

UNIVERSITY OF NEW HAMPSHIRE

Bias Response Protocol

INTRODUCTION

In a letter dated March 1, 2006, Provost Bruce Mallory and Vice President for Student and Academic Services Mark Rubinstein requested that a Bias Response Protocol be organized. Specifically, the charge is to define severity levels of bias incidents (including hate crimes) that should guide communication decisions to stakeholder groups and the University community at large. They asked that “consideration...be given to the importance of maintaining a sense of perspective on...incidents, according each its proper weight and notification necessary.” This document outlines a campus-wide protocol and notification system. This is not meant to override the responsibilities of offices such as Community Standards, Residential Life, Housing, Memorial Union Building (MUB), UNH Police, or Civil Rights & Equity Office to respond to incidents reported to them. It will, however, complement the work of these offices and fill in a gap in response that currently exists for incidents that occur outside the MUB and campus residences.

VISION

Every community member should be aware of our collective commitment to maintaining a safe and welcoming environment through periodic public reports on the outcomes of reports of acts of bias. In its Statement of Nondiscrimination, the University makes clear that it does not discriminate against persons because of their race, color, religion, sex, age, national origin, sexual orientation, gender identity or expression, disability, veteran status, or marital status. Furthermore, the [Discrimination and Discriminatory Harassment Policy](#) states that “no member of UNH may engage in harassing behavior within the jurisdiction of the university that unjustly interferes with any individual’s required tasks, career opportunities, learning, or participation in university life.” And finally, the [UNH Code of Conduct](#) is to protect the “university’s educational mission of teaching, research, and public service, as well as to promote every student’s academic achievement and personal development.” This vision is aligned with the university’s [Four Strategic Priorities](#).

PURPOSE

The Bias Response Protocol provides an organized response to bias incidents (including hate crimes) when they occur, and a mechanism to inform the person or group harmed and the community about the outcomes.

APPLICATION OF PROTOCOL

This Protocol applies to UNH students when the behavior occurs online or digital spaces, on campus or within the local community. If an incident also meets the threshold of a potential policy violation that adversely affects the University as described in the [Code of Conduct](#), it may also trigger an investigation and/or adjudication process.

It may also be implemented in areas such as the residence units or MUB if an incident rises to the severity that necessitates campus-wide action. Currently, the Residential Life and Housing staffs follow a response protocol that is well designed for high-density living areas of primarily traditional aged students (18-22). Access to these areas is much more restricted and supervised than other areas of campus. As well, MUB staff currently follows a protocol that is well designed to respond to incidents that occur in the student union building.

STRUCTURE

Responders are charged to receive and provide an initial review of reports of bias incidents that come in via the Incident Report Form or that come directly to any of them; determine if there is evidence of any criminal activity or activity that would trigger response under prevailing federal or state statutes, agency regulations and guidelines, or the UNH Code of Conduct or UNH Discrimination and Discriminatory Harassment Policy; expeditiously follow up with the person filing the report; consult with appropriate offices about action steps; devise response strategies when appropriate or collaborate with offices to respond; and report out the findings and responses as appropriate.

- **Responders** are the Director & Title IX Coordinator, Civil Rights & Equity Office, the Dean of Students or designee, and a representative of the UNH Police Department.
- The **Responders** will immediately examine the severity of all reported bias incidents and review options for an appropriate response following university policies and procedures and federal and state laws. Assessment of the severity of a bias incident will take into consideration (1) threats to safety, (2) the public nature of the incident, and (3) the appearance of premeditation of the incident (see Appendix D [Definitions](#)). If deemed appropriate, the **Responders** may call together some or all of the **Affiliates** and/or contact them via an email distribution list serve. The purpose of the contact will be to pass along information (subject to privacy laws and policies) about an incident, if it involves any form of threat to public safety, physical violence to an individual or group, appears to be pre-meditated and created for public display and attention, or is large-scale in its impact. Consultation may also occur.
- Personally identifying information about students is subject to the [Family Education Rights and Privacy Act](#) (FERPA). FERPA was designed to protect the privacy of student education records. When a report of a bias incident that contains FERPA-protected personally identifiable information about students comes to the attention of any **Responder**, that information will remain confidential under the following circumstances as required by law: FERPA permits disclosure to school officials with a legitimate educational interest. A school official is a person employed by the University in an administrative, supervisory, academic

or research support staff position (including law enforcement unit, personnel and health staff). USNH General Counsel advises that UNH is not authorized to disclose personally identifiable information to students serving in capacity such as the Bias Response Protocol **Affiliates** without first obtaining permission from the student(s).

Affiliates are charged, if appropriate, with providing accurate information to their constituencies and/or devising educational response strategies and act proactively to address potential future incidents and issues of climate as appropriate.

- **Affiliates** may include but are not limited to: Associate Vice President for Division of Diversity, Equity and Inclusion; Office of Community Standards; Residential Life and Housing representatives (CAs, RAs, RHDs and central staff); Chair of the Student Senate Community Change Council; Chair of the Diversity Support Coalition; Graduate Student Senate representative; Sexual Harassment & Rape Prevention Program (The SHARPP Center) administrators; President's Athletic Advisory Committee; Academic Support Services; Student Athletic Advisory Committee; Health & Wellness; Psychological and Counseling Services; UNH-Law Representative; UNH-Manchester representative; Student Accessibility Services (SAS); Military & Veterans Services; Office of International Students and Scholars; and Facilities representatives (such as building managers for academic buildings) and Student Life representatives for student facilities (for example the Directors of the MUB, Hamel Recreation, etc.). Inclusion of any **Affiliate** may depend on the location/severity of incident. (Dean's Council is appropriate to suggest representation.)

Reporting: The University of New Hampshire has been advancing and supporting diversity, equity, and inclusion efforts for many years. UNH is committed to building and nurturing an environment of inclusive excellence where all students, faculty, and staff can thrive, regardless of their backgrounds. Full transparency and accountability are important variables in advancing the work of diversity and inclusion. As such, the Division of Diversity, Equity and Inclusion is sharing data regarding reported incidents of discrimination, hate, and bias at UNH. Each fiscal year, the Division of Diversity, Equity and Inclusion will update the report to keep community members abreast of current trends.

[View the Report on Incidents of Discrimination, Hate and Bias on the UNH Campus](#)

REPORTING AND CONTACT OPTIONS FOR COMMUNITY MEMBERS

- The [Incident Report Form](#) is for reporting of all incidents of (1) discrimination and discriminatory harassment, (2) bias and/or hate crime, (3) retaliation, (4) sexual harassment and/or violence.
- Contact the Director of Community Standards to discuss the incident and determine if it rises to a violation of the Code of Conduct (603-862-3377). Members of UNH may report or disclose community incidents and concerns to a staff member in the Office of Community Standards, submit information in writing via email at community.standards@unh.edu, or through our online reporting system at www.unh.edu/conduct/report. Upon receipt of a complaint, the Director or designee shall conduct a preliminary review into the nature of

the reported incident, complaint, or notice to determine if there is jurisdiction to adjudicate the complaint and to what extent.

- Report to the UNH Police or the Durham Police for a criminal investigation.
UNH Police - phone: 603-862-1427, website: <https://www.unh.edu/upd/>
Durham Police - phone: 603-868-2324, website: <http://www.ci.durham.nh.us/police>
- Report an incident to the Civil Rights & Equity Office to discuss whether it meets the definition of discriminatory harassment.
Phone: 603-862-2930
TTY 7-1-1 Relay NH
Website: <https://www.unh.edu/diversity-inclusion/civil-rights-equity-office>
- Report to the Office of the Senior Vice Provost for Student Life, Dean of Students or other Student Life Offices.
Senior Vice Provost for Student Life - phone: 603-862-2054
Dean of Students - phone: 603-862-2053
Website: <https://www.unh.edu/student-life>
- Report Clery Act incidents to the UNH Police Department
Phone: 603-862-1427
Website: <https://www.unh.edu/upd/>
- Contact a staff member in The SHARPP Center for Interpersonal Violence Awareness, Prevention, and Advocacy (Sexual Harassment & Rape Prevention Program). The SHARPP Center offers programs to the entire UNH community: students, staff and faculty.
Office phone: 603-862-3494
24/7 Support phone: 603-862-7233
24/7 Toll-free Support phone: 1-888-271-7233 (available to anyone in the UNH Community)
TTY (confidential): 800-735-2964
Website: <https://www.unh.edu/sharpp/>
- Contact a professional staff member in the Beauregard Center located in the MUB.
Phone: 603-862-5204
Website: <https://www.unh.edu/diversity-inclusion/beauregard-center>
- Contact the Office of International Students and Scholars.
Phone: 603-862-1288
Website: <https://www.unh.edu/global/international-students-scholars>
- Contact the Office of Human Resources.
Phone: 603-862-0501
Website: <https://www.unh.edu/hr/>
- Report an incident that has occurred in the residential halls or on-campus apartments to the Director of Housing & Residential Life.
Housing Phone: 603-862-2120 / Residential Life Phone: 603-862-2268
Website: <https://www.unh.edu/housing/about-us/contact-us>

Note: For additional offices, see APPENDIX E “CAMPUS SUPPORT OFFICES”

RESPONSE GUIDELINES

First Amendment: Respond with the First Amendment in mind. Conduct that is protected by the First Amendment is not actionable under law, or the UNH Student Code of Conduct.

- **Location:** In considering the First Amendment, we must look at location. A limited public space, like Thompson Hall lawn, is a traditional location for protected speech. At UNH, there are no “speech zones.” Restrictions of time, place, and manner are placed on students, faculty, and staff according to the UNH Student Rights, Rules, and Responsibilities “Freedom of Expression and Guidelines on Peaceful Dissent,” but such restrictions must remain content-neutral and cannot interfere with the message. Non-public forums include offices and related corridors. If there were to be a sit-in at the President’s Office, for example, it would not be constitutionally protected.
- **Context:** Threats are assessed by looking at context. Vague expressions that are not directed at an identifiable individual or group of individuals (such as a campus organization) may be protected.
- **Consultation:** As deemed appropriate, the person or group harmed may be consulted when formulating a response and informed of the outcome. His/Her/Their participation in any outcome should be voluntary.
- **Safety:** Police and The SHARPP Center may be consulted to assist in providing the person or group harmed with custom-designed safety plans and can also provide safety programming and information to groups following an incident. This is not a guarantee of safety, nor can an officer or SHARPP staff member typically be assigned to personally protect any individual or group. However, officers can and do step up patrols, and their visibility, in certain areas or during events.
- **Response:** Offices such as the Affirmative Action and Equity Office, UNH Police, Community Standards, etc., are designated to receive reports, and respond to incidents and complaints of alleged discrimination and discriminatory harassment, including sexual harassment. They will continue in this capacity. When incidents occur that are deemed a threat to public safety, the **UNH Police representative** will immediately notify the public, especially as per the Clery Act Timely Warning protocol or as otherwise necessary. As well if the media (newspapers, television) are involved, **Affiliates** will be notified.
- **Privacy and Due Process:** Respond with the privacy rights and due process rights of the person or group harmed and the accused in mind.
- **See also Appendix A and B.**

FACTORS AND INTENSITY SCALES

(To be considered in determining an appropriate response)

a. Bias incident (including hate crimes):

Factors to be considered in assessing the severity of an incident include: evidence of unprivileged or unwanted verbal or physical contact; unsolicited verbal or electronic contact; size and graphic nature of vandalism, graffiti, or display; egregiousness and persistence of behavior; interference with another person's right to education; academic or employment opportunities; evidence that behavior was motivated by bias, prejudice, or hate. (Adapted from "[FIRE's Guide to Free Speech on Campus](#)")

Examples from least to most intense

- Off-hand statement lacking any threat.
- Offensive name called in the heat of an argument.
- Offensive word written on memo board, not targeted, easily erased.
- Offensive action that is disruptive or interferes with the benefits and entitlements of participation in the community (ex. yelling, pounding, slamming doors).
- Offensive word intended for members of a protected category, regardless of perceived intention.
- Offensive word intended for members because of their actual or perceived protected category.
- Symbol or slogan of violence (ex. swastika or cross burning, "wetbacks don't belong on our campus") targeted at a member of a protected class of people.
- Confronting someone with offensive words or actions at or in a particularly inflammatory time or manner.
- Destroying or vandalizing personal property of a member of a historically protected category of people, with offensive references.
- Stalking and referencing a person's or group's protected category.
- Physical violence.

b. Threat to safety:

Specificity of method, time, place, target group or individual, detail of plan or thought. The more specific, the more likely the threat may be real.

Examples from least to most intense

- Short verbal altercation that ends in apology.
- Threatening words against a person or group within a protected class that are vague regarding time, place, or method.
- Specific threats against a member or members' protected class status. This can include any one, combination, or all of the following: time, place, method.
- Unprivileged or uninvited physical contact.
- Violence.

c. Public nature:

Buildings, sidewalks, thoroughways that are open and accessible to the public, websites that are not password protected, electronic communication that is mass distributed.

Examples from least to most intense

- Within a dorm or apartment room.
- Between participants only.
- In a lounge or hallway of a dorm.
- In a classroom or academic building.
- Outside, and/or with loud voices, or large graffiti.
- In public areas where the voice or writing, or symbolism cannot be ignored.

d. Appearance of pre-meditation:

Vandalism that is pervasive, incidents that lack evidence of spontaneity, violation of password protected electronic communications and websites, individuals or groups identified by name.

From least to most intense:

- Impromptu, blurting out, or using non-permanent materials (pencil) to write or mark.
- Writing an Instant Message.
- Writing an email.
- Posting to a blog or other social networks such as Facebook, MySpace, YouTube.
- Waiting for someone to emerge from a class, dorm, or other facility.
- Sending a letter.
- Using visual aids and materials.

EXAMPLES OF RESPONSES AND ACTION STEPS

- Initiate an education campaign targeted to either a specific area, or the entire campus, that outlines what happened, why it is being investigated, how information about the incident can be reported and to whom.
- Provide support and information for the person or group harmed. Provide counseling and resources available on campus and in the community at large. Provide information about a safety plan, or programming on safety strategies.
- Reach out to the Deans and appropriate support staff to offer talking points for bringing up incidents that occur in academic buildings. Adapt talking points and share with other staff around campus.
- Provide classroom or group/individual based talking points for follow-up discussions.
- Conduct a threat assessment with UNH or Durham Police. Follow through with safety recommendations.
- The Office of Community Standards may refer students to another office or external entity for the appropriate response or bypass the conduct process when behavior does not meet the threshold of a potential policy violation and recommend an alternative resolution such as conflict resolution or an educational conversation.

- Establish direct contact with the person or group involved in the incident. This can happen with a member of the VPSAS staff, Associate Dean, Athletic staff, UNH Police, or other University office or authority, as appropriate.
- Write forum article or letter to *The New Hampshire* editor outlining the incident and campus/community response to it.
- Pursue disciplinary action or investigation by the Affirmative Action and Equity Office, the Director of Community Standards, or Human Resources.

APPENDIX A

WHAT CONSTITUTES A "THREAT"

"Hateful expression does not necessarily constitute an unlawful 'threat'." Many court opinions have defined the word "threat" and they typically distinguish between provocative or boorish expression (typically protected by the First Amendment) and true threats, which may lawfully be punished. Additionally, courts have held that the perception of a threat must be "objective" (that is from the standpoint of a "reasonable person"), not the subjective impression of a complainant. (*Stop Hate CD, ACUI, 2003*)

APPENDIX B

PROTECTIONS UNDER THE FIRST AMENDMENT

What is protected by the First Amendment

1. Offensive and hurtful expressions that are vague and do not convey a specific and imminent threat of harm.
2. Calling someone a bad or derogatory name in an isolated or single event.
3. Parody, ridicule, and satire.
4. Political, religious, and commercial speech.

What is not protected by the First Amendment

1. Speech that could produce imminent lawless action or cause a panic. You can't exclaim that you have a bomb on a plane, or yell "fire" in a theater.
2. Harassment that is severe, pervasive, and interferes with others. You can't call someone in the middle of the night for a week and repeatedly call the person a bad name.
3. Expressions directed at identifiable individuals or groups of individuals that promote the imminent prospect of actual violence or harm, such as a face-to-face invitation to fight, terroristic threats, obscenity, or criminal trespass.
4. Slander and libel. A provably false allegation of fact.
5. Evidence of unprivileged contact, unsolicited verbal or electronic contact, size and graphic nature of vandalism, graffiti, or display. Incidents or behaviors that are so awful, persistent, and focused on a person's race, gender, etc. that reasonable people recognize them as so. Behavior that interferes with another person's right to education. Speech that is repeated and uttered at inappropriate times and places. (Adapted from "FIRE's Guide to Free Speech on Campus.")

APPENDIX C

LAWS OF PROTECTION

What other laws provide protection against hate-motivated violence? General Criminal Laws: Hate crimes can sometimes be prosecuted under existing criminal laws, such as assault and battery, assault and battery with a dangerous weapon, murder, etc. These generic laws do not directly address the fact that an assault was hate-motivated, but they provide for some level of criminal accountability. Furthermore, New Hampshire does allow a sentence to be increased when the crime is bias-motivated.

<http://www.gencourt.state.nh.us/rsa/html/LXII/651/651-6.htm>

APPENDIX D

DEFINITIONS

Community member: Any person including students, faculty, staff, visitors to campus and participants in university activities, stakeholders. (Note: this pertains to reports made by non-UNH members.)

Bias, prejudice, and hate: These terms are used interchangeably around the country, and in government documents, such as the Department of Justice. There is no clear trend or preference for any of the three terms. Our choice to use “bias” does not discount our understanding that hatred for people, just because of their status, is an outrage and affront to us all. Using “bias” simply gives the UNH community one common term from which to act.

Bias incident (including hate crimes): A bias incident is an act of a threat or act of harassment or intimidation, verbal, written or physical which is personally directed against or targets either an individual student/faculty/staff member or a group because of their actual or perceived race, color, veteran status or marital status or other category protected by law or UNH policy. All members of the University Community are encouraged to come forward with their concerns to access support and request a University response. In deciding how to respond, administrators will be bound by [USNH Affirmative Action and Equity Policies](#), [Student Code of Conduct](#), and controlling law.

New Hampshire hate crime legislation creates penalty enhancements for pre-existing crimes when those crimes were substantially motivated by hatred, bias, or prejudice, based on the victim’s inclusion in one of several legally specified protected categories. Thus, commission of a hate crime requires that two elements be proven. First, it must be shown that the defendant committed an enumerated predicate offense, such as assault, robbery, manslaughter, or kidnapping. Second, it must be shown that the defendant had illegal motivations based on the victim’s legally protected status. [NHRSA 651:6 I-f](#).

APPENDIX E

CAMPUS SUPPORT OFFICES

Civil Rights & Equity Office (CREO) oversees the University's compliance efforts with affirmative action, Title IX, disability laws and regulations (including ADA and Section 504), equal employment laws, and campus initiatives aimed at creating a diverse, welcoming and equitable campus. The Director of the Civil Rights & Equity Office, also advises campus constituencies, responds to complaints of discrimination or harassment under the Discrimination and Discriminatory Harassment Policy, and represents the University with federal and state agencies.

Phone: 603-862-2930

TTY: 7-1-1 or 800-735-2964 (Relay NH)

Email: unh.civilrights@unh.edu

Website: <https://www.unh.edu/community-inclusion/civil-rights-equity-office>

The **Office of Community, Civil Rights, and Compliance (OC3)** is responsible for fostering an environment that appreciates individual differences, values equal opportunity for all, and eliminate barriers based on factors related to race, sex, gender identity or expression, ethnicity, nationality, economic background, age, disability, sexual orientation, marital status, language, veteran status, and religious belief.

Phone: 603-862-1058

Email: OC3.info@unh.edu

Website: <https://www.unh.edu/community-inclusion/community-civil-rights-compliance>

The **Center for International Education and Global Engagement (CIEGE)** helps hundreds of UNH students every year to travel to destinations all over the world to engage in classes, internships, research, and the experiences of a lifetime. In today's globalized and interdependent world, studying international affairs and having a transnational perspective has never been more vital — or valuable.

Phone: 603-862-2398

Website: <https://www.unh.edu/global/>

Clery Act Campus Security Authority

Website: <https://www.unh.edu/upd/about/departments-statistics>

The **Office of Community Standards** is responsible for interpreting and enforcing the University's established policies outlined in the Code of Conduct and administering the university-wide conduct system when students and recognized organizations are accused of engaging in prohibited behavioral and academic conduct. Essential to our mission and in congruence with our philosophy based on restorative justice principles, the Office of Community Standards serves as a resource and educates students on the rights and responsibilities of community membership and provides a continuum of high-impact practices and interventions as pathways for enhanced reflection, accountability, and ethical development.

Phone: 603-862-3377

Email: community.standards@unh.edu,

Website: www.unh.edu/conduct

The mission of the **Durham Police Department** is to improve the quality of life by preserving the peace and safety of the community through the formation of partnerships, creating positive interaction between the public and the police while continuing to service the unique needs of the Durham community.

Phone: 603-868-2324

Website: <http://www.ci.durham.nh.us/police>

The **Graduate Student Senate** (GSS) is the official voice of UNH's graduate student body. We work hard to advocate for graduate students, representing their interests across UNH and the university system. We also work to engage the state legislature and foster a sense of community and social engagement among graduate students on campus. All degree-seeking graduate students are members of the GSS and are eligible to participate in all meetings and events. The GSS meets every other Tuesday from 12:30-2:00 pm in the Memorial Union Building (MUB) on the UNH Campus in Durham.

Website: <https://www.unh.edu/student-governance/graduate-student-senate>

Health & Wellness promotes, maintains and improves the health and well-being of the University Community in support of the institution's academic mission. This is accomplished by providing primary health care services, by teaching health care consumerism, illness prevention and health promotion, by providing co-curricular learning opportunities, and through its public health role. Services are student-focused, accessible, cost effective, and provided in a caring and professional manner. Health & Wellness continuously improves the quality of its care and services.

Phone: 603-862-9355

TTY: 7-1-1 or 800-735-2964 (Relay NH)

Website: <https://www.unh.edu/health/>

Housing staffs the undergraduate apartments with Community Assistants who are primarily focused on overall community development and are dedicated to helping their residents have successful tenures at UNH. Community Assistants are available at any time when the apartments are open, to discuss issues of climate, safety, personal responsibility, and University policies.

Phone: 603-862-2268,

Website: <https://www.unh.edu/housing/about-us/contact-us>

Human Resources' mission is to be a strategic partner in attracting, developing, and retaining a diverse and high performing workforce. Our Vision is to be a sought-after partner to the University community by reaching out to our customers. Our Values are respect, trust, team-work, being proactive, accountability, work-life balance, collaboration, education.

Phone: 603-862-0501

TTY: 7-1-1 or 800-735-2964 (Relay NH),

Website: <https://www.unh.edu/hr/>

Military & Veterans Services is committed to providing support and assistance for veterans, active-duty military, Guard/Reserves, and their dependents. Understanding and navigating the various resources available to UNH student veterans can be challenging. Our office is staffed by professional student affairs staff and student veterans who are here to help. We encourage you to visit our offices for assistance with any student or military-related concern.

Phone: 603-862-0643

Website: <https://www.unh.edu/veterans/>

Office of International Students and Scholars (OISS) promotes international education at the University by facilitating the enrollment and employment of foreign nationals and by providing them with essential support services.

Phone: 603-862-1288

Website: <https://www.unh.edu/global/international-students-scholars>

The Beauregard Center creates opportunities for people to participate in an inclusive community and to explore and understand diversity, social justice, inclusion, and equity via educational presentations, workshops, professional development and leadership opportunities, retreats, brown-bag discussions, etc. We serve all members of the UNH community through these various opportunities and beyond. Our work is grounded in an understanding of diversity that includes people of all abilities, ages, ethnicities, genders, nationalities, races, religions, spiritual traditions, socio-economic classes, and sexual orientations. Providing support, advising, advocacy, and student development for African American/Black/African/Caribbean, Hispanic/Latino/a, Asian/Asian American/Pacific Islanders, Native American/Indigenous/First Nations, Arab/Middle Eastern/Middle Eastern American, Biracial/Multiracial students, and Lesbian, Gay, Bisexual, Transgender, Queer, and Questioning students, and First Generation College Students, as well as Ally students is at the heart of our work.

Phone: 603-862-5204

Website: <https://www.unh.edu/diversity-inclusion/beauregard-center>

Psychological and Counseling Services (PACS) is the primary mental health facility on campus. They offer a variety of services that are designed to enhance students' ability to fully benefit from the University environment and academic experience. This includes providing counseling and therapy for students who may be experiencing situational or ongoing psychological difficulties, providing programming to meet the developmental needs of the student population, and encouraging a university atmosphere conducive to personal and intellectual growth and psychological well-being. They are fully funded by student fees and clinical services are available to all students who have paid the Health Services/ Counseling fee. Psychological and Counseling Services is sensitive and committed to diversity and the richness of human differences. Their service and training missions require that staff and clients alike are treated with respect and value across all differences. Thus PACS policies, procedures, activities, relationships and interactions with individuals and groups in the campus community are consistent with these values. Faced with increasing global diversity in our everyday lives, PACS challenges themselves, their clients, and the University community to develop qualities of adaptability, flexibility and versatility so that we may all learn to work effectively with those different from ourselves. They are committed to celebrating the diversity that gender, gender identity and gender expression, ethnicity, race, culture, sexual orientation, age, religious beliefs, class, appearance, and abilities bring. Further, they are committed to confronting prejudice, discrimination, and oppression and facilitating healing in our lives, and in the lives of those we serve and train.

Phone: 603-862-2090

Website: <https://www.unh.edu/pacs/>

Residential Life staffs the residence halls with professional Residence Hall Directors, Senior Resident Assistants in large halls, and Resident Assistants. They are available at any time the dorms are open. They are a great resource to help you with an issue or questions you may have while you are at UNH.

Phone: 603-862-2268

Website: <https://www.unh.edu/housing/about-us/contact-us>

THE SHARPP CENTER for Interpersonal Violence Awareness, Prevention and Advocacy offers direct support to survivors of sexual assault, sexual harassment, intimate partner abuse, stalking and those who care about them. Trained advocates are on call 24 hours a day to listen without judgment and to offer information, options and resources. The SHARPP Center also offers education and outreach to increase awareness and end all forms of sexual assault, sexual harassment, intimate partner abuse, and stalking. We offer programs to the entire UNH community: students, staff and faculty.

Office phone: 603-862-3494

24/7 Support phone: 603-862-7233

24/7 Toll-free Support phone: 888-271-7233

TTY (confidential): 800- 735-2964

Website: <https://www.unh.edu/sharpp/>

The **Office of Student Athlete Development** exists to assist UNH student-athletes in learning and perfecting skills necessary to be successful in the classroom, on the playing field, in the university and seacoast community and in life-long endeavors. We coordinate comprehensive, sequential educational programs that enhance personal welfare and growth. In so doing, we utilize the expertise and services of many departments and organizations on campus. Included in these programs are: Health (substance use/abuse, sexually responsible behavior, sport-specific nutrition), Hazing, Diversity and Inclusion (gender, ethnicity, race, religion, sexual orientation), Career Planning and Preparation, Financial Responsibility, Leadership and Community Service.

Website: http://www.unhwildcats.com/sports/2015/4/21/GEN_2014010160.aspx

The **Memorial Union & Student Activities (MUSA)** office encourages UNH students to get involved in co-curricular activities, reaches out to student organizations in order to help them grow organizationally, and provides on-going training and support to all student organizations recognized by the university. Student organizations are actively encouraged to seek out MUSA staff when they need help with anything - from leadership development to organizational consulting, to conflict mediation, to simple logistical information. The Memorial Union & Student Activities leadership is a unifying agent among all recognized student organizations at UNH, setting the stage for collaboration and partnerships.

Phone: 603-862-0303

Website: <https://www.unh.edu/mub/>

Student Accessibility Services (SAS) takes great pride in promoting the development of student self-reliance and the personal independence necessary to succeed in a university climate. Staff seek to create a comprehensively accessible environment where students are viewed on a basis of ability, not disability. The University of New Hampshire believes that students have the right and also the responsibility to determine whether or not to use support services. In keeping with this objective, students are expected and encouraged to utilize the resources of Student Accessibility Services to the degree they determine necessary.

Phone: 603-862-2607

TTY: 7-1-1 or 800-735-2964 (Relay NH)

Website: <https://www.unh.edu/diversity-inclusion/student-accessibility>

Student Life is a vibrant community of student affairs professionals who share a devotion to the development and education of all students at UNH. Working in collaboration with colleagues from across the campus, we are dedicated to developing the intellectual abilities of our students and strengthening the character and judgment to use those abilities wisely. Resilience, accountability, and engagement are qualities that you will hear us talk about frequently over the academic year. They allow one to explore without fear, fulfill hopes and aspirations, and address challenge squarely. We are Student Life, here to help you help yourself. Visit us on the web or in person for an ear to listen, for guidance when you want it, and for support when you need it.

Phone: 603-862-2054

Website: <https://www.unh.edu/main/student-life>

UNH Global actively promotes international engagement and cross-cultural understanding. In today's globalized and interdependent world, studying international affairs and having a transnational perspective are critical for success and have never been more vital -- or valuable. With a dynamic roster of global opportunities, a teaching faculty conducting research worldwide and an increasingly international student body, UNH brings the world to our campuses and UNH to the world.

Phone: 603.862.2398

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University of New Hampshire Police Department is a 24-hour, 7 day per week service. All officers are sworn police officers with full arrest authority. The mission of the University of New Hampshire Police Department is to support the University in creating an environment that is conducive to higher education by protecting life and property and assisting members of the University community.

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