


**Title IX
and Florida
International
University Policy**

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EHC
Campus and Workplace Solutions

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1

Agenda

- 1 2020 Title IX Regulations
- 2 Other Title IX Requirements
- 3 FIU's Sexual Harassment (Title IX) and Sexual Misconduct Policy
- 4 Other Laws



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2

Section 1



New Title IX Regulations



3

Who Monitors Title IX Compliance and Why?

- Department of Education, Office for Civil Rights
- The Office for Civil Rights enforces several Federal civil rights laws that prohibit discrimination in programs or activities that receive federal financial assistance from the Department of Education.

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Title IX- the law

Title IX of the Education Amendments Act of 1972

- No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance.



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“It is impossible,” Justice Gorsuch wrote, “to discriminate against a person for being homosexual or transgender without discriminating against that individual based on sex.”

June 15, 2020

6

Title IX- some history...and some that remains

- 1998/1999 Gebser and Davis- deliberate indifference
- 2001- Sexual Harassment guidance
- 2007- Dear Colleague on Single Sex Programs
- 2010- Dear Colleague on Harassment and Bullying
- 2011- Dear Colleague Letter on Sexual Harassment (rescinded)
- 2014- Q&A (rescinded)



7

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Title IX background, continued

- 2015- Dear Colleague Letter on Title IX Coordinators
- 2016- Dear Colleague Letter on Transgender Students (Rescinded)
- 2018- revised case processing manual
- 2018- Proposed new regulations
- May 6, 2020.....new regulations!
- August 14, 2020- Effective date
- But.....after January 20, 2021.....



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Title IX- what it covers

What does the school pay for or enable, control, own...etc?

- employees, students
- employment, benefits, opportunities
- the ability to engage in what the school has to offer
- athletics
- academics
- extra-curriculars
- on-campus, off-campus (with some caveats)
- discipline



9

2020 Title IX Regulations


PRESS ROOM / SENIOR STAFF
Betsy DeVos, Secretary of Education—Biography

Betsy DeVos serves as the 11th U.S. Secretary of Education. She was confirmed by the U.S. Senate on February 7, 2017 after being nominated by President Donald J. Trump. Secretary DeVos has been involved in education policy for nearly three decades as an advocate for children and a voice for parents. She is especially passionate about reforms that help underserved children gain access to a quality education.

DeVos' interest in education was sparked at an early age by her mother, a public school teacher. It grew when she sent her own children to school and was confronted with the reality that not every child in America is granted an equal opportunity to receive a great education. DeVos saw firsthand the work leaders in her hometown were doing to increase educational opportunities for students and choices for parents, and she has been involved in the fight to provide better educational options across the nation ever since.

For 15 years, DeVos served as an in-school mentor for at-risk children in the Grand Rapids (Michigan) Public Schools. Her interactions there with students, families and teachers, according to DeVos, "changed my life and my perspective about education forever."

A leader in the movement to empower parents, DeVos has worked to support the creation of new educational choices for students in 25 states and the District of Columbia.



Portrait photo

10

Know Your IX @knowyourix · May 18

About a third of survivors are pushed out of school in the aftermath of violence. DeVos' rule will exacerbate dropout rates and reduce reporting. Survivors are already experiencing an unacceptable status quo that will be made far worse by DeVos' changes to Title IX.

Alexandra Brodsky @sibrodsky · Apr 14

Few things give me a headache like anti-Title IX advocates claiming DeVos's new rules are necessary because the status quo for "survivors" is unacceptable. Let's be clear: Far from solving existing problems, the new Title IX regulations will "exacerbate" them, and severely.

Know Your IX @knowyourix · May 15

DeVos' Title IX rule holds survivors of sexual violence to a higher standard than other forms of harassment and discrimination. That's not unintentional — that's sex discrimination.



Nine For All · 5,311 Tweets

Suzanne @suzeq479 · May 8

#ThankYouBetsy and the @usedgov for restoring #DueProcess on our college campuses. It has been stripped away since the 2011 DCL. No one in this country should be presumed guilty upon accusation.

Secretary Betsy DeVos @BetsyDeVosED · May 7

Our new #TitleIX reg codifies into law sexual harassment as the discrimination it is. Before now, it was only addressed through Dear Colleague letters. We owe students more than letters and good intentions. We owe them accountability through the law.



0:19 1K views not legally binding and do not have the force of law

Heather Mac Donald @HMDatMI · May 7

Joined @TuckerCarlson last night to discuss Biden's history of stripping due process rights from accused students. What would happen if he were judged by a campus tribunal?

Watch:

11

T-Mobile Wi... 10:21 AM 27%

In case you missed it

IX Title IX For All @Title... · 15h

It's ironic to hear complainant advocates refer to their anti-due process stance as being pro-civil liberties. Yes, when I think of expanding a quasi-prosecutorial apparatus trampling over due process into every area of life, I think "that's what civil liberties is all about."

2 10

IX Know Your IX @k... · 21m

Only about 8% of all sexual assaults involving middle school, high school, and college students occur on school property. That means @BetsyDeVosED's rule would require schools to dismiss 92% of all reports of sexual assault.

1 15 15

12

DOE's "Summary of Major Provisions of This Regulatory Action"

- 1 Define the conduct constituting sexual harassment for Title IX purposes
- 2 Specify the conditions that activate a recipient's obligation to respond to allegations of sexual harassment and impose a general standard for the sufficiency of the schools response
- 3 Specify situations that require a school to initiate its procedures
- 4 Establish procedural safeguards that must be incorporated into a recipient's grievance procedures to ensure a fair and reliable factual determination when a school investigates and adjudicates complaints

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DOE's View of What the Regulations Accomplish:

- 1 setting forth clear standards that trigger a recipient's obligation to respond to sexual harassment
- 2 defining the conduct that rises to the level of Title IX as conduct serious enough to jeopardize a person's equal access to the school's educational program or activity
- 3 confining recipient's Title IX obligations to respond to sexual harassment of which it has actual knowledge

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What the Regulations Mean for Institutions

- Due process focus
"Presumption of innocence"
- Notice notice notice notice notice notice
- Narrow and focused involvement by OCR/DOE
- More "legality" to proceedings
- Training
- Mandatory advisors- schools provide
- More time for evidence review (10 days) and report review (10 days)
- Informal option
- Mandatory reporters changed
- Documentation & record-keeping
- More information out there
- POLICY changes and creation

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Who are the compliance stakeholders? NOTICE NOTICE

- HR (employee matters AND the notice to employees and job applicants)
- Student catalog and handbook folks
- Public safety
- Title IX
- Communications/ Marketing
- IT
- General counsel
- Institutional equity
- Student conduct
- Academics
- Counseling
- Admissions

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Scope of Title IX is limited

- Applies only to exclusion from participation, denial of benefits, or discrimination based on the basis of sex occurring against a person in the United States (106.8 (d))
- Applies only to conduct within the school's education program or activity (106.30, 106.44(a))

Do not forget: Clery still applies. An institution's other policies still apply.

17

school's education program or activity

locations, events, or circumstances over which the recipient exercised substantial control over both the respondent and the context in which the sexual harassment occurs, and also includes any building owned or controlled by a student organization that is officially recognized by a postsecondary institution.

18

106.30 Definitions

Sexual Harassment

- 1 An employee of the recipient conditioning the provision of an aid, benefit, or service of the recipient on an individual's participation in unwelcome sexual conduct;
- 2 Unwelcome conduct on the basis of sex that is so severe, pervasive, AND objectively offensive that it effectively denies a person equal access to the recipient's education program or activity
- 3 Sexual assault, as defined in 20 USC 1092(f)(6)(A)(v), dating violence as defined in 34 USC 12291(a)(10), domestic violence as defined in 34 USC 12291(a)(8) or stalking as defined in 34 USC 12291(a)(30)

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Focusing In

- So severe, pervasive, AND objectively offensive that it effectively denies a person equal access to the recipient's education program or activity.
- “The *reasonable person standard* appropriately takes into account whether a reasonable person, in the position of the particular complainant, would find the conduct offensive.”
- “The *objective nature of the inquiry* simply means that evaluation is made by a reasonable person considering whether, standing in the shoes of the complainant, the conduct would be offensive.”

Quotations from DOE commentary in unofficial version p. 514

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Sexual Assault

- Sexual act directed against another person, by force, threat of force, coercion, or without consent, including instances where the person is incapable of giving consent.
- Includes Rape, Sodomy, Sexual Assault with an Object, Fondling, Incest, and Statutory Rape.

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Domestic Violence

- includes felony or misdemeanor crimes of violence committed by a current or former spouse or intimate partner of the victim, by a person with whom the victim shares a child in common, by a person who is cohabitating with or has cohabitated with the victim as a spouse or intimate partner, by a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction receiving grant monies, or by any other person against an adult or youth victim who is protected from that person's acts under the domestic or family violence laws of the jurisdiction.

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Dating Violence

- Violence committed by a person who is or has been in a social relationship of a romantic or intimate nature with the victim.

Includes, but is not limited to, sexual or physical abuse or the threat of such abuse.

Existence of relationship will be determined based on consideration of the following factors: length of relationship, type of relationship, and frequency of interaction between the persons in the relationship.

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Stalking

- Engaging in a course of conduct directed at a specific person that would cause a reasonable person to:
 - (A) fear for his or her safety or the safety of others; or
 - (B) suffer substantial emotional distress

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Further Limits to the Scope

- **Actual knowledge** means notice of SH or allegations of SH to a recipient TIXC or any official of the recipient who has authority to institute corrective measures on behalf of the recipient.
- The mere ability or obligation to report sexual harassment does not qualify an employee, even if that employee is an official, as one who has authority to institute corrective measures on behalf of the school.



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106.30 Definitions- FORMAL COMPLAINT

Complainant must be participating in or attempting to participate in the school's program or activity at the time of filing the complaint

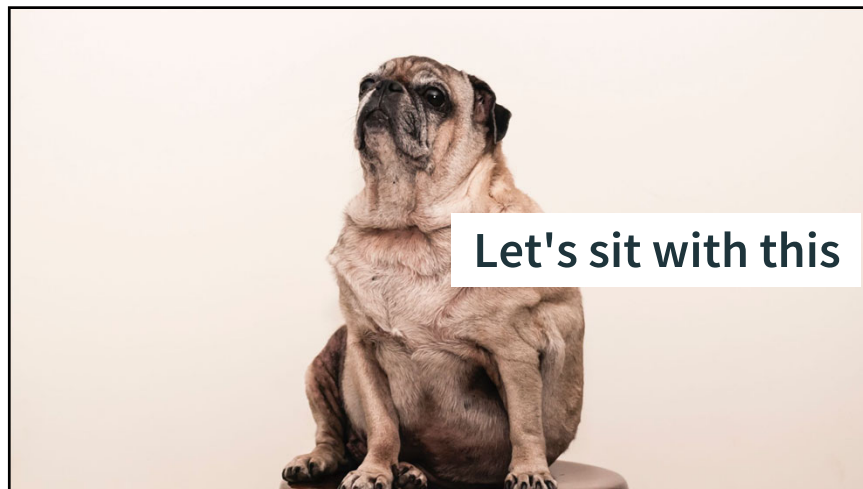
- 1 alleging sexual harassment against a respondent,
- 2 about conduct within its educational program or activity,
- 3 requesting initiation of the school's grievance procedures, and
- 4 filed by a complainant at a time when they are participating or attempting to participate in the school's education program or activity.



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Dismissal

- **MUST** dismiss, as Title IX complaints, complaints that do not satisfy requirements of "Formal Complaint"
- **MAY** dismiss for other reasons such as request from complainant, respondent no longer at the school, or no ability to gather the information necessary, etc.
- **NB:** Appeal rights attach, however.



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106.30 Definitions: Supportive Measures- TIXC responsible

- Non-disciplinary, non-punitive individualized services offered as appropriate, as reasonably available, and without fee or charge to C and R before and after the filing of a formal complaint or where no complaint has been filed
- Such measures are designed to (1) restore or preserve access to the recipient's education program or activity, without unreasonably burdening the other party, (2) protect the safety of all parties and the recipient's educational environment and (3) deter sexual harassment

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No formal complaint? Just a report?

- Recipient must offer and implement supportive measures designed to effectively restore or preserve the complainant's access to the recipients educational program or activity.
- At the same time it offers supportive measures, Recipient must inform complainant of the right to file a formal complaint at that time or a later date

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106.45: Grievance Procedures MUST

- **Treat complainants and respondents equitably**
Equitable resolution for C must include remedies (where responsibility is found) that must be designed to restore or preserve access to the school's program or activity
Equitable resolution for R must include due process protections before any disciplinary sanctions are imposed
- **Require objective evaluation of all relevant evidence**
Includes both in/ex-culpatory evidence
Credibility determinations may not be based on someone's status as R or C
- **Coordinators, investigators, and decision makers may not have a conflict of interest or bias**
Must receive training
Training materials must not promote stereotypes and must promote impartial investigations and adjudications
- **Include presumption that the respondent is not responsible for the alleged conduct until a determination regarding responsibility is made at the conclusion of grievance process**

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106.45: Grievance Procedures & Time frames MUST:

- **Include reasonably prompt time frames for conclusion of the grievance process, including for filing and resolving appeals, if any, and a process that allows for the temporary delay of the grievance process or the limited extension of time frames for good cause with written notice to C & R of the delay or extension and the reasons why.**

Good cause includes considerations such as the absence of the parties or witnesses, concurrent law enforcement activity, or the need for language assistance or accommodation of disabilities

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106.45 Grievance Procedures- Notice of allegations

- Upon receipt of a *formal complaint*, school must provide the following written notice to the parties who are known:
 - A) Notice of the school's grievance procedures
 - B) Notice of the allegations constituting a potential violation of the school's code of conduct
 - including sufficient details known at the time and with sufficient time to prepare a response before any initial interview
 - SEE THIS SECTION FOR LAUNDRY LIST OF WHAT MUST BE IN THE NOTICE**
 - Ongoing notice requirement when new allegations added to investigation

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Grievance Procedures, contd

- Provide party whose participation is invited or expected with written notice of date, time, location, participants, purpose of all meetings, with sufficient time for party to prepare to participate.
- Must provide live hearing
 - Each party must be able to ask the other party and any witnesses all relevant questions, including those challenging credibility
 - Such cross examination must be conducted by the party's advisor of choice
- Schools must provide advisor to those who do not have one.

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Advisor requirement

- Advisor of choice
- Limits on role and rules of decorum
- Cross examination
- Schools must provide for cross examination if a party does not have an advisor
- “Only relevant cross-examination and other questions may be asked of a party or witness.”



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Evidence and Report Review

- Prior to completion of the report, the recipient must send the parties the evidence that is subject to review and inspection. Parties shall have at least TEN DAYS to provide a written response which the investigator shall consider prior to completion of the written report.
- all evidence must be available at hearing so that the parties can refer to it. (what if school and parties disagree whether something is relevant?)
- Create an investigative report that FAIRLY summarizes RELEVANT EVIDENCE and, AT LEAST TEN DAYS prior to a hearing, provide a copy of the report to the parties for their review and written response.
- MUST include inculpatory and exculpatory evidence

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Relevant and Probative?

Relevance

the tendency of a given item of evidence to prove or disprove one of the elements of the case, or to have probative value to make one of the elements of the case likelier or not.

Probative

“tending to prove.” Probative evidence “seeks the truth.”
Tends to prove the proposition for which it is proffered.

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Hearing- Live with Cross Examination.

- The decision-maker must explain to the party's advisor asking questions any decision to exclude questions as not-relevant (include relevant).
- Provide both parties equal opportunity to inspect and review any evidence obtained as part of the investigation that is directly related to the allegations raised in a formal complaint, including evidence that the recipient *does not intend to rely upon in reaching a determination regarding responsibility.*
- If a party or witness does not submit to cross examination at the hearing, the decision maker must not rely on any *statement* of that party or witness in reaching a determination regarding responsibility the investigation.

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Preponderance of the Evidence



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Objectively evaluate



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Written Decision Must Include...

- Identification of the code alleged to have been violated
- Description of the procedural steps taken from receipt of the complaint through determination, including any notifications to the parties, interviews with parties and witnesses, site visits, methods used to gather other evidence, and hearings held
- Findings of fact used to support the determination
- Conclusions regarding the application of the code of conduct to the facts.
- Statement of, and rationale for, the result as to each allegation, including a determination regarding responsibility.
- Any sanctions the recipient imposes on the respondent, and any remedies provided by the recipient to the complainant designed to restore or preserve access to the program or activity.
- The procedures and bases for an appeal.

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Appeal grounds

- 1 Procedural irregularity
- 2 New evidence that was not reasonably available at the time of determination regarding responsibility or dismissal was made, that would affect the outcome of the matter
- 3 The Title IX Coordinator, investigator, or decision-maker had a conflict of interest or bias for or against parties generally or the individual party that affected the outcome of the matter
- 4 Other bases determined by the school, provided offered to both parties

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“Travel of
the case”



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Informal Process

- **At ANY TIME prior to reaching a determination**
May include mediation
That does not involve full investigation and adjudication
- **MUST:**
- **Provide parties written notice disclosing**
Allegations
Requirements of the informal resolution process incl. the circumstances under which it precludes parties from resuming a formal complaint arising from the same allegations
- Any consequences resulting from participating in the informal resolution process, including the records that will be maintained or could be shared
- Obtain parties' voluntary written consent

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Record-keeping

For a period of SEVEN YEARS

- Each sexual harassment investigation (including determination regarding responsibility, discipline, remedies, etc.)
- Any appeal and result therefrom
- Informal resolutions
- All materials used to train coordinators, investigators, and decision-makers with regard to sexual harassment.



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Additional Record-keeping- For Seven years

- Records of any actions, including any supportive measures, taken in response to a **REPORT or FORMAL COMPLAINT** of sexual harassment

In each instance, school must document the basis for its conclusion that its response was not clearly unreasonable

Must document that it has taken measures designed to restore or preserve access to the recipient's educational program or activity

The documentation of certain bases or measures does not limit the recipient in the future from providing additional explanations or detailing additional measures taken.



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Training. 106.45

- All key actors must receive specific training on skills and abilities required by the grievance procedures.
- Training must be kept and put on website.

RELEVANCE. BIAS. PROCESS.

47

ACTION! Categorized compliance efforts.



Documents & Process



Technology



Training



People



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Documents & Process

- **Policy and procedure**
Complaint form
- **Notice of policy**
Job descriptions, applications, parents, students, employees, unions....
- **Supportive Measures**
Anytime. Document what was offered and how it complies with the standards under the regulations
- **Complaint intake and assessment**
Form to assess complaint; Notice to investigate or not to investigate; decisions on interim measures
- **Investigation reports**
Consistent regardless of investigator, with required information
- **Hearing**
Forms to document how questions assessed; forms documenting decisions per regulations
- **Appeal**
Appeal assessment form; notice of decision; remember, this is for decision at the beginning as well as the end (two different form notices of decision)
- **Notices of investigation, meeting, hearing, case dismissal, outcome.**

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Technology & Training

- **Recording equipment and storage**
- **Determine who will train**
- **Training materials go on website**

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Staff/People

Understand how the regulations impact staffing needs

- **Hearing officers**
- **Advisors**
- **People to help with coordinating supportive measures**
- **Meetings with parties**
- **Preparing documentation**
- **Training for all students and employees**
- **Investigators**
- **Appeal officers**

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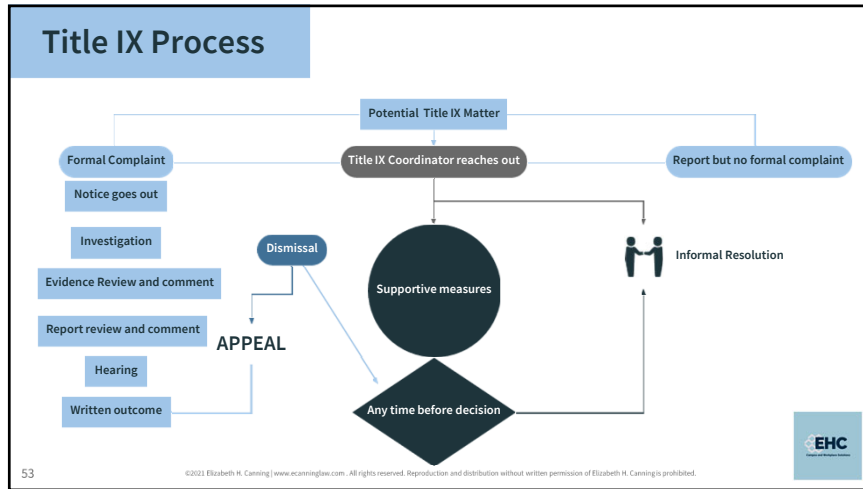
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Who are you?



52



53

Section 2

Other Title IX Requirements

54

54

Title IX Still Applies to Other Forms of Sex Discrimination

- Pregnancy and parenting
- Employment
- Athletics

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Athletics Compliance

- Three prong analysis:
 - Statistical compliance
 - History of adding teams
 - No unmet interest
- What must be “equitable”?

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What about behavior that falls outside of the “New” Title IX?



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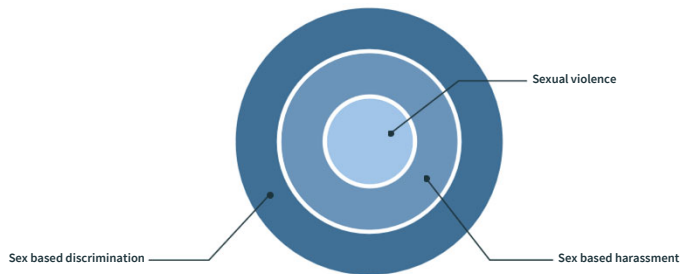
Section 3 School Policy



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Sex based discrimination and harassment (not Title IX)

Includes gender based discrimination and harassment



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FIU Non Title IX Sexual Misconduct

- Domestic violence
- Dating violence
- Gender based harassment
- Non-consensual sexual touching
- Obscene or indecent behavior
- Revenge porn
- Sex based harassment
- Sexual assault
- Sexual exploitation
- Stalking

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Consent

- **A clear, knowing, and voluntary agreement to engage in specific sexual activity at the time of the activity.**

Consent can be communicated by words or actions as long as those words or actions create mutually understandable permission regarding willingness to engage in (and the conditions of) sexual activity.

- **See also: coercion and incapacitation**



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Sex-based Harassment

- **Any unwelcome sexual advance, request for sexual favors, and/or other verbal or physical conduct of a sexual nature:**

- Submission to or rejection of such conduct is made implicitly or explicitly a term or condition of a person's instruction, academic standing, or participation in any University program, activity, or benefit;
- Submission to, or rejection of, such conduct by an individual is used as a basis for academic or work evaluation;
- Such conduct creates a hostile environment. A hostile environment exists when the conduct is sufficiently severe, persistent, or pervasive that it unreasonably interferes with, limits, or deprives an individual from participating in or benefiting from the University's educational, and/or campus-residential experience when viewed both from a reasonable person in similar circumstances and the person in question.



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Sexual Assault

- **Penetration, no matter how slight, of the vagina or anus with any body part or object, or oral penetration (regardless of whether it includes penetration) by a sex organ of another person, without the consent of the Complainant.**

Attempts or assaults to commit Sexual Assault are also included.



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Non-consensual Sexual Touching

- **Any sexual touching without consent.**
- **Touching may be under or over clothing.**
- **Any intentional touching of a person's body, including the breasts, buttocks, groin, genitals, or other intimate parts.**
- **Includes making people touch others or themselves.**



64

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Domestic Violence

- Violence committed by a current or former spouse or intimate partner of the victim, by a person with whom the victim shares a child in common, by a person who is cohabitating with or has cohabitated with the victim as a spouse or intimate partner by a person similarly situated to a spouse of the victim or by any other person against an adult or youth victim.



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Dating Violence

- Violence committed by a person (i) who is or has been in a social relationship of a romantic or intimate nature with the victim; and (ii) where the existence of such a relationship shall be determined based on a consideration of the length of the relationship, the type of relationship, and the frequency of interaction between the persons involved in the relationship.



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Stalking

- A course of conduct directed at a specific person that would cause a reasonable person to fear for his or her safety or the safety of others, or suffer substantial emotional distress.



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Gender-based Harassment

- Harassment based on gender, sexual orientation, gender identity, or gender expression, including acts of aggression, intimidation, or hostility, whether verbal or non-verbal, graphic, physical, or otherwise, even if the acts do not involve contact of a sexual nature.



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Other misconduct

- **Sexual exploitation**

Knowingly or recklessly transmitting a sexually transmitted disease or STI (such as HIV) to another individual w/out the knowledge and consent of the person exposed.

- **Stalking**

Course of conduct directed at a specific person that would cause a reasonable person to fear for his or her safety or the safety of others: or suffer substantial emotional distress.

- **Revenge porn**

To publish a sexually explicit image of a person, including any depiction that contains or conveys the personal identification or information of the depicted person by any electronic, digital or other means, including to an internet website, by text, by email, and/or by or through social media without the depicted person's Consent.



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Obscene or Indecent Behavior

- **Exposure of one's sexual organs or the display of sexual behavior that would reasonably be obscene or indecent to others**

- **Recording, photographing, transmitting, showing, viewing, or distributing w/out consent**

- **Observing another individual's nudity or sexual activity or allowing another to observe consensual activity without consent**

- **Publishing sexually explicit image without consent**



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Retaliation

- **Any words or behavior made to intimidate, threaten, coerce, or discriminate against any individual**
- **for the purpose of interfering with any right or privilege secured by this Regulation (Title IX)**

- **Or because the individual has made a report or complaint, testified, assisted, or participated or refused to participate in any manner in an investigation, proceeding, or hearing under this Regulation.**

- **Respondent, Complainant, Reporting Party, or any other individual or group of individuals**



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Section 4

Additional Laws



72

What are the Laws and Policies that guide this work?

- **State and federal guidance**
 - Title IX, Clery Act, VAWA
 - Title VI/VII
 - ADA/Section 504
 - ADEA
 - Laws prohibiting discrimination related to pregnancy and pregnancy-related conditions
 - State nondiscrimination laws
 - State and Federal Court case decisions
- **School Policies**



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Let's Talk about Clery!

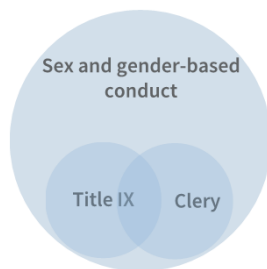


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Clery! What is it?



- Annual report
- Timely warnings
- Response and accommodations
- Prevention and education requirements



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What is Discrimination?

- Treating someone differently because of their identity within a protected category
- May be an act of different treatment
- May also be a facially neutral rule or policy that has a disparate impact
- **Exception:** when there is a legitimate business reason for the rule or policy



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What are examples of protected categories?

- Race
- Religion
- Gender/Sex
- Sexual Orientation
- Gender Identity/Expression
- National Origin
- Disability
- Age
- Veteran Status
- Marital Status
- Pregnancy/parenting

EHC

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Title VII, ADA & ADEA prohibit discrimination and harassment

- Harassment is unwelcome conduct that is based on race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.
- Harassment becomes unlawful where 1) enduring the offensive conduct becomes a condition of continued employment, or 2) the conduct is severe or pervasive enough to create a work environment that a reasonable person would consider intimidating, hostile, or abusive.

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Overheard...

- “I didn't intend to offend or harass”
- “Lighten up! It's just a joke” or “I'd think they'd take it as compliment!”
- “It wasn't about them” or “they could have left.”
- “They didn't tell me it offended them!”
- “What about the First Amendment?”

EHC

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Retaliation

- Anti-discrimination laws also prohibit harassment against individuals in retaliation for filing a discrimination charge, testifying, or participating in any way in an investigation, proceeding, or lawsuit under these laws; or opposing employment practices that they reasonably believe discriminate against individuals, in violation of these laws.

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What is not Adverse Action?

- Petty slights, minor annoyances, trivial issues
- Acts motivated by a business reason other than retaliation



81

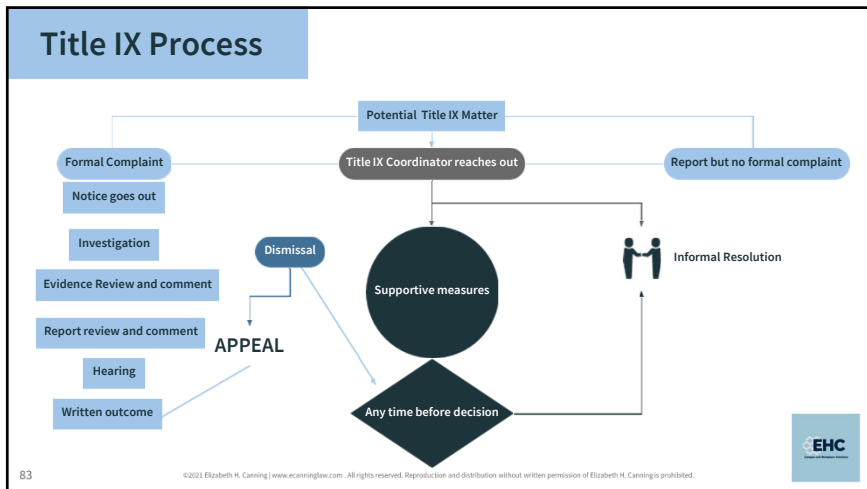
Mandatory Reporters

- You hear something, what do you do?
- You're about to hear something, what do you do?






82



83

Receiving Information: Options for Next Steps

Do	Do not
Thank them for sharing Let them know you are not confidential but that the school does have confidential resources Let them know the school has policies Contact the appropriate person	Minimize or inflame Judge or opine Discourage Investigate or prompt for more information Promise confidentiality



84



85



86