The Acts of Intolerance Protocol was established over 20 years ago. It was last reviewed just over 10 years ago in 2008. We are reviewing the protocol now to ensure that the needs of the community are met and that the Protocol aligns with other changes in policies, best practices, and socio-cultural dynamics in higher education today.

**Charge**

Review the current Acts of Intolerance Protocol and make recommendations to ensure that it:

1) Uses current language and current examples to define and describe bias incidents.
2) Provides information to impacted parties and communities about options for university response to incidents, including formal investigation and discipline, informal intervention/education, healing circles/restorative justice. Provides clear information about how to report bias incidents across the options for response.
3) Provides information to impacted parties about support services at the university, and opportunities for accommodation and assistance.
4) Requires that the university record and publish data on an annual basis.

**Drivers for this review include**

1. The current focus of the AOI protocol is on support, education and referrals for impacted parties. When appropriate, informal resolution between parties is also considered. However, some members of our community have indicated that individuals and groups perceived to be responsible for acts of intolerance should be held accountable.
2. The perception that there are more acute polarities between students than was the case in the past.
3. An increase in incidents of conflict and hurt in our community relating to speech acts, and reports from students that they feel underprepared to engage respectfully across differences.
4. Difficulty tracking incidents and the need for greater clarity around roles, responsibilities and desirable outcomes when responding to incidents.
6. Difficulty generating reports from the current data collecting report form and a desire for more transparency about the process, reported incidents and outcomes of incident responses.
7. Recognition that social media is an integral part of students’ lives and the means by which of acts of intolerance are increasingly being expressed.
8. The value of periodic reviews of our procedures and practices.
**Preparation for AOI Protocol Review**

**Work done to date**

1. Compiled summary of AOI reports since 2015.
2. Benchmarked bias-reporting protocols and structures from 12 peer institutions nationwide.
3. Reviewed and revised the framework, format and content of the reporting form:
   a. Developed a revised version of the AOI reporting form using Qualtrics
      i. Expanded categorical variable for better tracking of incidents and more substantive reporting out.
4. Initiated a more robust presence of the protocol across campus:
   a. Engaged campus partners to add a link to the AOI protocol on their own webpages.
5. Update website format and content:
   a. Proposed webpage redesign and content ready for review.

**Next steps for working group:**

1. Consider the following:
   a. **PROCESS**
      i. **What should be the scope of response to Acts of Intolerance?**
         1. Education, support, referral, mediation, adjudication, disciplinary, investigation, community notification?
         2. Should there be a separate process for classroom acts versus acts that occur outside the academic setting?
      ii. **What should be the Point of Contact for Bias Incidents?**
          1. Different offices currently serve as different points of contact for receiving and responding to acts of intolerance.
          2. i. Should there be specific individuals identified as point of contact (POC) at each department?, e.g., specific people from ResEd, Athletics, other offices, schools (Law, GSB, Med, Engineering, H&S).
          3. ii. Should there be a central office with primary oversight once a report is submitted regardless of other office involvement?
      iii. **What should be the response structure for AOI incidents?**
          1. Should there be a dedicated response team? If so, what training might this team need?
          2. Can bias incidents be managed through existing university processes, e.g., through OCS, OCB, HR investigations? Are there ways for these offices to keep a central team informed about outcomes?
      iv. **How should we approach dealing with trend towards use of electronic media to express acts of intolerance?**
          1. Should we consider establishing ethical standards for electronic media communications between members and groups of the Stanford community.
      v. **What are informal channels of redress? Outside of the AOI process?**
   b. **PUBLIC PRESENTATION**
      i. **Terminology**
         1. What is the most appropriate terminology to use moving forward?
2. Acts of Intolerance v Bias Incidents?
   
   ii. What kind of presence should the Acts of Intolerance Response have in the university?
       1. a. Online Presence?
       2. b. In the various offices and campus communities?

   iii. Notification of AOI Incidents
       1. To whom – Students, Staff, Faculty, Depts, Residences?
       2. Campus wide or more limited?
       3. Passive or active communications?

   c. EDUCATION
       i. Education and Training for responding to AOI incidents?
          1. What training needs are there for responding to AOI incident?
          2. Who may benefit from this training?
          3. Should this protocol be added to RA staff training?
          4. Should there be trained student advocates within the community?

       ii. Education and Training for the campus community on the AOI protocol
          1. How to provide information on possible avenues of redress.
          2. Should we include training on Freedom of Expression?
          3. What presence should AOI have in NSO and NGSO?

   d. COMMUNITY-FACING RESPONSE
       i. How do we help community heal after an incident that is made public?
       ii. When and how does university/student affairs leadership respond?

   e. TRACKING AND REPORTING
       i. What can we learn from the reporting processes for Title IX?

2. Webpage redesign and content update

   b. Planned: https://deanofstudents.stanford.edu/aoi/resources