

Conflict Competence Campus Resource Guide

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Using This Guide

The purpose of this guide is to provide you with a list of offices and resources available to the Purdue community that can help with conflict management. Some of the resources are designed for specific groups, such as graduate students or students living in University Residences, but many of them are open to all members of the Purdue community.

For each section, this guide lists:

- Who/what the resource is.
- Who can utilize the resource.
- How to contact the resource.
- Examples of topics the resource can assist with.
- Whether there are mandated reporting requirements to be aware of.
- What to expect when utilizing the resource.

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Center for Advocacy Response and Education (CARE)

Source: Center for Advocacy Response and Education (CARE) <https://care.purdue.edu/>

What/Who is it:

The Center for Advocacy Response and Education (CARE) provides free and confidential advocacy services to students who have experienced interpersonal violence (e.g., sexual violence, sexual exploitation, relationship violence and stalking). Our goal is to provide non-judgmental and survivor-focused services to empower survivors to make informed decisions that help them heal.

Who can use:

CARE primarily serves all Purdue students, but also has resources and information available to all members of the Purdue community as well as families, friends, partners and allies.

How to contact:

Duhme Hall (Windsor), Room 139
205 N. Russell St.
West Lafayette, IN 47906
Phone: 765-495-CARE (2273)
Email: care@purdue.edu

CARE's phone number/hotline is available outside of business hours and during university breaks. Call and follow the prompts to reach an advocate.

Examples of topics:

CARE provides free and confidential advocacy services to students who have experienced interpersonal violence (e.g., sexual violence, sexual exploitation, relationship violence, and stalking). CARE helps students understand their options in terms of resources and support, reporting, rights and responsibilities, and accommodations.

Mandatory Reporting:

CARE staff are trained sexual assault advocates who are designated confidential by Indiana law. CARE staff are prohibited by law from providing any information, including whether or not you are a client of CARE, without your express, written consent, with some exceptions (described below). Protected information includes the following:

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- Your identity as a client of CARE.
- Any notes that CARE takes.
- Any e-mails between you and CARE.
- Substance of conversations between you and CARE.
- Any other documents or information that would personally identify you.

CARE's confidentiality obligations are limited in certain ways that are important for you to know:

- CARE staff are required, under Indiana law, to report to law enforcement any suspected or reported abuse of a child under the age of 18. This includes any sexual assault or relationship violence involving a student under the age of 18.
- If you provide information that leads CARE staff to believe that you or another member of the University community is in imminent physical danger, CARE staff are required to report that information to law enforcement.
- Under federal law (the Clery Act), CARE staff may be required to provide non-identifying information regarding the nature, date, time, and general location of the incident for purposes of compiling aggregate annual crime statistics and assessing the need to alert the University community of potential dangers. Your name will never be shared or used for purposes of this law.
- After discussing your options with CARE, you may wish to request additional assistance from the University, including academic accommodation, emergency housing assistance, work accommodation, etc. These requests must be made to the University's Title IX Coordinator. CARE staff will assist you with completing and submitting your request. You may choose to provide as much or as little information about the incident to the Title IX Coordinator when you make this request, and CARE staff will help you consider what information you decide to share and how that information will be used.

What to expect:

CARE is in Duhme Hall, Room 139, which can be accessed through the door off of First Street and down the hallway to the left. An administrative assistant will be in the office to greet you when you arrive.

If you have not already completed your check-in documents, an administrative assistant will provide them to you to complete while waiting for your confidential advocate. Your advocate will then meet you in the main office and then walk you to their office for the appointment.

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During your appointment, you can discuss your needs with your confidential advocate who can then connect you to the appropriate resources that provide supports like:

- Academic accommodations to provide additional excused absences, reschedule an exam, get an extension on an assignment, etc.
- Counseling sessions.
- University mandatory no-contact directives to stop communications from the person who harmed you.
- Free STI testing, preventative medications, and/or emergency contraception.

The support you receive will depend on your specific needs. You can also just talk to your advocate. Working with CARE does not mean you have to use any specific supports, CARE advocates are here to provide a safe, non-judgmental environment that empowers you to make informed decisions. Whatever you decide is the right choice.

After your appointment with CARE, you will receive a follow-up email from your advocate with a summary of the information you discussed during your appointment along with additional resources.

You may or may not need to meet with your advocate again depending on what supports you decide to pursue. If you decide to file a report with the University or law enforcement, your advocate can support you through that process by attending meetings with you, helping you prepare for meetings, or debriefing after them. The amount they are involved in the process is fully up to you.

If you don't feel like it's necessary to schedule another meeting with your advocate, know that you are welcome to contact them if you need additional support.

Center for Intercultural Learning, Mentorship, Assessment and Research (CILMAR)

Source: Center for Intercultural Learning, Mentorship, Assessment and Research (CILMAR) <https://www.purdue.edu/IPPU/CILMAR/learning/pim.html>

What/Who is it:

CILMAR offers Portable Intercultural Modules (PIM), which are small learning units focused on one or two elements of intercultural competence and/or diversity and inclusion. They are turnkey solutions that address the needs of instructors or co-curricular leaders who don't see themselves as experts in these areas. PIM can be embedded within disciplinary course content, and multiple PIM can be integrated

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throughout a program of study to support learners' development of intercultural competence more systematically.

CILMAR offers all PIM through Brightspace and a selection through Moodle and Canvas. Self-directed training is also available to support instructors who wish to use the selected PIM.

Who can use:

PIM are primarily utilized by faculty, staff and co-curricular leaders. The modules are designed for undergraduate learners, but some modules fit well in TA training and are also recommended for graduate students, faculty and staff. Foundations PIM are particularly aimed at undergraduate students early in their college career.

How to contact:

Purdue West Lafayette users with Brightspace courses will be enrolled as instructors in the Brightspace course where all PIM are housed and can copy or import individual PIM into their own courses. Contact cilmар@purdue.edu to request access.

Examples of topics:

Descriptions for each module can be found on the CILMAR PIM website:

<https://www.purdue.edu/IPPU/CILMAR/learning/pim.html>

- Module 1: Understanding Accents Different from Your Own
- Module 2: Digging Deeper with Critical Reflection
- Module 3: Intercultural Collaboration
- Module 4: Teaming I: Communication
- Module 5: Teaming II: Self and Other Awareness
- Module 6: Teaming III: Productive Conflict
- Module 7: Why “Lazy Susan”? Connecting through Languages & Foods
- Module 8: What’s in a Name?: On Naming and Intercultural Curiosity
- Module 9: Psychological Safety in Global Virtual Teams
- Module 10: Plan for Your Leadership Development
- Module 11: Tricky Communication: Intent vs. Impact
- Module 12: A Deep Dive into Empathy
- Module 13: Acting with Empathic Concern
- Module 14: Intercultural Creative Thinking
- Module 15: Dress, Culture, Identity
- Module 16: Bodies and Beauty in the Cultural Eye

Mandatory Reporting:

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N/A

What to expect:

Purdue West Lafayette users with Brightspace courses will be enrolled as instructors in the Brightspace course where all PIM are housed and can copy or import individual PIM into their own courses. Contact cilmar@purdue.edu to request access.

For users outside Purdue West Lafayette, consult individual PIM from the [PIM webpage](https://www.purdue.edu/IPPU/CILMAR/learning/pim.html) (<https://www.purdue.edu/IPPU/CILMAR/learning/pim.html>) for information about access and links.

Instructor support materials are available for free to anyone through the [Intercultural Learning Hub \(HubICL\)](https://www.purdue.edu/ippu/cilmar/learning/hubicl.html) (<https://www.purdue.edu/ippu/cilmar/learning/hubicl.html>). You will need to set up a HubICL account (free) then go to the Professional Development Zone to locate the relevant block. Consult individual PIM from the [PIM webpage](https://www.purdue.edu/IPPU/CILMAR/learning/pim.html) (<https://www.purdue.edu/IPPU/CILMAR/learning/pim.html>) for information about which PIM have support materials and for links to it.

For all modules, your decision of which one/s to use depends on your audience, setting, topic, and goals. Although all modules are designed for undergraduate learners, some modules fit well in TA training and are also recommended for graduate students, faculty, and staff. Consult the descriptions from the [PIM webpage](https://www.purdue.edu/IPPU/CILMAR/learning/pim.html) (<https://www.purdue.edu/IPPU/CILMAR/learning/pim.html>).

Counseling and Psychological Services (CAPS)

Source: Counseling and Psychological Services (CAPS)
<https://www.purdue.edu/caps/index.php>

What/Who is it:

The CAPS office strives to help Purdue University students maximize the value of their life experiences. As CAPS develops collaborative relationships in a safe and respectful environment, the unique value and dignity of each individual and group are held paramount. CAPS accomplishes their mission through a variety of professional services including individual, group and couples' psychotherapy; psychological testing; psychopharmacology; crisis intervention; drug and alcohol programs; outreach and consultation; and the training of helping professionals.

Who can use:

All Purdue students

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How to contact:

Purdue University Counseling and Psychological Services
601 Stadium Mall Drive, Room 224
West Lafayette, IN 47907-2052
Phone: 765-494-6995
Fax: 765-496-2139

The CAPS phone number is available 24/7. After hours, students can still call in at the same number for crisis assessment and support.

Examples of services:

- Individual, group and couples' psychotherapy.
- Psychological testing.
- Psychopharmacology.
- Crisis intervention.
- Drug and alcohol programs.
- Anxiety.
- Self-care.
- Wellness and resilience building.
- Grief counseling.
- Healing from family challenges.
- Social anxiety and building social confidence.
- And more.

Examples of topics:

- Homesickness.
- Unfamiliar surroundings and activities.
- Roommate conflicts/Relationship problems.
- A more competitive academic environment/ Having to change study habits.
- Challenges to cope with increasing pressure to perform.
- Increased responsibility.
- Establishing new friendships.
- Feeling as if "I don't fit in here."
- Decrease in motivation.
- Procrastination.
- Anxiety and worry.
- Depression.
- Identity concerns.

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As well as specialized care for:

- International Students
- LGBTIQ+ Students
- Students with ADHD
- Veterans

Mandatory Reporting:

Information disclosed to CAPS mental health professionals is held in strict confidence, consistent with applicable federal and state laws.

What to expect:

To get started, students can stop by the CAPS office on the second floor of the PUSH building or call CAPS at 765-494-6995 and request a same-day or next-day brief screening. Brief phone screens are available during business hours, Monday-Friday. After that, CAPS staff will ask you a few quick questions, provide an appointment that works for you, and send you an online form to complete. From there, students can work with CAPS to schedule follow-up appointments and sessions based on the student's needs.

Office of Graduate Assistance (OGA) Mediation Services

Source: Office of Graduate Assistance (OGA)

<https://www.purdue.edu/gradschool/student/oga/mediation.html>

What/Who is it:

The goal of facilitative mediation is to bring two disputing parties together to enable a discussion that leads to a mutually agreeable solution to a problem. The mediator facilitates a solution generated by the disputing parties; the mediator does not decide for the parties what needs to happen. Typically, the mediator is a neutral party that allows both sides of a dispute to air their viewpoints through discussion facilitation. If mediation fails to lead the parties to resolution, the dispute may escalate to a more formal university process that is an arbitrated process leading to a binding decision.

Who can use:

The OGA is primarily for graduate students but is also available to faculty and staff.

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How to contact:

The OGA Request for Assistance Form is located on their website here:

<https://www.purdue.edu/gradschool/student/oga/index.html>

Examples of topics:

Mediation is designed to help resolve conflicts surrounding authorship, funding, mentoring or any other types of disputes or disagreements. The goal of mediation is to try to resolve such issues between parties before more formal mechanisms are pursued.

Mandatory Reporting:

All OGA staff are mandatory reporters of sexual harassment and sexual violence allegations regardless of service or assistance requested.

Regardless of the assistance requested, University policy requires the Office of Graduate Assistance to report cases of alleged research misconduct to the Research Integrity Office or the Office of the Executive Vice President for Research and Partnerships, depending upon the nature of the allegation.

Additionally, the OGA must report situations in which students and others are in imminent risk or danger.

What to expect:

- **Pre-Mediation Meeting:** Like meetings with an Ombuds, your entire conversation is confidential. Sometimes, graduate students do give permission for information to be shared. The pre-mediation meeting is to discuss the logistics of setting up the mediation session in which both parties are brought together to attempt coming to a resolution. The pre-mediation meeting is designed to ensure that less formal processes have been exhausted and that mediation is the best next step for the parties. The pre-mediation meeting is also designed to explain how mediation works and how it differs from arbitration-type procedures (such as Grade Appeals). If the requestor decides to move forward with formal mediation, the OGA staff will work towards setting up the mediation session.
- **Mediation Session:** In a mediation session, the disputing parties are brought together to openly discuss the conflicting issues. The meeting may take 1 to 2 hours depending on the dispute. While most of the mediation work is done with both parties in the room, the mediator may meet individually with one or both parties as needed. Information in private caucus sessions is confidential unless the party allows information to be shared in the open session. Ultimately the

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mediation session allows both sides to air their issues and interests, brainstorm solutions that are amenable to both parties, and develop mechanisms for better communications, working relationships, and fewer future conflicts.

Office of Graduate Assistance (OGA) Ombuds Services

Source: Office of Graduate Assistance (OGA)

<https://www.purdue.edu/gradschool/student/oga/index.html>

What/Who is it:

The Ombuds service is an informal, neutral, and, in most cases, confidential resource for new and continuing graduate students to raise questions or concerns about any aspect of their graduate experiences. Faculty and staff may also take advantage of this resource.

The Ombuds can provide advice, inform students about university resources, make referrals, offer options, and seek explanations. However, the Ombuds does not file formal complaints or keep formal records of visits. Ombuds are unable to formally advocate for the students in university matters.

Who can use:

This resource is primarily for graduate students but is also available to faculty and staff.

How to contact:

The OGA Request for Assistance Form is located on their website here:

<https://www.purdue.edu/gradschool/student/oga/index.html>

Examples of topics:

- Authorship disputes- issues of credit, acknowledgement, citation (unless framed clearly as plagiarism).
- Funding concerns.
- Grade concerns and/or appeals, student major.
- Student-major professor relationship disputes, issues, abnormalities, mismatches of expectations.
- Mentoring issues- timely feedback, contradicting advice, oversharing, lack of advising (or time allotment).
- Intellectual property disputes.
- Conflicts of interest.

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- Questionable Research Practices.
- Any other issues related to graduate education.

Mandatory Reporting:

All OGA staff are mandatory reporters of sexual harassment and sexual violence allegations regardless of service or assistance requested.

Regardless of the assistance requested, University policy requires the OGA to report cases of alleged research misconduct to the Research Integrity Office or the Office of the Executive Vice President for Research and Partnerships, depending upon the nature of the allegation.

Additionally, the OGA must report situations in which students and others are in imminent risk or danger.

What to expect:

When you meet with an Ombuds, your entire conversation is confidential among the staff of the OGA unless otherwise requested. Sometimes, graduate students do give permission for information to be shared. You can think of an Ombuds as a "Thinking Partner" - someone who will help you come up with options for the concern you are having.

Most meetings are usually 30 to 60 minutes. The setting is confidential to the degree allowed by law and University policy. Occasionally, an Ombuds will invite a second listener with expertise in a particular area, like employment policies, to a follow-up meeting if needed.

Office of Institutional Equity (OIE)

Source: Office of Institutional Equity (OIE) <https://www.purdue.edu/oie/index.php>

What/Who is it:

The OIE supports Purdue University's mission to promote human and intellectual diversity by providing equal access and opportunity through fostering an inclusive environment for all members of the University community. The office develops and directs the affirmative action program for the West Lafayette campus and serves as a resource and coordinator of Purdue University's system-wide affirmative action activities, including the Northwest and Fort Wayne campuses.

The OIE works with the Purdue University community in implementing and upholding policies and practices that are consistent with federal and state mandates as well as

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existing University policies regarding equal access, equal employment and educational opportunity for all persons, without regard to race, religion, color, sex, age, national origin or ancestry, marital status, parental status, sexual orientation, gender identity, gender expression, genetic information, disability, or veteran status.

The OIE is also the Title IX Office for the West Lafayette campus. Title IX is a federal law that prohibits discrimination on the basis of sex in educational programs and activities. It applies to sex-based discrimination and harassment of individuals of any gender.

Who can use:

Any faculty, staff, students, or guests of the university can utilize the OIE's services.

How to contact:

Ernest C. Young Hall, 10th Floor.
155 S. Grant Street
West Lafayette, Indiana 47907-2114
Phone: (765) 494-7255
Fax: (765) 496-1295
Email: equity@purdue.edu

- Schedule an Appointment: <https://www.purdue.edu/oie/appointment.php>
- Report an Incident: https://cm.maxient.com/reportingform.php?PurdueUniv&layout_id=37&_ga=2.261670280.44208300.1708877631-605712317.1708542264
- Report Accessibility Concerns: https://cm.maxient.com/reportingform.php?PurdueUniv&layout_id=17
- Request a Departmental Training: <https://www.purdue.edu/oie/request-a-departmental-training.php>

Examples of topics:

The OIE can help with concerns or issues regarding Title IX, harassment and discrimination, accessibility, and ethics and compliance.

Mandatory Reporting:

All reports concerning sexual assault, sexual harassment, relationship violence, stalking, or other Title IX violations are submitted to the OIE.

What to expect:

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- Procedures for Resolving Complaints of Title IX Harassment:
<https://www.purdue.edu/titleix/Title%20IX/complaints.php>
- Procedures for Resolving Complaints of Discrimination or Harassment:
<https://www.purdue.edu/ethics/resources/resolving-complaints.php>
- Procedures for Resolving Complaints Regarding Equal Opportunity, Equal Access, and Affirmative Action:
<https://www.purdue.edu/policies/ethics/iic2.html>

Roger C. Stewart Leadership & Professional Development Department (LEAD)

Source: Roger C. Stewart Leadership & Professional Development Department (LEAD)
<https://www.purdue.edu/caps/students/resources/self-help/digital/tao.php>

What/Who is it:

The Roger C. Stewart Leadership & Professional Development Department (LEAD) focuses on the development of students' leadership knowledge and abilities, civic identities and professional skills. This is done through direct student engagement and support, providing transformative on-campus and community-based experiences, and the promotion of research-based leadership competencies and curriculums. LEAD teaches students to connect their classroom and out-of-class experiences to build greater meaning out of their Purdue education in order to prepare them to facilitate positive change in local, national, and global communities.

LEAD offers courses and seminars, signature programming and a video series on LEAD Competencies.

Who can use:

All Purdue students can access LEAD resources.

How to contact:

Krach Leadership Center | Room 336
1198 Third Street
West Lafayette, IN 47907
Phone: (765) 496-2450
leadership@purdue.edu

Many of the seminars and programming can be registered for through the LEAD website: <https://www.purdue.edu/vpsl/leadership/Get-Engaged/index.html>.

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Additionally, the video series on LEAD Competencies can be accessed through the LEAD website:

https://www.purdue.edu/vpsl/leadership/myExperience/Competencies_List.html.

Examples of LEAD Competencies Topics:

Purdue's Leadership & Professional Development Competencies were established to provide a cross-discipline model of leadership development for all Boilermakers. The 20 competencies were established with the input of students, faculty, staff and employers and are based on the work of researcher and author Dr. Corey Seemiller. The competencies align with the University's Embedded Learning Outcomes which help drive the core requirements of a Purdue education. Numerous resources, programs, and trainings for incorporating the outcomes across curricular and co-curricular experiences are developed and provided by LEAD.

- Listen & Observe
- Nonverbal Communication
- Summarize & Distill Information
- Verbal/Sign Communication
- Written Communication
- Continuous Learning
- Initiative & Follow Through
- Personal Responsibility
- Resiliency
- Self-Understanding
- Appropriate & Productive Relationships
- Cultural Intelligence & Inclusion
- Helping Others & Working Together
- Organizational Behavior
- Service & Social Responsibility
- Decision-Making & Problem Solving
- Ethics
- Idea Generation
- Reflection & Analytical Reasoning
- Systems Thinking & Planning

Mandatory Reporting:

Since most of LEAD's resources are varied and include classes, seminars and other initiatives, it is hard to say whether or not mandatory reporting requirements will apply. If you are unsure if the staff member or resource you are working with has mandatory reporting requirements, you should ask.

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What to expect:

Given the variety of resources and programming available through LEAD, student experiences will vary. Students can register for most programming and seminars through the LEAD website, but they can also request a consultation by reaching out to staff here: <https://www.purdue.edu/vpsl/leadership/About/index.html>. Videos on each of the LEAD competencies can be accessed directly through the LEAD website here: https://www.purdue.edu/vpsl/leadership/myExperience/Competencies_List.html. The videos are also available on YouTube.

In addition to the resources, programming, courses and seminars, LEAD also oversees several campus initiatives including ACE Campus Pantry, Purdue Votes, Season of Sharing, and Project Move Out. You can read more about those initiatives and how to get involved here: https://www.purdue.edu/vpsl/leadership/Get-Engaged/Campus_Initiatives.html.

Therapy Assistance Online (TAO)

Source: Counseling and Psychological Services (CAPS)
<https://www.purdue.edu/caps/students/resources/self-help/digital/tao.php>

What/Who is it:

Therapy Assistance Online (TAO) is a web and app-based mental health resource that is available for free, courtesy of Purdue Counseling and Psychological Services. TAO offers free, confidential well-being resources. TAO is a self-guided program informed by psychotherapy research and strategies that provides assistance to help overcome anxiety, depression, and other concerns. TAO provides accessible and effective resources including short videos, brief exercises, and self-reflection tools.

Who can use:

All students, faculty, and staff can access TAO using Purdue log-in credentials.

How to contact:

Using your Purdue log-in credentials, you can access TAO here:
https://us.taoconnect.org/login?_ga=2.257327502.44208300.1708877631-605712317.1708542264.

If you are having trouble signing up or need technical assistance, please contact the TAO support team by sending an email to support@taoconnect.org.

Examples of topics TAO can help you with:

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- Stress and coping with stressful situations.
- Resilience, grit and personal growth.
- Relationships and communication.
- Health-related concerns.
- Anxiety, worry and specific fears.
- Depression.
- Substance use.

Mandatory Reporting:

N/A

What to expect:

TAO is a self-guided resource that offers accessible and effective resources including short videos, brief exercises, and self-reflection tools.

University Residences (UR) Staff

Source: University Residences (UR)

<https://housing.purdue.edu/connect/about/index.html>

What/Who is it:

Resident Assistants (RAs) are student staff members who live in the residence halls and foster student success by facilitating resident growth.

Residence Education Coordinators (RECs) are responsible for developing strong residential communities; forming relationships with individual students; coaching and supervising student staff; implementing area-specific residential curriculum plans, facilitating educational opportunities including student conduct meetings and student leadership experiences, communicating with parents and other stakeholders, and organizing opening and closing processes. Residence Education Coordinators create and promote a learning-centered, nurturing residential community.

Who can use:

Any student living in university residences can work with University Residences Staff.

How to contact:

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RAs live on the floors they serve, so students can go to their RAs room. Students can also contact the front desk of their residence hall. Additionally, the RA may facilitate some other form of group communication through a group text or messaging app.

Information on how to contact RECs as well as other full-time staff overseeing residence halls can be found here: <https://housing.purdue.edu/connect/directory/staff-by-hall.html>.

Examples of topics:

Common roommate conflicts include room temperature, sleep schedules, friendship expectations among roommates, cleanliness and hygiene, visitation expectations of friends, and cultural differences. Staff work to find mutually agreed upon solutions as the first step toward resolving conflict when at all possible. If the conflict involves a suspected conduct or policy violation, students should contact their RA.

Mandatory Reporting:

RECs and REAs are mandatory reporters under Title IX. RAs will assess for imminent danger in a situation and may have to make disclosures to RECs and/or REAs, which may then need to be reported.

What to expect:

RAs meet with every pair of roommates/suitemates within the first two weeks of the Fall semester to help them establish common guidelines for living together and equip them with the tools to navigate potential future conflicts. These conversations are documented and available for future reference.

Residents should attempt to resolve smaller conflicts on their own first. Residents experiencing continued roommate concerns should reach out to their RA to discuss problems quickly. RAs will facilitate mediation where concerns are heard and addressed. Residents may reach out to the REC when they feel more attention to a problem is warranted. Lastly, the Assistant Director of Residential Life for the area can review all decisions.