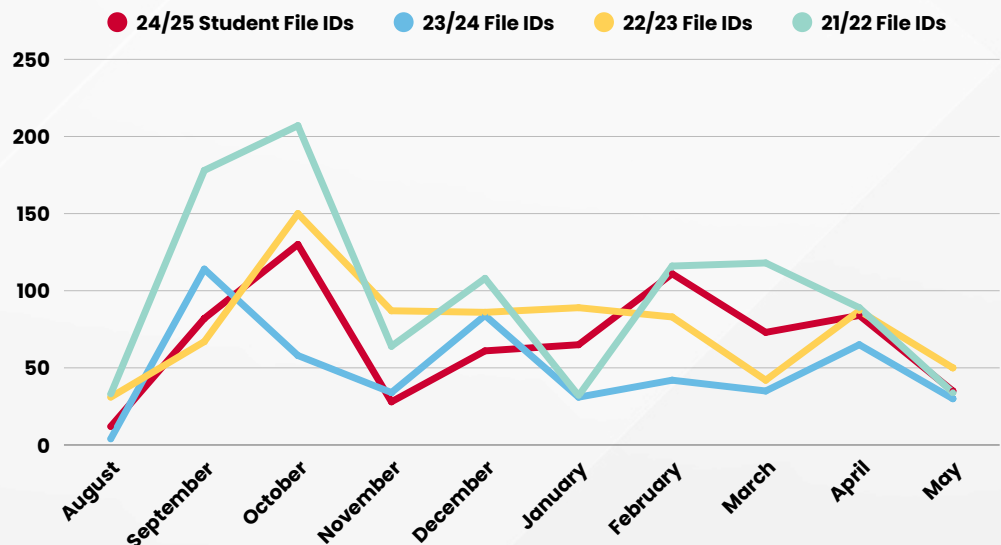
CASES AND FILE IDS BY MONTH

This graph includes case types for conduct, alternative processes, administrative or interim actions, and other Resolution Center services sorted by the month in which the incident occurred. A "case" refers to the whole incident while the "Student file IDs" refers to each individual student involved in an incident. Numbers shown will not match total processes throughout the year because this graph depicts all conduct processes started, even those that were closed before completion or changed process midway through.



YEAR OVER YEAR COMPARISON

This graph shows the "Student File IDs" counts by month for the past four academic years in order to provide a year over year comparison.



PROCESSES

OVERVIEW

If the Resolution Center determines that a report may constitute a violation of the Student Code of Conduct, a Student Conduct Process or Alternative Resolution Process will be initiated to resolve the report. For more information about these processes, please review the Student Code of Conduct.

The Resolution Center also provides other services upon request, including:

- Conflict Coaching
- Mediation
- Workshops and Trainings
- Student Records Check

This year, the Resolution Center hosted workshops, trainings, or presentations with various campus partners including UMEC, Housing, Study Abroad, and cultural clubs, as well as presented at the annual JASPA conference.

2024-2025 Numbers Requested Services

Conflict Coaching

0

Mediation

2

Workshops and Trainings

10

Student Records Check

26

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[My conduct officer] seemed very kind and genuinely cared about me and my side of the story and what I had to say.

-Resolution Center Feedback Survey

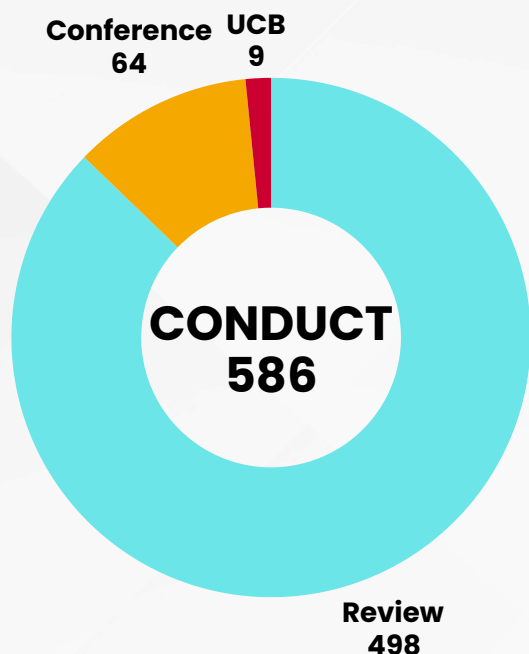
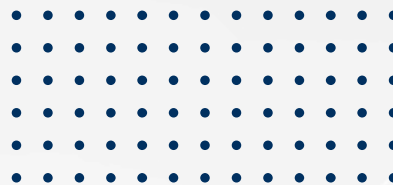
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[My conduct officer] was very helpful in the meeting. She did not make me feel judged or like she was talking down to me. I greatly appreciate her and her kindness.
-Resolution Center Feedback Survey

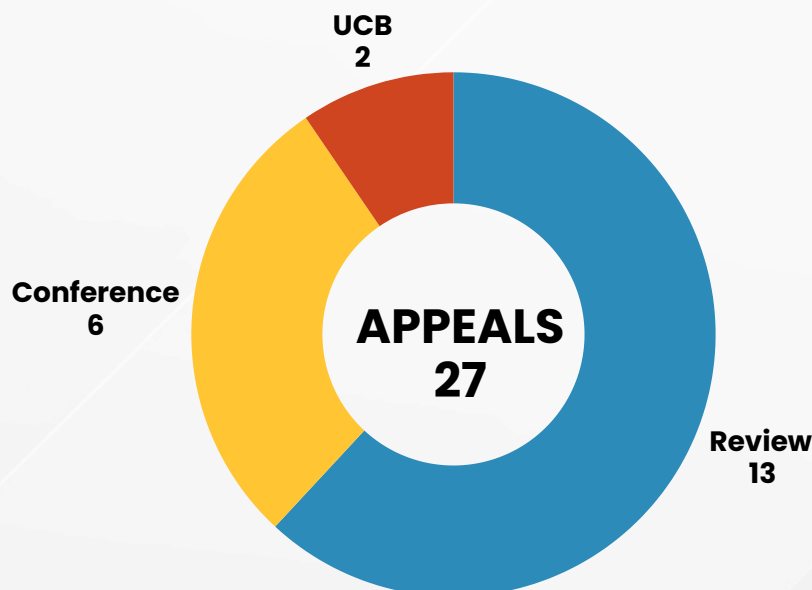
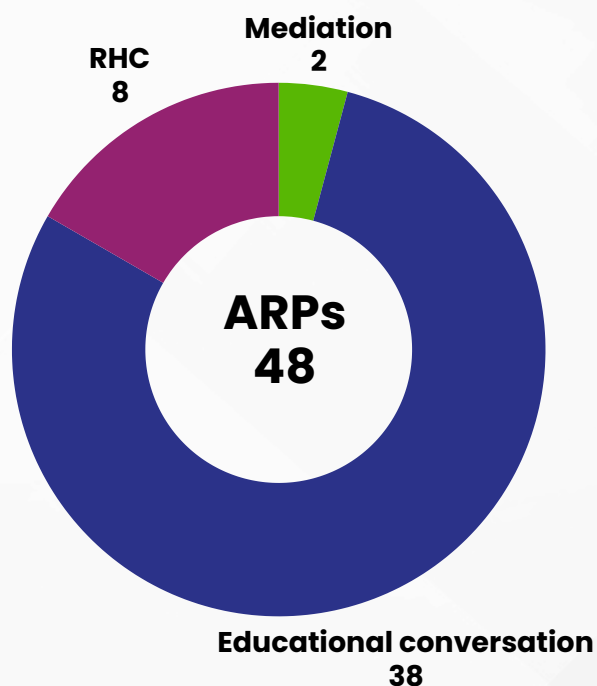
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PROCESSES



Conduct Processes are used to resolve the majority of student conduct violations. The lowest level process is a **Review** with one conduct officer. A **Conference** is facilitated by two conduct officers and is higher level, allowing for all outcomes including suspension. Finally, the **University Conduct Board (UCB)** is the highest level process, with three hearing board members in which all outcomes, including expulsion, are possible. Note: process type totals may not equal the conduct total because there are still cases in progress or “closed – pending complaint” as of the date the data was pulled for this report.

Alternative Resolution Processes (ARPs) are used to meet with students in order to resolve reports of alleged misconduct and provide resources as an alternative to a student conduct process. These can include **Mediation**, **Repairing Harm Conferences (RHC)**, or **Educational Conversations** (which include most Medical Amnesty cases). They are grounded in restorative principles and the student’s taking ownership for actions.



Appeals can be filed for any conduct process. The Resolution Center has a list of trained appeal officers from across the University who review all appeal requests that come in within the outlined timeframe.

VIOLATIONS

TOP 5 ALLEGED VIOLATIONS RELATED TO ALCOHOL AND DRUGS

- 1** Underage Possession, Use, or Consumption of Alcohol
223 Responsible | 152 Not Responsible | 8 Medical Amnesty
- 2** Provision of Alcohol to Minors
55 Responsible | 33 Not Responsible | 2 Medical Amnesty
- 3** Drinking Games in the Residential Facilities
35 Responsible | 43 Not Responsible
- 4** Possession, Use, or Consumption of Marijuana
35 Responsible | 19 Not Responsible | 6 Medical Amnesty
- 5** Possession of Alcohol Paraphernalia
39 Responsible | 11 Not Responsible | 1 Medical Amnesty



TOP 6 ALLEGED VIOLATIONS RELATED TO GENERAL PROVISION

- 1** Failure to Comply with a Reasonable Request
66 Responsible | 14 Not Responsible
- 2** Disorderly Conduct
52 Responsible | 7 Not Responsible
- 3** Guest Conduct and Responsibility
18 Responsible | 29 Not Responsible
- 4** Identification Cards
28 Responsible | 0 Not Responsible | 1 Medical Amnesty
- 5** Theft, Unauthorized Possession, or Misuse of Property
18 Responsible | 6 Not Responsible
- 6** False Identification (fake IDs)
18 Responsible | 0 Not Responsible | 1 Medical Amnesty

VIOLATIONS

FOUR YEAR COMPARISON

Table Key: XX/XX academic year – counts are only for findings of "Responsible" or "Medical Amnesty."

General Standards of Conduct	24/25	23/24	22/23	21/22
Violation of federal, state, or local law.	0	1	0	12
Abuse of the Student Code of Conduct system	4	17	22	22
Dishonesty, forgery, or fraud	2	1	0	2
False Identification	18	10	6	29
Providing False Information	14	14	11	17
Threat to Health and Safety	9	3	15	7
Reckless Endangerment	9	8	19*	6*
Disorderly conduct	52	21	35	7
Lewd or indecent conduct.	0	1	1	6
Failure to comply with a reasonable request	66	31	34	52
Damage, destruction, or vandalism of property.	8	16	22	18
Theft, unauthorized possession, or misuse of property.	18	17	28	32
Unauthorized video, photo, or audio policy	1	0	1	0
Total	201	140	194	211

*Reckless endangerment used to be classified under two violations, endangering with a weapon or endangering with a motor vehicle. It was combined into one violation (reckless endangerment) in 2023-2024.

Violations of the University's Alcohol Policy	24/25	23/24	22/23	21/22
Underage Possession, Use, or Consumption of Alcohol	231	196	220	275
Acute Intoxication - Underage	37	26	29	23
Acute Intoxication - Of Age	4	0	6	7
Provision of Alcohol to Minors	57	33	60	62
Possession of Alcohol in a Restricted Area	20	1	3	11
Mass Quantities of Alcohol - Residential Facilities	10	5	0	0
Drinking Games - Residential Facilities	35	34	65	25
General Alcohol Policy	4	0	0	0
Alcohol Paraphernalia- Residential Facilities	40	49	29	31
Total	438	344	412	434

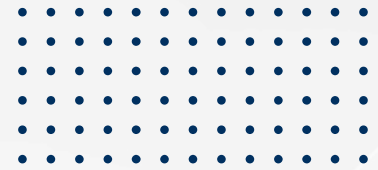
Violations of the University's Drug Policy	24/25	23/24	22/23	21/22
Possession, Use, or Consumption of Marijuana	41	54	30	52
Provision of Marijuana	0	0	0	0
Possession, Use, or Consumption of Other Drugs	3	2	0	3
Provision of Drugs or Controlled Substances	0	0	0	0
Manufacture, Sale, or Distribution of Drugs	1	0	0	0
Misuse of Prescription Drugs or Other Products	1	0	0	0
Provision or Manufacture of Drug Paraphernalia	1	0	0	0
Possession of Drug Paraphernalia	20	31	15	38
Total	67	87	45	9

University Policies	24/25	23/24	22/23	21/22
Admissions Violations	0	0	0	0
Animals	0	0	0	0
Fire Alarm and Safety Devices	12	3	17	33
Guest Conduct and Responsibility	18	12	11	13
Harassment and Discrimination - Title IX Processes are managed by the Title IX Office and are not included in this report	10	4	3	NA*
Hazing	0	0	0	0
Identification Cards	29	34	44	33
Information Technology Use	1	0	1	0
Keys, Pass Cards, and Codes	2	0	0	0
Non-Motorized Riding Devices	0	0	0	0
Parking and Traffic Violations	0	0	0	0
Restricted Area Entry	9	6	25	16
Smoking Policy	7	5	7	6
Solicitation Policy	0	0	0	0
Weapons, Fireworks, and Explosives	6	6	2	5
Total	94	70	110	106

*NA - Not available. Tracking metrics differed during this time frame.

**For full explanation of policies, please refer to the Student Code of Conduct found on our website.

OUTCOMES



Developmental Outcomes			
Alcohol Education	187	Policy Review	62
False ID Presentation	13	Progress Check-In	7
Substance Use Meeting	52	Reflection Assignment	129
Medical Amnesty - Substance use education	21	Reviewing Expectations for Conduct and Policies (RECAP)	34
Cannabis Education	24	Research Project	15
Anger Management	3	Civic Service hours	0
Integritas	10	University Engagement	44
LYVE Workshop	31	Civic Service as fine substitution – This is an opt in practice	28
Magis Mentoring	33		
Interpersonal Skills Meeting	4	Community Restoration in Action	2
Defensive Driving	0	Conflict Coaching	0

“ Addressing these topics [alcohol and drugs] honestly encourages students to reflect on their choices and promotes safer practices, just like I did this past couple months.

–Excerpt from a student research project

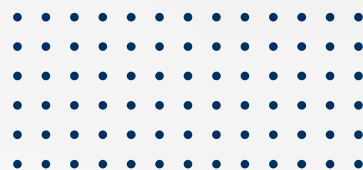
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“ I thought [the alcohol class] was very informational and learned a lot about how to monitor and help others during emergency situations.

–AOD Class survey feedback

”

OUTCOMES



Restrictive Outcomes	
Ban	0
Residential Relocation	1
Residential Type Restriction	3
Loss of Privilege	1
Contact Restriction	4
Residential Removal	0

Administrative Outcomes	
Fines	317
Restitution	13
Hold	3
Warning	7
Housing Probation	99
Conduct Probation	30
Administrative charge	26

“

After attending a variety of events at Gonzaga University, I have found a new sense of belonging in the Gonzaga community. Although I already pride myself on being very involved with the Gonzaga community, it has still been an incredibly rewarding experience as it has allowed me to engage with diverse communities I haven't immersed myself in before.

-Excerpt from a University Engagement outcome form

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Academic Progress Outcomes	
Expulsion	0
Suspension	2
Withholding Degree	0
Revocation of Admission	0
Revocation of Degree	0

APPEALS & OTHER CASE DATA



APPEALS

Appeal Received and Final Outcome	Conduct Review	Conduct Conference	University Conduct Board
Received (currently under review)	0	0	0
Original decision upheld	14	7	2
Remanded to correct and/or reconsider due to procedural error	1	1	0
Remanded for disposition due to new information	2	0	0
Total Appeals Received	17	8	2

OTHER CASE RELATED DATA

30 **In Absentia Decisions**
In Absentia means that the student did not attend their conduct meeting and a decision was made in their absence.

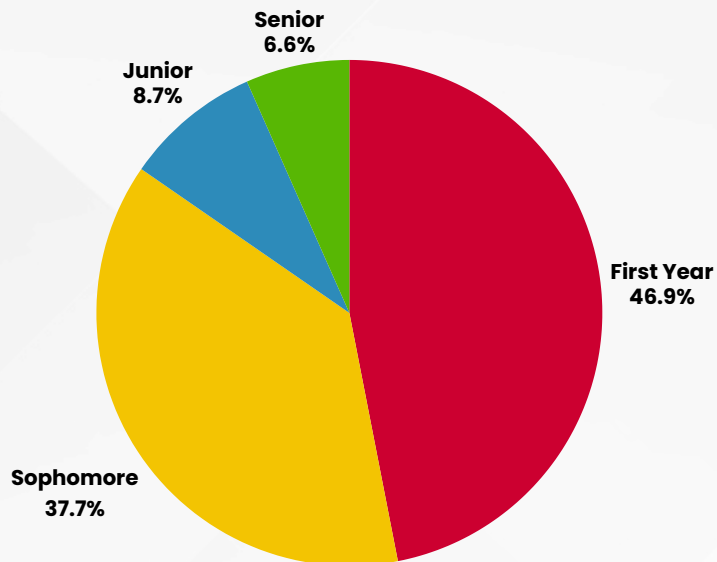
14 **Attempted Outreach Meetings**
Outreach meetings are meant to connect with a student to let them know about a concern related to a report received that may not yet rise to the level of a conduct issue, but could under slightly different circumstances.

18 **Non-Actionable Reports**
Non-Actionable reports are incident reports submitted directly to the Resolution Center that do not result in any type of process because they either do not contain an identified student or it does not include a conduct violation.

36 **Referred to Housing Reports**
Referred to Housing reports refer to incidents that violate a housing policy, but does not rise to level of requiring a conduct process. It is therefore sent to the Resident Director for follow-up.

WHO ARE WE SEEING?

Process by Student Classification



4 ELC STUDENT PROCESSES

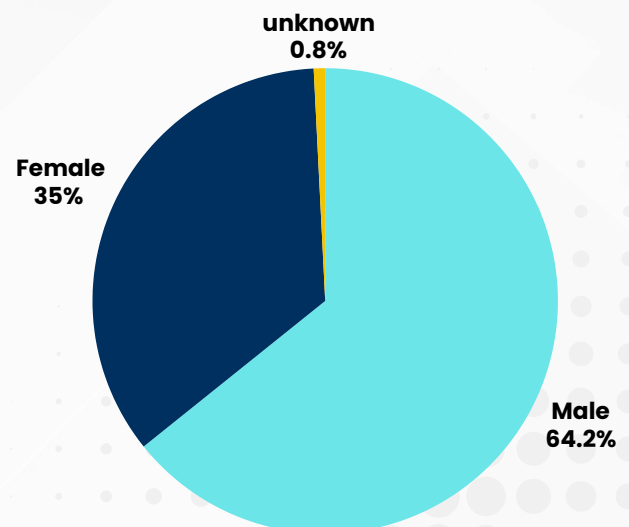


5 GRADUATE STUDENT PROCESSES

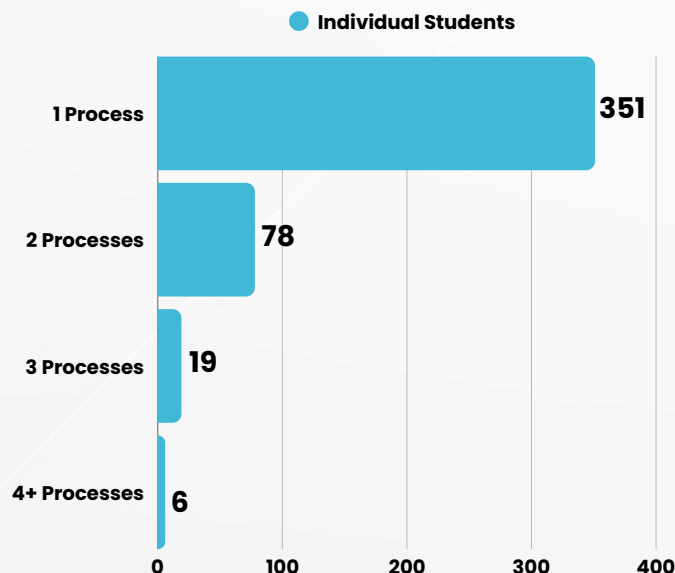


29 STUDENT ATHLETE PROCESSES

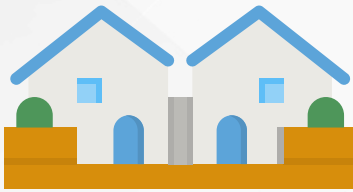
Process by Gender



Student Involvement in Number of Processes



PREVENTION & COLLABORATION



Logan Neighborhood Task Force

Resolution Center staff participated on the Logan Neighborhood Task Force, a group established to try and improve community outreach to local residents and landlords. The group was also tasked with brainstorming ways to address community concerns about student impacts to the Logan neighborhood.

Gonzaga BIAS Team

Resolution Center staff collaborated with partners in the Office of Inclusive Excellence through membership in the BIAS Team. This team is focused on supporting people and groups who experience bias incidents and monitoring and reporting on those incidents.



Tabling and Outreach to Students

This year was the first year the Resolution Center tried to be more intentional with student outreach efforts. Student staff hosted two tabling events in Hemmingson, one on New Years Resolution and one on conflict resolution styles. In addition, the office partnered with other building partners to host an open house at the beginning of the year to bring students in and promote Resolution Center services.

Alcohol and Drug Classes Return to OHP

For the past two years, the alcohol and cannabis education had to be moved to an online workshop which presented numerous challenges. This academic year, campus partners in the Office of Health Promotion were able to take over the alcohol and drug education programming once again and brought it back to the in-person model that had been used previously..



This year, 133 students completed the alcohol skills training program. Of those students, 105 (**79%**) said they were likely or very likely to make a change to their drinking. Of the 14 students who completed the cannabis education class, 13 (**93%**) said they were likely or very likely to make a change to their cannabis use.

“ I want to be the safest and healthiest version of myself, and I will use the tips I learned in this class to achieve that.

-Excerpt from AOD class survey

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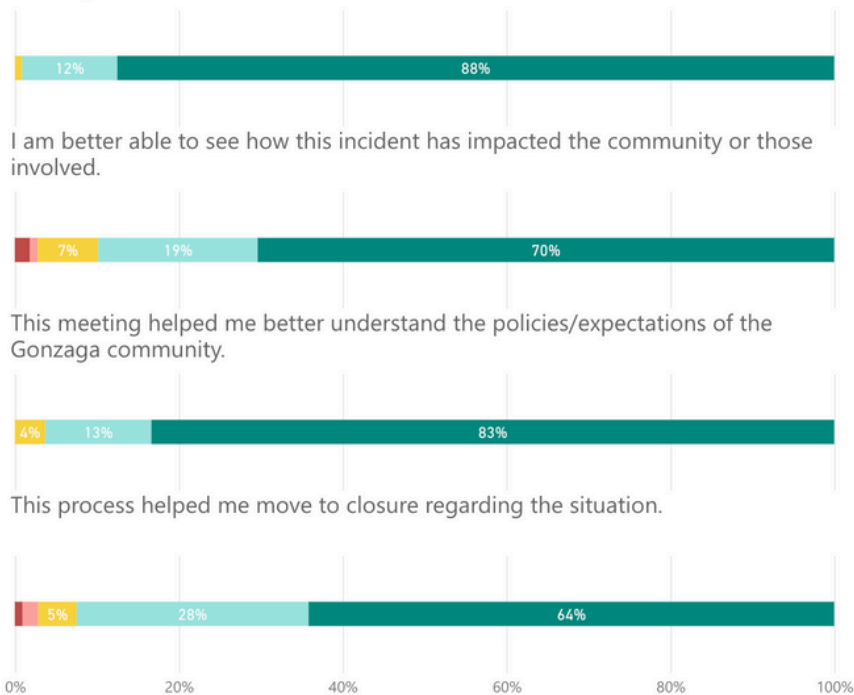
Students who expressed a strong likelihood of changing their drinking behavior highlighted the importance of incorporating strategies before drinking to be more mindful and reduce negative outcomes. Other students acknowledged the value of strategies to mitigate the risks associated with drinking while still choosing to drink. Both of these results echo the underlying value and importance of using a Harm Reduction approach.

SURVEY DATA

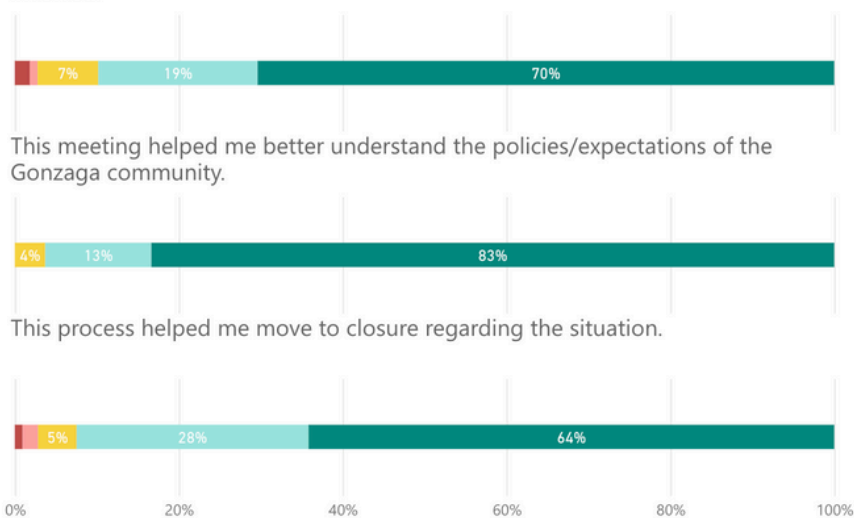
After every meeting, conduct officers provide a link to the post-meeting survey to collect feedback about aspects of the conduct or alternative resolution processes. This year, we received **112** responses to the survey with the following results.

● No
 ● Yes
 ● Strongly Disagree
 ● Somewhat Disagree
 ● Undecided
 ● Somewhat Agree
 ● Strongly Agree

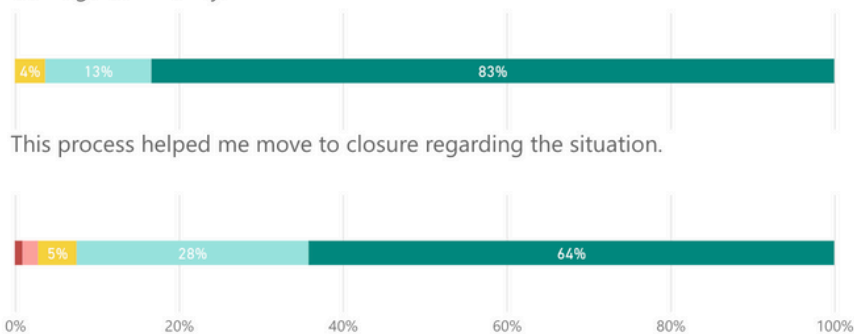
I was able to communicate my thoughts/feelings about the incident during this meeting.



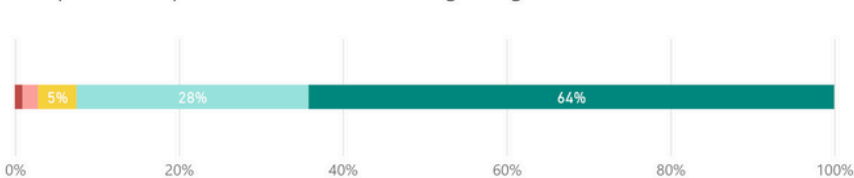
I am better able to see how this incident has impacted the community or those involved.



This meeting helped me better understand the policies/expectations of the Gonzaga community.



This process helped me move to closure regarding the situation.



I was able to take ownership for my actions, if applicable.



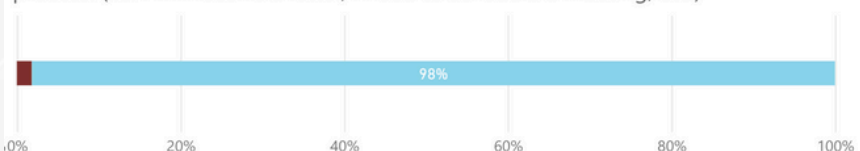
This meeting helped me understand the point of view of those most affected by the incident.



I was treated with respect during this meeting.



The staff member that I met with helped me understand the next steps in the process. (i.e. I will receive a letter, I need to schedule a meeting, etc.)



[My conduct officer] was very good at creating a comforting atmosphere despite the reason for me being there, and made me feel comfortable sharing what happened.
 -Resolution Center Feedback Survey

I really really appreciated my time with [me conduct officer]. She made me feel very heard and understood. Thank you so much for this opportunity to share my perspective, you have no idea how much this means to me.
 -Resolution Center Feedback Survey



RESOLUTION CENTER

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 <https://www.gonzaga.edu/student-life/student-services/resolution-center>

