Charge of the Committee:

The charge to the Campus Mediation Service Committee is to act as an independent oversight body for the Campus Mediation Service, including setting policy for the Campus Mediation Service and overseeing the director of the Campus Mediation Service and the Campus Mediation Service operations.

Committee Members:

Faculty:
Laura McCann, Chair 2017-2018, Professor - Division of Applied Social Sciences
Paul E. Anderson, Assistant Research Professor - Veterinary Pathobiology
Amy Schmitz, Professor – School of Law

Staff:
Jill Ferguson, Lead Grant Writer, College of Arts and Science
Heidi Harmelink, Director - Advancement
Stacy Osterthun, Educational Program Coordinator III – Mizzou Online

Administration:
Jason Lockwood, Associate Director - Division of IT, Systems and Operations
Megan Grant, Investigator Civil Rights and Title IX

Ex Officio:
Christine Holt, Associate Provost (through April 16, 2018, when she became the Chief of Staff for President Choi)

Student:
Shannon King

Support:
Paul Ladehoff, Director - Campus Mediation Service
Meetings:

The CMS Committee met three times, in November 2017, March 2018 and April 2018.

Major accomplishments or highlights:

In 2016-2017, the CMS Committee was reviewed by the Committee on Committees. The recommendation was that the committee no longer be a standing committee and that the Chancellor’s office might be better positioned to oversee services. Executive Order 30 established CMS as a standing committee at its inception to develop policies and guidelines. [https://www.umsystem.edu/ums/rules/collected_rules/faculty/ch365/365.010_faculty_and_staff_campus_mediation_service](https://www.umsystem.edu/ums/rules/collected_rules/faculty/ch365/365.010_faculty_and_staff_campus_mediation_service)

The meetings this year focused on how to address the concerns of the review. The Committee agreed that the role it has played over the last several years was advisory and that this should continue whether the Committee remains a standing committee or becomes an advisory committee.

The CMS Committee is adamant that the work of the Campus Mediation Service is especially needed at this time due to budget constraints leading to stress as well as layoffs. CMS has led numerous documented interventions that have prevented costly formal grievance procedures such as lawsuits and lost grant opportunities. The small amount of funding for staff should be viewed as a strategic investment. Given the turnover in administration at the University of Missouri, highlighting the role of CMS was viewed as important.

Two documents were developed, a Campus Mediation Services Fact Sheet and a cost-effectiveness document that serves as a complement to the Fact Sheet. It was also brought up that the MU CMS is by far the most well-developed mediation team across the four UM universities. As such, the MU-CMS serves as a vital resource for the other UM universities since, among other things, their smaller size makes it more likely that a mediator from that university could have conflicts of interest or prior interactions that would prevent them from serving as a neutral mediator for their faculty and staff.

There was also discussion of how to make the CMS more visible to people who might benefit from these services. In that regard, the Committee saw a need to update the website for the CMS and develop materials that could be distributed around campus by building coordinators. Furthermore, the CMS was added to the MU HR Grievance Procedure website as an additional resource.

Another major theme of the discussions this year was how to communicate and coordinate with other complementary services for faculty and staff on campus, such as the Employee Assistance Program. The need for a website that enables people to easily find which MU service or office is going to be most helpful for their situation was highlighted. For example, a decision tree on a website could enable faculty and staff with conflicts or other issues to find support services quickly and easily; importantly, this tool would also serve to guide cases to the most appropriate service in the appropriate order.
Recommendations for next year:

Given the maturity and effectiveness of the CMS, the committee agrees that it is appropriate that the CMS Committee become advisory.

Alternatively a standing committee with a broader mandate of coordinating services on campus may be appropriate.

Going forward, the CMS Advisory Board (or CMS Standing Committee) should:

- Participate with other units to coordinate MU services available for faculty and staff, beginning with an evaluation of where there are overlaps, complementarities and gaps. We suggest a first step could be something like a “Service Providers’ Roundtable.” Eventually a formal structure will be needed rather than relying on personal relationships across organizations, or ad hoc meetings.
- Advise and assist the CMS in updating the website to increase the visibility of the service. New templates for University websites are being developed and will be available in summer of 2018, which will facilitate the process of updating the website in an easy and consistent manner.
- Advise and assist to develop and post fliers about CMS to departments and programs.