

# Executive Summary-Student Dispute Resolution Services

Student Dispute Resolution Services (SDRS) at Illinois State University is a national-caliber student disciplinary and conflict management agency that has clearly defined vision and mission within the University community. SDRS meets and exceeds all basic requirements of student disciplinary and conflict resolution processes and is highly intentional in its development and implementation of programs and services.

The leadership and staff of SDRS are recognized as leaders within the student discipline and conflict management community in higher education, and the unit is well structured to carry out its assigned responsibilities. SDRS has appropriate facilities, equipment, and monetary support for personnel, but could benefit from additional clerical support and funding for currently non-funded but highly desirable initiatives.

Staff members within SDRS are well trained on the law as it related to higher education, and are committed to ensuring that services are provided on a fair and equitable basis. SDRS maintains excellent relationships with internal and external constituencies, but could benefit from more effective means of communication and collaboration when implementing new systems and practices.

SDRS provides quality training and support to all volunteers who engage in the operations of the disciplinary, conflict resolution, and grievance processes, but would benefit from immediate change in the supervision and recognition of volunteer efforts.

Finally, SDRS is an organization that sets and maintains high ethical expectations of its own staff members, and is an organization dedicated to the improvement of programs and services through continual assessment. SDRS would benefit from more consistent means of assessment for all of its programs and services.

## Summary of Rankings

Part I: Mission indicators)	Score: 4.71 (66 points on 14
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Part II: Program indicators)	Score: 4.98 (314 points of 63
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Part III: Leadership indicators)	Score: 4.88	(122 points on 25	
Part IV: Organization & Management indicators)	Score: 4.21	(59 points on 14	
Part V: Human Resources indicators)	Score: 4.67	(126 points on 27	
Part VI: Financial Resources indicators)	Score: 4.67	(14 points on 3	
Part VII: Facilities, Tech. & Equipment indicators)	Score: 4.80	(72 points on 15	
Part VIII: Legal Responsibilities indicators)	Score: 4.68	(89 points on 19	
Part IX: Equal Opp., Access, A.A. indicators)	Score: 5.00	(20 points on 4	
Part X: Campus & Community Relations indicators)	Score: 5.00	(20 points on 4	
Part XI: Diversity indicators)	Score: 5.00	(20 points on 4	
Part XII: Ethics indicators)	Score: 4.82	(82 points on 17	
<b>OVERALL SCORE</b>		<b>(1,080 points on 225 indicators)</b>	<b>4.80</b>