



understanding the

PEER

ACCOUNTABILITY

PROCESS

Fall 2023



Agenda

- MAJOR CHANGES FROM JUDICIAL PROCEDURE TO PEER ACCOUNTABILITY
- DEFINITIONS
- THE PROCESS
- EDUCATIONAL OUTCOMES
- RESOURCES
- NEXT STEPS
- DEBRIEF
- Q&A

VII. COLLEGE PANHELLENIC ASSOCIATION PEER ACCOUNTABILITY PROCESS

1. Peer Accountability Process

Each College Panhellenic Association must follow the peer accountability process for the limited purpose of handling member organization infractions of:

- . NPC Unanimous Agreements and policies
- . College Panhellenic bylaws and/or other governing documents
- . College Panhellenic membership recruitment rules/guidelines
- . College Panhellenic code of ethics
- . College Panhellenic standing rules

A. The duties and responsibilities of the peer accountability board must be consistent with this and all other NPC Unanimous Agreements.

B. All members of the peer accountability board must be collegians from the College Panhellenics' member organizations.

C. NPC peer accountability forms must be used to ensure proper documentation and adherence to the NPC Unanimous Agreements.

D. All documentation of the peer accountability process, including reports/forms completed for each alleged violation, need to be retained by the fraternity/sorority advisor and the College Panhellenic for three years. This documentation must be available upon request from NPC.

2. Peer Accountability Process Overview

The peer accountability process will be set in motion when an alleged infraction takes place and a College Panhellenic Alleged Infraction Report is filed. Infractions can only be filed against a chapter and not against any individuals.

3. Educational Outcomes

- . Each College Panhellenic will strive to achieve a fair and reasonable resolution for infractions. Educational outcomes should fit the nature and degree of the infractions.
- . Monetary fines will be acceptable only for measurable infractions of the College Panhellenic's governing documents or stated membership recruitment rules.
 - . The amounts of monetary fines must be predetermined by a vote of the College Panhellenic Council and stated in the College Panhellenic standing rules and/or membership recruitment rules prior to the beginning of recruitment.
- . Educational outcomes must not:
 - . Forbid primary recruitment or continuous open bidding activities or the observance of an inter/national sorority event such as an educational program, ritual ceremony or historical celebration.
 - . Affect a sorority chapter's quota or total.
 - . Affect the time of new member acceptance and/or initiation.
 - . Forbid the right of an NPC sorority to vote in College Panhellenic meetings.
 - . Include removal from the College Panhellenic.
- . The duration of any educational outcomes imposed must not exceed one calendar year from the time the decision is final.

4. Appeals

A. The decision of the College Panhellenic Association peer accountability board may be appealed by any involved party to the NPC Panhellenic Accountability Committee.

B. If the NPC Panhellenic Accountability Committee is unable to resolve the appeal, the file will be transferred to the NPC Board of Directors for final resolution. The decision of the board is final.

major changes

Informal Discussion

Informal Discussion is no longer a core tenant of the process- it moves directly to the filing of an alleged infraction report.

Mediators

Mediators are no longer needed in the peer accountability process.

Judicial board

A separate judicial board is no longer a part of the process- a peer accountability board is formed from the Panhellenic Executive Board when needed.

Key Definitions

Chapter in question

The chapter that has been accused of the violation.

peer accountability officer

College Panhellenic officer in charge of the peer accountability process. This could be the president if the CPH is smaller.

peer accountability board

Two members of the Panhellenic executive board, plus the peer accountability officer and the fraternity/sorority advisor (in an ex officio capacity).

informal accountability resolution meeting

A meeting for the chapter in question to accept responsibility for all alleged infractions and to determine educational outcomes addressing and correcting the accepted infraction behaviors.

formal accountability resolution meeting

A meeting for the chapter in question to meet with the peer accountability board to discuss all alleged infractions and to determine educational outcomes addressing and correcting the accepted infraction behaviors.

Within the scope of the Panhellenic

- NPC Unanimous Agreements
- College Panhellenic bylaws and/or other governing documents
- College Panhellenic membership recruitment rules and guidelines
- College Panhellenic code of ethics
- College Panhellenic standing rules
- **Chapters, not individuals**

Not within the scope of the Panhellenic

- Anything that is a violation of the student code of conduct
- Any infractions that venture into the student code of conduct (For example, drinking during recruitment may be a recruitment rule infraction, but providing alcohol to minors would be a student conduct infraction.)
- Hazing
- Alcohol, tobacco and other drug use
- Sexual assault, domestic/partner violence concerns
- Bias-related incidents
- Individual member violations of their own chapter/member organization policies
- Individual social media accounts of members
- Individual member academic concerns
- Individual member social behavior

Who can file an alleged infraction report?

recruitment infractions

- Chapter president
- College Panhellenic officer in charge of recruitment
- Fraternity/sorority advisor
- Potential new member
- Recruitment counselor

all other infractions

- Chapter president
- Chapter executive board officer
- College Panhellenic officer
- Fraternity/sorority advisor

College Panhellenic Peer Accountability Procedure



1. College Panhellenic Alleged Infraction Report.

- Filed within 30 days of the alleged infraction.
- Reviewed by peer accountability officer and fraternity/sorority advisor.



2. Alleged Infraction Resolution Meeting Notice is distributed.

The chapter in question decides if they would like to proceed with an informal or formal resolution meeting.

5. Educational outcomes.

(Part of the informal meeting or determined based on the responsibility of the formal meeting)

- Develop by using the root cause analysis resource.
- Should fit the nature and degree of the offense. There can only be monetary fines when predetermined in governing documents for a measurable offense.
- Cannot exceed one calendar year.



6. Informal or Formal Accountability Resolution Meeting Summary Report completed.

7. Appeals

- This can only occur if a formal accountability resolution meeting takes place
- College Panhellenic Appeal Notice must be filed within seven days of the formal accountability resolution meeting.
- Can be filed by any party involved in the meeting.
- Can reverse or uphold the peer accountability board decision.

3. Informal accountability resolution meeting.

- **GOAL:** to find educational outcomes that address and correct the accepted infraction behaviors.
- Selected **ONLY** if chapter in question accepts responsibility for all alleged infractions.
- Collaboration with the College Panhellenic to design educational outcomes.
- Must be held within 21 days of meeting notice.

NOTE:

- Peer accountability officer leads meeting.
- The fraternity/sorority advisor ensures conversations are respectful and collaborative.



4. Formal accountability resolution meeting.

- **GOAL:** to determine what, if any, infractions occurred.
- Selected if the chapter in question does not accept responsibility for all alleged infractions.
- Must be held within 21 days of meeting notice.

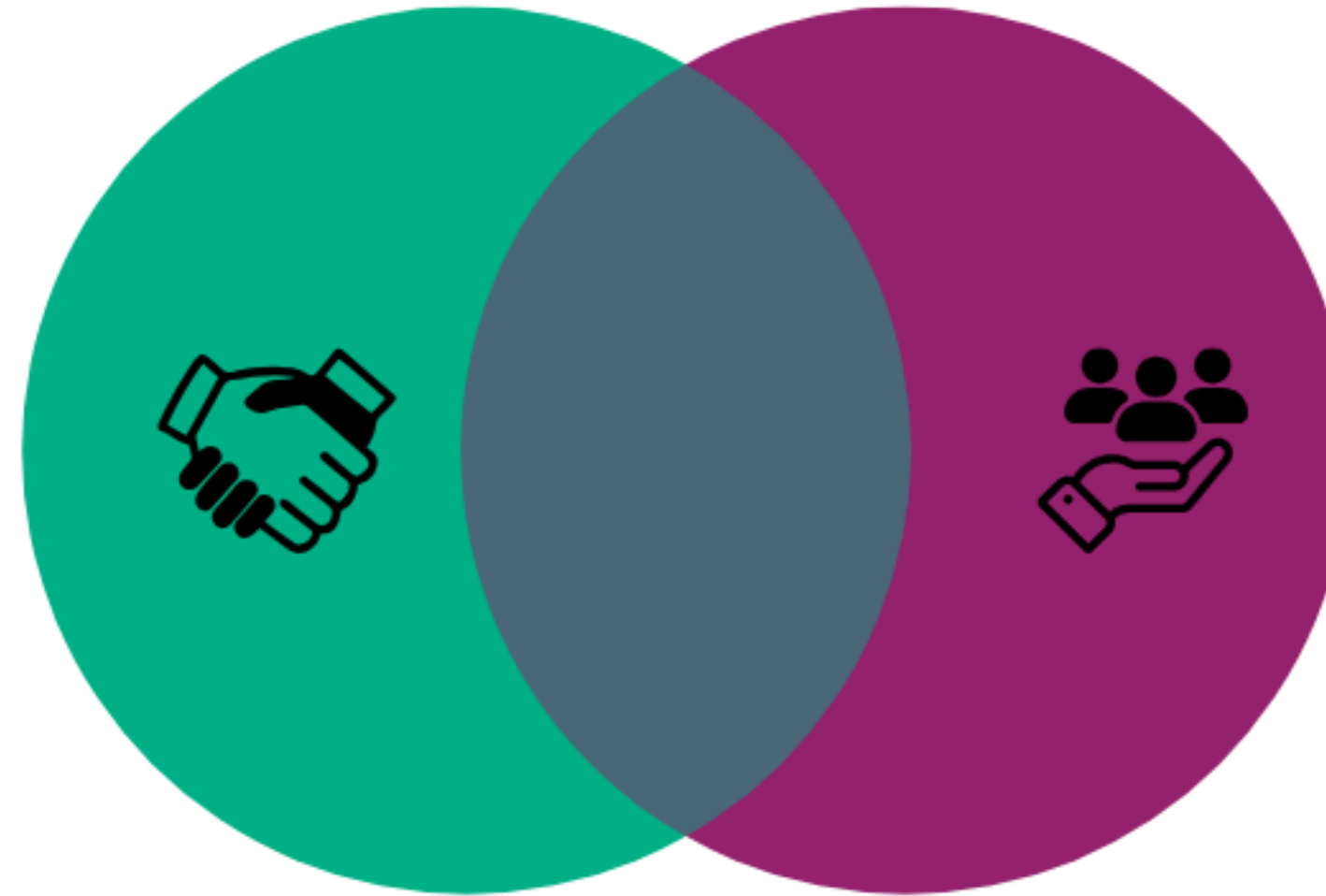
NOTE:

- Peer accountability board = two members of the College Panhellenic executive board plus the peer accountability officer who leads the meeting.
- The fraternity/sorority advisor serves as an ex-officio, non-voting member.

ACCOUNTABILITY RESOLUTION MEETING BY TYPE

Informal

- Chapter in question accepts responsibility for alleged infraction(s) going into the meeting.
- Peer accountability officer serves as the leader of the meeting.
- Meeting's purpose is to craft educational outcomes together.
- If agreement is not reached on educational outcomes during the informal accountability resolution meeting, the meeting will stop and a formal accountability resolution meeting shall be held within 14 days.



Both

- The meeting is closed to the public and confidential.
- No more than three participants (including a chapter advisor) shall represent the chapter in question at the meeting.
- The conversation must be between students.
- Educational outcomes are offered if responsibility is accepted/found.

Formal

- Chapter in question does NOT accept responsibility for alleged infraction(s) going into the meeting.
- The Peer Accountability Board consists of the peer accountability officer as the presiding officer, two members of the College Panhellenic Executive Board selected at random and rotated between accountability resolution meetings, and the fraternity/sorority advisor as an ex-officio nonvoting member.
- Discussion of potential educational outcomes before responsibility is assigned occurs.

Crafting Educational Outcomes

- Each College Panhellenic shall strive to achieve a fair and reasonable resolution for infractions. Educational outcomes should fit the nature and degree of the infraction and use root cause analysis.
- Monetary fines shall be acceptable only for a measurable infraction of the Panhellenic's governing documents or stated membership recruitment rules.
- Educational outcomes shall not:
 - Forbid primary recruitment or continuous open bidding activities or the observance of an inter/national sorority event such as an educational program, ritual ceremony or historical celebration.
 - Affect a sorority chapter's quota or total.
 - Affect the time of new member acceptance and/or initiation.
 - Forbid the right of a sorority to vote during College Panhellenic meetings.
 - Include removal from the College Panhellenic.
- The duration of any education outcome imposed shall not exceed one calendar year from the time the decision is final.



Crafting educational outcomes using root cause analysis

- Identify the materials, methods, measurements, machines, environment and personnel that impacted the incident.
- Walk the entire incident backward and rank which dynamics most impacted the incident.
- Ask questions that address “why” and “what” impacted the incident most.
 - What is the culture of the chapter?
 - What behavior do they tolerate?
 - What does accountability look like?
 - Why do the members think this happened?
 - Why do the advisors think this happened?
 - Why do outsiders think this happened?
- Once you have the answer to those questions and identified common things, state the root cause. The Peer Accountability Board should gather consensus for the root cause before designing educational outcomes.
- Ask the chapter what would be helpful in addressing the identified root cause in their chapter.
 - Do they agree with the root cause? Why or why not?
 - If not, do they need education to get to an agreement? Do you need to consider the root cause?
 - If so, what do they believe they need? Do you agree? Why or why not?
- Consult the Recommended Educational Outcome Guide for ideas.
- Design educational outcomes accordingly; provide timelines and points of contact, in addition to a rationale, for each educational outcome. When writing a rationale for each educational outcome, include intended learning and behavior outcomes for the recommendation and what the root cause identified was.
- Create a follow-up plan for tracking and documenting educational outcomes and a follow-up plan for incomplete educational outcomes and missed deadlines.



identify

What impacted the incident?



what dynamics were at play the most?

What are the most important factors?



why?

Ask why. Ask why again.



discuss the root cause

Discuss the root cause. Do you agree on it?



what would be helpful?

Discuss with the chapter what ed. outcomes might be helpful in curbing the behavior within their chapter. Consult the guide for ideas.



set standards

Provide a rationale for the educational outcomes. Include what you would like them to learn and what the root cause was identified as. Create a follow-up plan for tracking and documenting educational outcomes and a followup plan for incomplete items and any missed deadlines.

educational outcome examples

type of incident

Recruitment infractions

- Chapter creates transition document outlining correct procedures or improved chapter plan to ensure incident does not occur during the next recruitment period. Send a copy of the document with the signatures of outgoing and incoming officers to the College Panhellenic.
- Chapter writes an apology statement to the impacted community (chapter recruitment officers, Panhellenic recruitment officers, RFM specialist, other chapter officers, etc.) Chapter sends a copy to the College Panhellenic.
- Chapter hosts a recruitment wrap-up meeting to process what changes need to be made to recruitment, providing a space for engagement with the fraternity/sorority advisor.
- Chapter hosts a College Panhellenic meeting prior to recruitment for the recruitment rules to be read aloud. Hosting can include responsibilities such as making logistical arrangements, promoting the meeting, sharing invitations and securing facilitators and presenters, but does not need to be leading the workshop or presentation.
- Chapter hosts a College Panhellenic program on values-based recruitment.
- Chapter hosts a Panhellenic-wide training about recruitment. Chapters with serious infractions are often charged with presenting the part of the training covering the Unanimous Agreement (UA) or recruitment rules they violated. For example, if XYZ chapter had men assisting with recruitment, it would have to present on UA X and educate the collective group.
- Chapter completes a root cause analysis and presents findings to the entire chapter.

Appeals

- The decision of the Peer Accountability Board may be appealed by any involved party to the NPC Panhellenic Accountability Committee.
 - An appeal shall be filed with the peer accountability officer, using the College Panhellenic Appeal Notice within seven days of the formal accountability resolution decision.
 - The NPC Panhellenic Accountability Committee shall reverse or uphold the decision of the Peer Accountability Board.
 - The NPC Panhellenic Accountability Committee may also dismiss or modify educational outcomes as the committee deems appropriate.
 - Any educational outcome shall begin only after all properly filed appeal decisions have been rendered. If a sorority that has been found responsible wants to fulfill all or part of the educational outcomes pending the outcome of a filed appeal, the sorority shall have that option.
- If the NPC Panhellenic Accountability Committee is unable to resolve the appeal, the file should be transferred to the NPC office for final resolution by the NPC Board of Directors. The decision of the board shall be final.

Resources

- Peer Accountability Procedure Guide
- College Panhellenic Educational Outcome Resources
 - Educational Outcome Guide
 - How to Assess Fines Appropriately
 - Root Cause Analysis
- Developing Policies That Work For Your Community Worksheet
- College Panhellenic Peer Accountability Procedure Forms
- NPC staff and volunteers!

Appendix B: College Panhellenic Peer Accountability Procedure COLLEGE PANHELLENIC PEER ACCOUNTABILITY PROCEDURE College Panhellenic Alleged Infraction Report

Complete and submit to the College Panhellenic peer accountability officer or accountability officer (if unavailable) within 30 calendar days from the date of the college breaks.

College/university: _____

Against (name of sorority): _____

For violating: _____
List specific NPC Unanimous Agreement, NPC policy, College code of ethics, recruitment rules, etc.

Recruitment infraction reported by (reports may only be filed by one)

Chapter president Panhellenic officer in charge of recruitment

Recruitment counselor Potential new member

Non-recruitment infraction reported by (reports may only be filed by)

Chapter president Chapter executive officer/board member

College Panhellenic officer Fraternity/sorority advisor

Date/time/location of alleged infraction: _____

Witness(es) to the incident; include affiliation/Panhellenic officer title and _____

Description of the incident; use additional sheets if necessary: _____

Names and affiliation of cited individuals and sorority involved: _____

Names, email addresses and phone numbers of individuals/sorority representatives: _____

Signed by: _____
Name and position

DELIVERY RECORD (Completed by the peer accountability officer or fraternity/sorority advisor)

Date submitted: _____ Report properly submitted? Yes No If no, _____

College Panhellenic Alleged Infraction Report sent to: _____

Accused sorority

Fraternity/sorority advisor

NPC area advisor

Student conduct officer

Other office: _____



Developing Policies That Work for Your Community

Use this worksheet to guide any policies you feel you need to make to address health and wellness concerns within your community. Not all concerns require a policy – many can be addressed through dialogue, programming, or awareness. When a policy is necessary to support stronger accountability, this worksheet will help you develop intentional and enforceable policies that address the critical needs of your community.

Step 1: What is the problem? How can you confirm that is the actual problem? What data do you have to show this is a problem? Complete a root-cause analysis to be sure you are identifying the problem. When identifying the problem, be sure to find the problem and not the product of the problem as outlined in the root-cause analysis worksheet. Write the problem with as much detail and specifics as possible including what behavior, time of year or day, people involved and other context that matters to the problem.

Step 2: Now that you have identified the problem, what actual behaviors need to be addressed by a newly created policy?



How to Assess Fines Appropriately: Using Fines Fairly and Equitably

One of the resolutions you may want to use as an outcome for a formal or informal process is assessing a fine to the chapter.

Should a College Panhellenic want to use a fine as a resolution outcome, it must use the following guidelines:

Is the incident/policy infraction measurable (for example, specific amount needed to cover cost of damage, trash left at event, number of members not attending a required program)?

- Yes-Fine (see more below)
- No-Educational sanction

If the Panhellenic determines a fine is appropriate, the Panhellenic should set a reasonable dollar amount per measurable offence. You can fine per member, for example, if it costs \$2,500 to host a speaker and there were 250 community members required to attend the cost would be \$10 per member. Another example is fining a certain dollar amount each hour a recruitment list is submitted late.

You should only use fines when the policy infraction has already occurred and cannot be addressed in the moment (for example, a chapter having décor that is beyond the recruitment rules). If this is noted prior to start of recruitment, then the chapter should be asked to remove items. Giving chapters the option to "take the fine" allows for a way for a rule/policy to be "bought out." Therefore, a fine would not be a reasonable sanction. However, if a chapter submits its invitation list late, the list must be accepted even if it is late. Therefore, a fine can be a reasonable sanction.

If fines are used as a sanction, how that money is used should be agreed upon by the College Panhellenic and indicated in the budget passed each year. Suggestions for this money can be used include scholarships, recruitment registration waivers or funding for educational programs and events.

Next Steps

- Updated resources will be shared in the coming weeks. It is important you update governing documents – they do not need to be voted on as of 1/1 but you do need to follow this process.
- All resources will be re-shared in January with new Panhellenic officers and FSAs. That is why it is SO important that you keep FS Central up to date!!
- Want to learn more? Register for College Panhellenic Academy 2024.
- Stay tuned for other trainings throughout 2024 and in the coming months.



Debrief

What stuck out to you?

What are you still struggling with?

Final thoughts and questions?

