

# UNM Staff-Faculty Wayfinder Website

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# Wayfinder

A Resource Navigator for UNM Staff and Faculty. Visit [Wayfinder.unm.edu](https://wayfinder.unm.edu).



# UNM Guides: Sexual Misconduct

## REPORTING TIPS

CEEO.UNM.EDU



### WHO IS A RESPONSIBLE EMPLOYEE?

All UNM Faculty and Staff, with the exception of those identified as confidential, are considered Responsible Employees under University Administrative Policies 2720 and 2740. This includes student employees and those holding assistantships, when they receive a disclosure while acting within their professional capacity.

**Responsible Employees must notify CEEO within 24 hours of receiving**

### REPORTABLE CONDUCT

Sexual Misconduct  
Sexual Assault  
Sexual Exploitation  
Sexual Harassment  
Quid Pro Quo  
Dating Violence  
Domestic Violence  
Stalking  
Sex Stereotyping  
Gender/LGBTQ+ Discrimination  
Pregnancy/Parenting Discrimination  
Excessive Unwanted Attention  
Unwanted Touching, Kissing, Hugging, Fondling  
Blocking Movement  
Online/Electronic/Social Media Harassment  
Climate Issues  
Retaliation

### REPORTING EXCEPTIONS

The following are exceptions to reporting:  
Disclosures made during awareness events,

### FAQ

**Do I have to report if:**

**It occurred off campus?**

**Yes, the incident must be reported so the impacted person can access supportive measures and be connected to resources.**

**It occurred before coming to UNM?**

**Yes. CEEO's priority is connecting the impacted person with resources and support for their continued success.**

**CEEO also uses this information for data purposes to track past adverse experiences within our Lobo community.**

**It happened a year ago?**

**Yes. There is no statute of limitations on reporting sexual misconduct to CEEO.**

**The perpetrator is not affiliated with UNM?**

## Information and Resources for Individuals Affected by Sexual Misconduct

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THE UNIVERSITY OF  
NEW MEXICO.

## STAFF AND FACULTY GUIDE: SEXUAL MISCONDUCT/TITLE IX DISCLOSURES

### WHAT IS TITLE IX?

Title IX prohibits sex discrimination in educational settings, including both unwanted sexual attention and differential treatment. Title IX protects campus community members of all sexes, genders and sexual orientations, pregnant and parenting individuals, and those experiencing sexual harassment or violence. Title IX also prohibits retaliation. Title IX covers all aspects of educational and academic-related programming and prohibits sex discrimination. Importantly, Title IX prohibits sexual misconduct, which may affect the educational or campus environment. Please visit <https://oeo.unm.edu/title-ix/index.html> for more information.

### REPORTING RESPONSIBILITIES/OBLIGATIONS

Per University Administrative Policy 2740 UNM faculty, staff, student employees and anyone holding a UNM assistantship (Teaching, Graduate, Research, etc.) are considered responsible employees. This designation requires that any report of sex discrimination made to a staff or faculty member, or anyone holding a UNM assistantship must be reported to the Title IX Coordinator at the Office of Equal Opportunity within 24 hours. Sex discrimination includes sexual harassment, sexual misconduct, and sexual violence. More information can be found at [policy.unm.edu](http://policy.unm.edu)

### CONTACT TITLE IX COORDINATOR

For more information regarding Title IX and reporting requirements, you may contact the Title IX Coordinator, Angela Catena, at [acatena@unm.edu](mailto:acatena@unm.edu) or 505-277-5251

### COMMON QUESTIONS

**I have a UNM Faculty, Staff, or Student that I am concerned about, who has not disclosed an incident, what should I do?**

If you are unsure how to support a Faculty, Staff, or Student, then you can contact one of our advocacy centers or Ombuds Services for employees to gain resources and guidance on next steps. Advocates and Ombuds are confidential, yet distinct services that will try to respond to your questions, requests and queries.

**I am a faculty or staff member and have been informed of an issue regarding sexual misconduct. What do I do?**

Before an individual discloses an incident to you, if possible, make them aware of your reporting obligations. If unable to inform the individual prior to disclosing, make sure you let them know after the disclosure of your reporting obligations. Drawing on the list below, make sure the person disclosing misconduct knows where they can go for resources and support, including confidential advocacy services. If you receive information about sexual misconduct or a Title IX-related concern, you must report this information within 24 hours (including the names of all parties) to the Title IX Coordinator by contacting the Office of Equal Opportunity (OEO) 505.277.525. Even if you are unsure that the information disclosed to you qualifies as a Title IX allegation, please contact OEO.

**I have reported. Now what do I do for the student or employee?**

If possible, we suggest connecting students to a confidential advocate and employees to Ombuds Services to ensure they are provided all the necessary information including but not limited to access or referral to mental health counseling, SANE exams, civil and University proceedings, academic & housing accommodations.

**What is an Advocate, and what do they do?**

Advocates provide confidential support, crisis response, accompaniment, and referral services. They typically focus on supporting victims through court proceedings, medical/investigative procedures, meetings with law enforcement officials, and/or other related processes, as requested by the affected party.

**Is there anything I can do to better prepare myself for receiving disclosures?**

Yes. UNM's Ombuds Services has created tailored trainings on Listening and Responding Supportively to Disclosures of Sexual Misconduct. Receiving disclosures can be difficult and negatively affect the listener; direct support for staff and faculty is provided by Counseling and Referral Services (CARS). Please see contact information for both departments listed below.

**What is Ombuds Services?**

Ombuds Services is a confidential, informal, and neutral resource where staff, faculty supervising staff and their co-workers can safely be heard and supported in getting information about resources to help meet their needs.

### Confidential Advocacy and Support Locations

Advocates and support Professionals are these locations on campus where an impacted individual can speak anonymously to plan next steps and get support.

### Student Resources

**LoboRESPECT Advocacy Center** 505.277.2911, [lobrespect.unm.edu](http://lobrespect.unm.edu)

Advocates available to provide support, discuss options and provide interim measures for students.

**LGBTQ Resource Center** 505.277.5428, [lgbtqrc.unm.edu](http://lgbtqrc.unm.edu)

Advocates are available to provide support and discuss options for students.

**Women's Resource Center** 505.277.3716, [women.unm.edu](http://women.unm.edu)

Advocates are available to provide support and discuss options for students.

**Vassar House Advocacy Center** 505.277.3712

Advocates are available to provide support and discuss options for HSC students.

**Learning Environment Office Director at Learning Environment Office (LEO)** 505.272.7867

<https://hsc.unm.edu/school-of-medicine/education/learning-environment-office.html> The primary goals of the Learning Environment Office are to increase exemplary behavior exhibited by teachers and staff and decrease the incidents mistreatment of UNM Medical Students.

**Student Health and Counseling** 505.277.3136, [shac.unm.edu](http://shac.unm.edu)

SHAC offers comprehensive outpatient medical and mental health services for all currently enrolled UNM students who are paying student activity fees.

### Staff and Faculty Resources

**UNM Ombuds Services** 505.277.2993, [ombudsforsstaff.unm.edu/](http://ombudsforsstaff.unm.edu/)

Provides confidential, independent informal and neutral support for staff, including faculty supervising staff.

**Counseling and Referral Services** 505.277.6868, [cars.unm.edu](http://cars.unm.edu)

Provides counseling and safety planning services to UNM faculty and staff members

**LGBTQ Resource Center** 505.277.5428, [lgbtqrc.unm.edu](http://lgbtqrc.unm.edu)

Provides support and referrals for staff and faculty.

**Women's Resource Center** 505.277.3716, [women.unm.edu](http://women.unm.edu)

Provides support and referrals to victims of sexual violence, domestic violence, dating violence and stalking.

\*For additional mental health resources please visit [mentalhealth.unm.edu](http://mentalhealth.unm.edu)

Advocates and support professionals are prepared and equipped to provide relevant outside community resources as needed.

# DEI Referral Chart - 2020


Issue	Definition	Am I required to report?	Where target can get confidential support	Where target can get other support*	Where target can report*
<b>Discrimination and harassment</b>	Defined by UNM as conduct that adversely affects the employment, educational access, living situation, or participation in university programs by a member of a “protected class.” State and federal laws prohibit discrimination and harassment against individuals based on personal traits or characteristics, statuses, and/or beliefs: including age, ancestry, color, ethnicity, gender, gender identity (including gender expression), genetic information, national origin, physical or mental disability, pregnancy, race, religion, serious medical condition, sex, sexual orientation, spousal affiliation, and veteran status. (UAP 2720, Interim)	PROBABLY NOT: <u>if you are a supervisor of the target or the perpetrator</u> , make a report to CEEO or via EthicsPoint.	WRC and LGBTQ Resource Center; Staff Ombuds; CARS	CARS; Supervisor/Chair; Affinity Groups; Resource Centers****	CEEEO; EthicsPoint
<b>Sexual harassment</b>	Defined by UNM as discrimination on the basis of sex (including gender, sex stereotyping, gender expression, and gender identity), and includes dating violence, domestic violence, and stalking. (UAP 2740, Interim)	YES: all UNM employees are required to report any and all disclosures of sexual misconduct to the Title IX Coordinator** within 24 hours.	WRC and LGBTQ Resource Center; Staff Ombuds; CARS  <u>For sexual assault:</u> SANE Nurses and Rape Crisis of Central New Mexico	CARS; Supervisor/Chair; Affinity Groups***; Student Resource Centers	Title IX Coordinator; EthicsPoint; UNMPD
<b>Bullying</b>	Defined by UNM as repeated mistreatment of one or more individuals or a pattern of mistreatment of more than one individual. May include verbal or nonverbal	NO	Staff Ombuds; Faculty Ombuds; CARS	CARS	Supervisor/Chair

# AC Public Summit – 2019

Katlyn Kennon (U. Michigan), “Organizational Barriers to Reporting of Sexual Assault: Communication Practices of College and University Website”

Where would you like to begin?

Tell No One (Yet)	Write It Down	Create a Matching Entry in Callisto
Tell People You Trust	Talk to an Attorney	Talk to a Therapist
Tell the Whisper Network	Find Other Victims	Confront Your Perpetrator
Tell a Residential Advisor (RA)	Report to Police	Engage in Restorative Justice
Post on Social Media	Call RAINN (or your local rape crisis hotline)	Report to Your School's Title IX Office



Callisto Interface

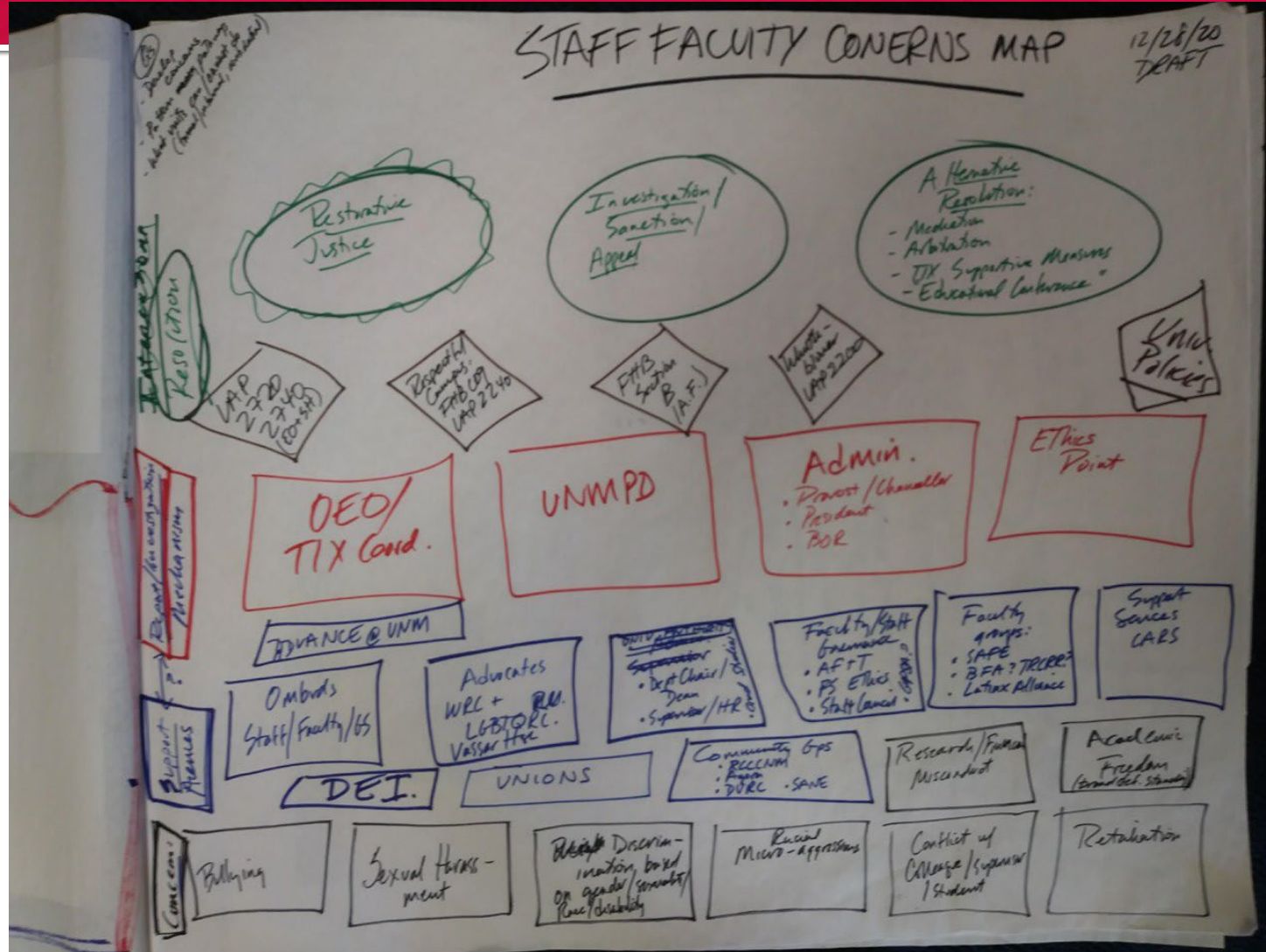
# Research Foundations

- University websites: predominantly direct users to policy, contain contradictory information, or are insufficiently trauma-informed risk causing further harm to targets of sexual harassment (Kennon, 2020; Dietkus, 2022)
- Social support for targets: importance of providing information and support, and effective institutional response to sexual harassment (NASEM Report on Sexual Harassment of Women, 2018; Smith and Freyd, 2014; Cortina and Magley, 2003)
- Harm to specific communities: BIPOC, persons with disabilities, and sexual- and gender-identity minorities experience higher rates of misconduct, and may face additional barriers to reporting misconduct and seeking support (Brubaker, 2017; Cantalupo, 2019; Gómez, 2021)
- Conflict resolution: providing multiple access points, confidential resources, and control over pathways for those experiencing workplace conflict reduce barriers to navigating the system (SPIDR, 2001; Rowe & Bendersky, 2002; Wood, Voth Schrag, Hairston & Jones 2019; Ahmed, 2021)

# Design Goals

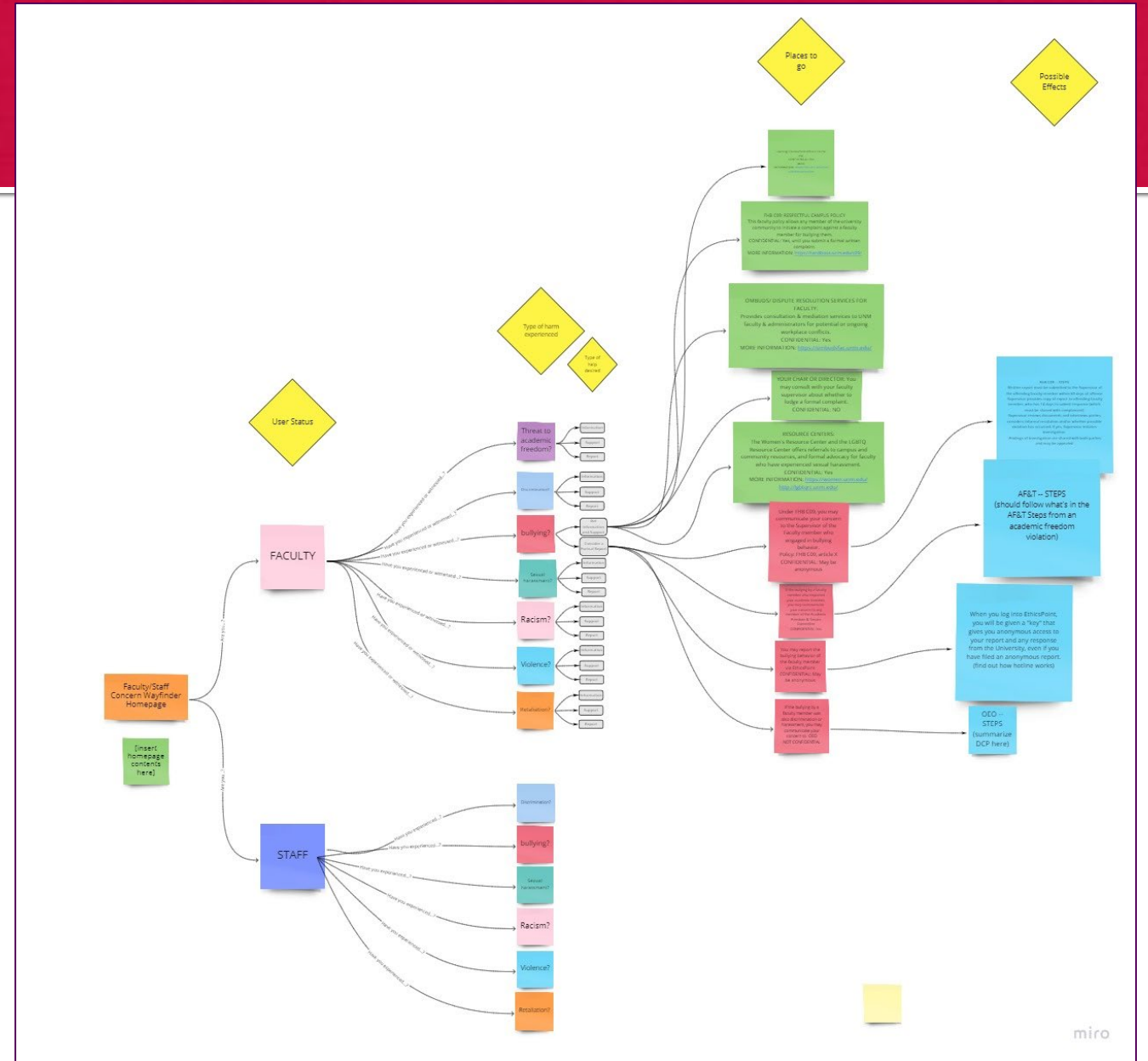
- User-centered: build user self-efficacy by enhancing control, building knowledge about available options for getting support or making reports
- Private: address user concerns about confidentiality, retaliation and further harm
- Intersectional: address users' experience of different but simultaneous harms, showing how and where the university may support and address their effects
- Trauma-informed: Jargon-free text, minimal "clicks," exit and confidential resource buttons

# Mapping



# Navigation

- User status
  - staff vs. faculty
- Types of harm
  - discrimination/harassment
  - bullying
  - violence
  - academic freedom...
- Places to go
  - support vs. report
  - offices and policies
- Possible outcomes
  - processes
  - resolution





# Usability Studies: current state

- Usability studies:
  - In June 2022, IT Apps conducted 90-minute Zoom interviews with ten faculty and staff.
  - Goal: to observe how subjects navigate UNM web pages in response to a half dozen case studies of staff/faculty of different status, identity, experiences of harm.
- Findings:
  - The first and most repeated resource is CEEO (“recency” and “availability”), and once searching found reporting options quickly via CEEO and LoboRespect
  - Subjects recommend only the resources with which they are already familiar (“saliency”), often only stumbling on/recognizing other resources while searching
  - Subjects expressed frustration when they couldn’t identify supportive resources or figure out how to get more information (or who to ask).
- Some general observations:
  - UNM search engine not producing “hits” that subjects considered helpful
  - Subjects found lots of outdated or misleading content (f.ex. LRAC, a student-only resource)

# Campus partners

1. Division for Equity and Inclusion
2. ADVANCE at UNM
3. Women's Resource Center
4. LGBTQ Resource Center
5. Human Resources
6. Ombuds Services for Staff
7. Faculty Mediation Services/Ombuds
8. Staff Council
9. UA-UNM faculty union
10. UNMPD
11. Compliance, Ethics, and Equal Opportunity Office
12. Accessibility Resource Center
13. Counseling, Assistance, and Referral Services
14. Academic Freedom & Tenure Committee

# Communications



- New Chairs and Directors' Orientation
- College of Nursing Staff
- College of Nursing Faculty
- LGBTQ Resource Center
- University Libraries
- UNMPD
- BeJEDI Lunch & Learn, School of Medicine DEI
- SOMREO research meeting
- Taos Faculty Council
- Taos Administrative Team
- Research Education Office, School of Medicine
- President's Executive Cabinet
- Staff Council "Lets Lunch"
- University College
- Faculty Senate
- Diversity Council
- Department of History
- Staff Council "Lets Lunch"
- College of Nursing Faculty
- UNMPD
- New Chairs and Directors Orientation

Try it out!



**Wayfinder**

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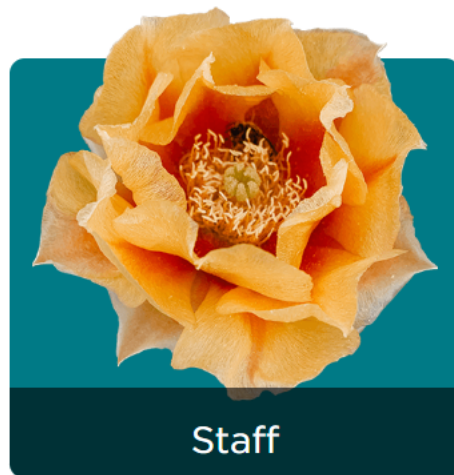
## UNM Staff and Faculty Wayfinder

The Staff and Faculty Wayfinder helps university employees learn about the supportive services and reporting options available to them at UNM.

We call it “the wayfinder” because through it, we seek to empower our colleagues to find their way to getting help. **There is no single pathway that is right for everyone.** Some people just want someone who can listen, while others want to engage in mediation or file a formal complaint. By exploring the pages on this site users can learn more about their options before deciding how they want to proceed.

If you need immediate help, see these [mental health resources](#), see [this list of helpful contacts and phone numbers](#), or in Albuquerque call UNM Police at (505) 277-2241. Most of the resources listed on these pages are available to staff and faculty on all campuses. Any campus-specific resources are noted as such.


### How are you employed at UNM?



### Actually, I'm a Student

The Wayfinder app was designed for UNM Staff and Faculty, but we have gathered some [starting points for students](#) who may have experienced similar situations.

## Who Can I Call and Speak with Confidentially?

It can be hard to find help in ways that feel safe, especially if you have already experienced or seen something uncomfortable or harmful. But many individuals feel relieved and supported when they can share their story in a safe space. If you want support, but don't want people at work to know what happened, you may wish to consult one of the office below. Please keep in mind that UNM email communications are not confidential. [What do we mean by "confidential"?](#) 

### On Campus

- Ombuds Services: (505) 277-2993 or [ombuds@unm.edu](mailto:ombuds@unm.edu)
- Women's Resource Center: (505) 277-3716 or [women@unm.edu](mailto:women@unm.edu).
- LGBTQ Resource Center: (505) 277-5428 or [lgbtqrc@unm.edu](mailto:lgbtqrc@unm.edu)
- Counseling, Assistance & Referral Services (CARS): (505) 272-6868 or [cars@unm.edu](mailto:cars@unm.edu)
- AGORA Crisis Center: (505) 277-3013, (855) 505-4505, or [agora@unm.edu](mailto:agora@unm.edu)

### In Community

- Rape Crisis Center of Central New Mexico: Hotline [\(505\) 266-7711](tel:5052667711) (English/español), (505) 266-7712, or [info@rapecrisiscnm.org](mailto:info@rapecrisiscnm.org)
- Sexual Assault Nurse Examiner (SANE): (505) 844-7263 (emergency), (505) 883-8720 or [info@abqsane.org](mailto:info@abqsane.org)
- Transgender Resource Center of New Mexico: (505) 200-9086 or [tgrcnm@tgrcnm.org](mailto:tgrcnm@tgrcnm.org)
- Disability Rights New Mexico: (505) 256-3100 or [info@drnm.org](mailto:info@drnm.org)
- United Academics of UNM Grievance Committee: [info@uaunm.org](mailto:info@uaunm.org) or [contact form](#)
- Staff Unions: Communication Workers Local 7076, Police Officers Association, United Staff-UNM Local 6155



## Faculty **What happened?**

Harassment or  
Discrimination

Bullying

Violence or  
Threat of Violence

Retaliation For  
Something I Did

A Threat to My  
Academic Freedom

I'm Not Sure What  
Happened

Other Workplace  
Issues



## Faculty Options For Discrimination and Harassment

What is Discrimination and Harassment?

Copy Current URL

### I Want Information and Support

#### Ombuds Services

[This source is confidential](#) 

This office provides on-site and remote services to UNM employees (faculty and staff), graduate students and their colleagues. A skilled ombuds will listen to you, help you identify available options and resources, and support your process of evaluating whether (or not) to take specific actions. The ombuds provides a neutral perspective on your situation, as well as information about useful campus and community resources.\*\*\*

▼ What should I expect?

#### **Confidential Advocates**

[This source is confidential](#) 

Staff and faculty can access trained, confidential Advocates at the [Women's](#) and the [LGBTQ Resource Centers](#), including the North Campus Vassar House. These Advocates offer referrals and some continuing support for faculty and staff of any gender who may have experienced harassment because of their sexuality or gender identity.

▼ What should I expect?

#### **Counseling Assistance and Referral Services (CAPS)**

### I Want To Report


#### Office of Compliance, Ethics, & Equal Opportunity (CEEO)

[This source is not confidential](#) 

The Office of Compliance, Ethics & Equal Opportunity (CEEO) investigates reports of discrimination and harassment. CEEO ensures compliance with all University policies that uphold the rights of protected status (religion, age, gender identity, race, disability, etc.). The office also protects equal rights to programs and activities of the University under Title IX.

▼ What should I expect?

#### EthicsPoint Hotline

[This source is not confidential](#) 

EthicsPoint is a third-party hotline and website through which any member of the campus community can report any suspected misconduct at the university. The UNM Compliance Office uses this information to initiate investigations and generate data on policy violations at UNM. You may use EthicsPoint to submit either an anonymous or identified report to the University.

▼ What should I expect?



## I Want Information and Support

### Ombuds Services

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This office provides on-site and remote services to UNM employees (faculty and staff), graduate students and their colleagues. A skilled ombuds will listen to you, help you identify available options and resources, and support your process of evaluating whether (or not) to take specific actions. The ombuds provides a neutral perspective on your situation, as well as information about useful campus and community resources.\*\*\*

#### ▼ What should I expect?

- This office is a confidential, informal service that helps you think out loud about your situation. Your communications with and visits to the ombuds remain confidential, even to the UNM administration.
- You determine what your next steps will be following the ombuds visit. Any reporting or other actions you take following your consultation with the ombuds are entirely up to you.
- This office supports informal and collaborative problem-solving, in which your participation is always voluntary. Ombuds Services does not engage in investigation, advocacy, reporting, sanction, or formal process of any kind.

### Office of Compliance, Ethics, & Equal Opportunity (CEEO)

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The Office of Compliance, Ethics & Equal Opportunity (CEEO) investigates reports of discrimination and harassment. CEEO ensures compliance with all University policies that uphold the rights of protected status (religion, age, gender identity, race, disability, etc.). The office also protects equal rights to programs and activities of the University under Title IX.

#### ▼ What should I expect?

- You may choose to file an anonymous report with CEEO. UNM strives to respect individuals' privacy and requests for privacy, to the extent permitted by state and federal laws.
- You may not learn the outcome of a particular complaint, depending on your role in the CEEO process.
- CEEO staff you speak with will explain how they will handle your report, so that you can decide whether and how you wish to move forward with a complaint. They will discuss informal and formal complaints, available accommodations, supportive measures, and the university's anti-retaliation policy.
- CEEO staff will also refer you to available campus and community resources for support and advocacy.
- CEEO does not advocate for anyone involved a complaint, make policy findings about alleged discrimination or harassment, or sanction those found to have violated University policies.
- You may be contacted by CEEO for more information about the incident, or to serve as a witness in an ongoing investigation. Your participation in this process is optional and voluntary.
- When you provide CEEO with information about a possible policy violation, the office may start an investigation without your participation or consent.
- Even if you do not file a formal complaint, CEEO may invite individuals alleged to have engaged in misconduct to take part in an "informal resolution." This meeting is designed to prevent recurrence of the behavior in question.

# Evaluation questions

- Access: Are intended users (targets, witnesses, supporters, administrators, practitioners) accessing the site?
- Safety:
  - Do users experience safety w.r.t. institution and employees?
  - Why and how do users abandon the site?
- Learning:
  - Do users get the right information about their options?
  - Do they reach offices with more knowledge re. what they can do there?

# In closing



# Wayfinder

A Resource Navigator for UNM Staff and Faculty

How does Wayfinder help the UNM community meet its objectives?

- 1) **Immediate:** Navigate a course between what many targets most want (privacy and control) and what institution needs (information).
- 2) **Longer term:** Wayfinder helps us, as an institution, provide targets, bystanders, and admin/practitioners with a tool to increase access to current resources, as we work to respond more effectively to community harms.

# More information

**way·find·er** / 'wā, fīndər/ n (1854) 1 : a sign, landmark, or other indicator used to assist people in navigating to a particular location.  
2 : a person navigating to a particular location.

Website: Division for Equity and Inclusion, [The Staff and Faculty Wayfinder Website Project](#)

News: Steve Carr, [“New website designed to help UNM staff and faculty get help when they experience harm,”](#) UNM Newsroom, December 14, 2022.

Email contact: Liz Hutchison, [ehutch@unm.edu](mailto:ehutch@unm.edu)