



Frequently Asked Questions

1. **How is the Campus Conduct Hotline answered?**

When a caller dials the toll-free Campus Conduct Hotline number, their call is answered by a call intake specialist who will greet the caller with the phrase, “Thank you for calling the Campus Conduct Hotline.” The callers are not greeted with the name of a specific college or university. All participating institutions are using the same “universal” access number.

2. **Who will be answering the Campus Conduct Hotline?**

All calls to the Hotline are answered by an employee of a St. Louis based call center called Behavior Health Response (BHR) Worldwide. You can learn about this organization by visiting its website at www.bhrworldwide.org. BHR specializes in the operation of compliance hotlines, mental health crisis hotlines and Employee Assistance Programs (EAP’s). Every individual who staffs the 24/7 call intake operation must possess a Master’s level degree or higher in behavioral science, social science or psychology.

3. **What are the responsibilities of the call intake specialist?**

The responsibilities of the call intake specialists include answering calls promptly and courteously, assuring that callers understand the mechanics of the program and conducting an interview with the caller using the approved Campus Conduct Hotline script. To the extent possible, the specialists are encouraged to report on any perceptible demeanor (e.g., angry, inebriated, crying, etc.). The specialist will focus on documenting the caller’s concern and not conducting a preliminary investigation.

4. **Are the interviews recorded?**

The interviews are not recorded. The call specialists type notes in real time and once the interview is completed, the specialists review their notes to fill in any gaps.

5. **What do we do if we feel that the interview has failed to capture some important information or details?**

That is the reason for assigning case numbers to the callers. If your institution feels it is important to clarify some information or to obtain additional details before initiating an investigation, you should ask for that information in the response you provide. That way, if and when the caller checks back for an update, they will receive your request and have the opportunity to respond to it. Although there isn’t anything you can do if the caller does not check back, the fact that they do not call back can be considered reflective of their sincerity level.

6. How soon after a call is taken will the institution receive it?

You will receive the report within one business day provided we have a password and email address for the appropriate institution responder. The report will be sent via email as an attached password protected file.

7. How soon must we respond to the reports?

The callers are instructed in the script to check back in three to four business days. If Campus Conduct Hotline does not have a response from the institution when the caller checks back, the caller will be so informed and encouraged to check back at a later date.

8. What if we haven't had enough time to begin to research the report?

More often than not, it can take weeks if not months to fully investigate a report. To the extent that more time is needed, you can simply craft a reply that might say something along the lines of, "Our institution has received your report and we will be initiating an investigation. Please call back in two weeks (or on a specific date) to check for an update." What's most important is to: a) acknowledge that the concern has been received, and b) provide some indication of when there might be progress to report.

9. If the caller provides his or her name, is it proper to contact them directly or do we need to conduct all dialogue through the Campus Conduct mechanism?

Typically, if a caller elects to identify himself or herself, they are expecting to be contacted directly by an institutional representative.

10. What if we've placed restrictions on the type of feedback we are interested in receiving (e.g. limited to Code of Conduct) and employee calls regarding another type of issue (e.g. a problem with a paycheck)?

Any reports received on behalf of your institution by the Campus Conduct Hotline – regardless of subject matter - will be routed per protocol to the designated responders. If you do not intend to deal with the report because it falls outside the boundary, you should provide a response indicating that.

11. How should we decide if calls should be accepted from Students?

When Campus Conduct Hotline was under development, the college and university CFOs involved in designing CCH considered this question and ultimately determined that it was best, in their judgment, to allow calls from students. First, they felt that to have a hotline available on campus and to preclude students could create discontent among the student body. Further, students may be aware of potential fraud or other matters that would be important to have reported. And finally, the CFOs felt that to distinguish a work study student as either a student or an employee would not ultimately be helpful to the intent of the hotline.

12. What if we believe we can't investigate a report without talking directly with the caller and they have chosen to remain anonymous?

Once again, you should use your response to state your case. Tell them why you feel it is important to talk to them and provide whatever assurances you can that their identity and whatever they say will be held in the strictest confidence. Of course, you will need to be able to uphold your end of the promise to maintain confidentiality.

13. What if we have questions about the process or responding to certain reports?

You can always feel free to contact Peter Lilienthal, the founder and president of In Touch, the company that is working with EIIA on the operation of the Campus Conduct Hotline. Peter's phone number is 612.926.7988 and his email address is plilienthal@mm.com. He has been in this business over fourteen years, is a former university administrator. There isn't much he hasn't experienced in the way of employee reporting and complaints.

14. Are mundane or deliberate nuisance calls able to be "weeded out"?

The call center accepts all calls no matter what the subject. This is to ensure that all cases/calls are documented. The counselor then sends the cases to In Touch for quality control and transmittal of cases to the client. In the event that a caller has the intention of harming someone or themselves, counselors find out if the caller has a means to inflict harm. If there is an eminent life threatening situation, the counselors contact local authorities. In this type of case, Peter Lilienthal is also contacted per protocol. If there is an urgent safety or security issue to the campus, the callers are instructed to call 911.

15. After we enroll with Campus Conduct Hotline are we able to add Covered Topics and are we able to change our Covered Topic Responder?

You may change the parameters of Campus Conduct Hotline for your campus as frequently as you choose. It is simply a matter of sending a request to Campus Conduct Hotline. Once we receive your request we are able to implement your change within a matter of days.