

BEST PRACTICES, Student Affairs

Title: Many Colleges Lack Music-Piracy Policies **#** 254

Source: Chronicle of Higher Education **Co Area:** Office of Information Technolo

Addl Info: <http://chronicle.com/article/Many-Colleges-Lack/19339/>

Abstract: Many colleges have not yet adopted comprehensive policies to combat music piracy on their campuses, according to a report by a group of college officials and music-industry leaders. Colleges that have done so, the report says, use a variety of approaches, from blocking all file sharing to requiring students to sign a pledge that they will honor copyright laws.

A report cites with approval the aggressive efforts by a number of institutions to educate students about the risks of trading copyrighted music. Among them are a software program at the University of Florida that attempts to block all peer-to-peer transfers; a series of educational videos and radio spots at the University of Wisconsin at Madison; and a requirement at Purdue University that students sign an acceptable-use policy before they are given access to campus computer networks.

Title: Hollywood Hits the Phones to Quiz Colleges About File Sharing **#** 255

Source: Chronicle of Higher Education **Co Area:** Office of Information Technolo

Addl Info: <http://chronicle.com/article/Hollywood-Hits-the-Phones-to/32149/>

Abstract: Deans and provosts who answer their phones in the coming months may be surprised to find themselves fielding questions about campus file sharing from high-ranking film-industry officials. Industry representatives are calling as part of an aggressive campaign to persuade college administrators to step up their efforts to curtail online movie piracy.

In recent weeks senior officials of the Motion Picture Association of America have been telephoning and e-mailing technology officers, student-life supervisors, and general counsels at colleges across the country. Industry representatives have called administrators at 79 colleges where, MPAA officials say, online movie trading is rampant. They plan to get in touch with 61 more institutions, according to James W. Spertus, the association's vice president for anti-piracy operations.

During the phone calls and in the e-mail messages, industry officials ask college administrators what steps they are taking to warn students against movie piracy. The officials encourage institutions to strengthen their existing educational strategies or adopt new ones, like putting anti-piracy fliers in student-orientation packets, hanging posters in student unions, and asking students to sign fair-use agreements before they get access to campus Internet accounts.

The industry representatives offer to provide the colleges with posters and brochures, as well as copies of a best-practices guide prepared this year by the Joint Committee of the Higher Education and Entertainment Communities, a group of college administrators and movie and recording-industry executives that has studied file swapping on campus networks.

See <http://www.educause.edu/ir/library/pdf/CSD3092.pdf>

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Title: Software Industry Joins Groups Bringing Anti-piracy Campaigns to Campuses # 257

Source: Marquette University - Chronicle of Higher Education **Co Area:** Office of Information Technolo

Addl Info: <http://chronicle.com/article/Software-Industry-Joins-Groups/16439/>

Abstract: May 2005 - In recent months the Business Software Alliance, a trade group of software manufacturers, has sent letters to college administrators across the country, encouraging them to distribute brochures and bookmarks -- the paper kind -- that make the industry's case against software piracy. The materials are part of an educational campaign that the trade group developed in October.

This month Marquette University became the first institution to sign up for the program, which will begin in earnest on the campus in the fall. Marquette officials decided to participate in the program because they would rather teach students about computing ethics than offer them subscriptions to a legal file-swapping service.

Already, university officials have sent e-mail messages to students and faculty members informing them of the campaign, called "Define the Line," and encouraging them to visit its Web site. They have also distributed more than 8,000 bookmarks promoting the campaign in campus stores and, occasionally

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Title: Downloading to a Lawful Beat **#** 260

Source: Chronicle of Higher Education **Co Area:** Office of Information Technolo

Addl Info: <http://chronicle.com/article/Downloading-to-a-Lawful-Beat/11968/>

Abstract: Following the lead of Pennsylvania State University -- which last fall signed a deal with Napster, the popular online music library -- more than 20 colleges and universities now offer students a chance to subscribe to legal music services, either free or at significant discounts. Music-industry executives and lawmakers have endorsed such measures. Colleges that are serious about discouraging music piracy, proponents of the services say, should provide students with a credible alternative to KaZaA, Grokster, and other peer-to-peer networks that can be used to trade music files illegally.

As a trio of young women chat over coffee, one says she's considered signing up for Cdigix, a legal online music library that made its debut on the campus this fall. Through a deal that Rochester Institute of Technology struck with the company, students can get access to Cdigix's library of about one million songs for \$2.99 a month.

Penn State and RIT represent the two models that have emerged for bringing legitimate music services to campuses. There is a distinction between the universities' tactics: Penn State forked over tens of thousands of dollars so that students could use Napster at no charge, while RIT paid almost nothing to bring Cdigix to campus, reasoning that many students would be willing to pay discounted fees to download music legally. Cdigix works exclusively with colleges and universities.

Emory University, was lauded for its aggressive education efforts in a best-practices report released in March by Mr. Spanier's ant-piracy committee. Emory had conducted a pair of poster campaigns -- one designed to reach students, one for faculty and staff members -- warning underground-network users of industry lawsuits and potential computer-security problems. Administrators also placed ads in the campus newspaper, started a newsletter about the institution's ant-piracy policies, and e-mailed students on the subject.

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Title: Alcohol Task Force **#** 388

Source: Colorado State University **Co Area:**

Addl Info: http://www.president.colostate.edu/alcohol_task_force/content/docs/finalrpt.pdf

Abstract: The above link if for the final report.

The Colorado State University Alcohol Task Force Presents 43 Recommendations to Colorado State University President

* Reviewing University policies, protocols and enforcement procedures related to alcohol use and abuse on campus and in the greater Fort Collins community;

Final Report - http://www.president.colostate.edu/alcohol_task_force/content/docs/finalrpt.pdf

* Examining student behavior related to alcohol use and abuse and how Colorado State's education, prevention and intervention programs and practices compared with best practices nationally;

* Examining existing state and federal legislation regarding alcohol provisions and consumption, specific ordinances, distribution laws and practices used within the Fort Collins community;

* Reviewing advertising practices and standards that are used on campus and within the greater Fort Collins community that directly impact the consumption and abuse of alcohol among college students;

* Outlining the impact of the existing societal cultures around such use and abuse; and

* Reviewing policies, protocols and practices associated with alcohol use and abuse at Hughes Stadium.

The Task Force was asked to make recommendations to Colorado State University President Larry Edward Penley by February 1, 2005, to improve the campus and the surrounding community regarding these issues. Specifically, these recommendations should be focused on reducing alcohol abuse and negative consequences this abuse may have on student behavior, life safety, and the quality of life for students and the greater community.

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Title: Maryland Disability and Higher Education Network - Best Practice Guidelines # 454

Source: Montgomery College **Co Area:** Students with Disabilities

Addl Info: <http://www.montgomerycollege.edu/Departments/dispsvc/best-practices/tableofcontents.html>

Abstract: Statewide Guidelines

Each institution should develop guidelines governing support services for students with disabilities. These guidelines, which must adhere to the law, should cover issues specific to each institution, as well as to each institution's sense of mission and commitment in the area of disability support services (Scott, 1994). Complaints against institutions can often be easily resolved if the institution has guidelines in place governing that particular issue. A statement of these guidelines should be disseminated to all involved parties.

See <http://www.montgomerycollege.edu/Departments/dispsvc/best-practices/generalguidelines.html>

Very comprehensive site!

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Title: Mentoring Youth in Brandon: Successes, Challenges and Best Practices # 533

Source: Brandon University

Co Area:

Addl Info: <http://www.brandonu.ca/rdi/files/2011/08/MentoringWorkingPaper.pdf>

Abstract: Goals and Objectives of the program-

1. Goal: To identify the range of mentoring initiatives aimed at adolescents in Brandon as well as possible areas that are not being addressed.
Objectives:
 1. Create a list of mentoring initiatives.
 2. Identify the target populations of these initiatives and who is actually using them.
 3. Identify the main areas of focus of these initiatives.
 4. Identify gaps.
2. Goal: To build a model of successful mentoring initiatives.
Objectives:
 1. Describe the successes and challenges of mentoring practices in Brandon.
 2. Identify the outcomes or benefits for mentored youth and areas where mentoring initiatives are most successful.
 3. Identify best practices in mentoring.
 4. Look at the similarities and differences between successful mentoring practices.
 5. Conduct case studies to identify how mentoring initiatives work in conjunction with other factors to create successes.
3. Goal: To promote knowledge sharing as a method of supporting mentoring initiatives.
Objectives:
 1. Provide opportunities for youth, informal and formal mentors and program staff to gather together to discuss and comment on research findings.
 2. Hold a workshop for program coordinators and adult and youth mentors to address identified challenges or areas of concern.

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Title: Best Practice Guide: Disabled social work students and placements # 569

Source: University of Hull (England) **Co Area:**

Addl Info: <http://www2.hull.ac.uk/fhsc/pdf/PEDDS%20best%20practice.pdf>

Abstract: This guide was developed as part of the PEdDS [Professional Education and Disability Support] Project, undertaken by the Faculty of Health and Social Care and Disability Services at the University of Hull. The project aimed to explore, assess and deliver learning support to disabled social work students undertaking professional education in the practice placement environment.

This document contains best practice guidelines in supporting disabled social work students on placement and is based on the PEdDS research report (available below). It has been written with the following key groups in mind ...

- * Students
- * Academic staff including placement co-ordinators
- * Practice assessors/teachers
- * Disability support staff

...and is designed so that it can be photocopied and distributed as required.

Title: Policy on Safety in Sports and Student Activities # 578

Source: Lancaster University (England) **Co Area:**

Addl Info: http://www.lancs.ac.uk/depts/safety/files/sport_safety.pdf

Abstract: Lancaster University encourages and promotes participation in sport for students, staff and visitors. Participating in sport at all levels involves some elements of physical risk. This policy considers how risks can be kept to a minimum.

The University has a legal duty to ensure in so far as is reasonably practicable, the health, safety and welfare of participants in sport when it is played as part of the operations of the University, and this extends to students, staff and visitors. The University's commitment to the health, safety and welfare of students, staff and visitors is enshrined in the University Safety Policy.

Sport is undertaken at the University through the Students Union, its clubs and societies and the Sports Centre. Facilities for playing sport are provided and maintained by Facilities. Whilst recognizing the different management responsibilities of the Students Union, Sports Centre and Facilities this document aims to achieve appropriate standards for controlling the risks in sport for which the University has responsibility.

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Title: Best Practices to Curb Drinking Suggested **#** 666

Source: University of Wisconsin **Co Area:** Business Services

Addl Info: <http://www.news.wisc.edu/9599.html>

Abstract: To help solve the problem of high-risk drinking, the PACE Coalition submitted recommendations to the city's Alcohol License Review Committee on national best practices in licensed establishments.

As part of a national series of grants to reduce high-risk drinking, PACE (Policy, Alternatives, Community, Education) has access to the best and latest research. This campus effort to limit the negative secondhand effects of high-risk drinking takes an environmental approach to prevention.

"Telling students everything they need to know about alcohol still won't solve the problem," says Aaron Brower, a professor of social work and the grant's principal investigator. "If students are surrounded by cheap alcohol, aggressive advertising and a culture that glorifies drinking, that has far more impact than anything you can say in a brochure."

Title: Best Practices for Student Organizations **#** 708

Source: Arizona State University **Co Area:**

Addl Info: <http://www.asu.edu/studentaffairs/mu/bestpractices/>

Abstract: Looking for resources and tips for your student organization? You've come to the RIGHT PLACE! You'll find tips for student organizations, student leaders, event planning and more!

New Student Organizations - Resources to help get your club off to a successful start...More info

Leadership - Resources designed for organization officers...More info

Group Dynamics - Resources on member development and issues that arise within groups...More info

Public Relations & Community Service - Resources for effective public relations, marketing and community outreach...More info

Event Planning - Resources for planning and delivering successful events...More info

Funding & Money Management - Resources for budget development and opportunities for funding...More info

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| Title: | Campus Connect: A Suicide Prevention Training for Gatekeepers | # | 941 |
| Source: | Syracuse University | Co Area: | |
| Addl Info: | http://counselingcenter.syr.edu/campus_connect/connect_overview.html | | |
| Abstract: | Syracuse University's Counseling Center has been recognized as a national standard of best practice for its program "Campus Connect: A Suicide Prevention Training for Gatekeepers." Campus Connect is the Counseling Center's initiative to train faculty, staff and other non-clinicians to identify and appropriately refer students who are suffering from a mental health crisis. | | |

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| Title: | Student Event Risk Management Manual | # | 947 |
| Source: | Ryerson University | Co Area: | Environmental Health & Safety |
| Addl Info: | http://ryerson.ca/content/dam/stuprog/event/riskmanagement/resources/Risk_Manual_guts_final.pdf | | |
| Abstract: | To better manage risk associated with increased on- and off campus student events, Ryerson revised its Environmental Health & Safety Management System Policies and Guidelines to incorporate students' rights and responsibilities. In cooperation with student leaders, and supported by the Centre for Environmental Health & Safety Management, Student Services reviewed risk management approaches for student events and developed a set of approval procedures for event organizers to follow. The goal was to create a proactive approach involving student leaders in managing risk effectively. | | |

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| Title: | Crisis Management Unit | # | 962 |
| Source: | Florida State University | Co Area: | |
| Addl Info: | http://www.sacubo.org/awards/bestpractices/archive/2009bp/ | | |
| Abstract: | Florida State University recognized that the stress of college life can be overwhelming and students find themselves in crisis, away from their usual support systems. Thus, a Crisis Management Unit (CMU) was created to respond to students, faculty and staff in crisis. The CMU consists of one doctoral level psychology student and one specially trained Florida State University police officer who are on call 24 hours. This team's goal is to protect life, limb, and property. These team members are dealing with individuals suffering from distress due to mental, emotional, and/or substance abuse problems, such individuals are treated with as much courtesy and consideration as feasible. However, any reasoned belief by the officer that an impaired individual is posing an immediate threat to life, limb, or property causes the officer to affect mental health custody holds. Team members provide on-scene crisis management and may also refer and transport the individual to appropriate University or community agencies. The goal is to provide immediate intervention to people experiencing emotional crisis. Early intervention in a time of need can prevent hospitalization and stabilize acute situations. Our Response Teams provide: immediate on-site assessment, crisis intervention and counseling; linkage and referral; follow-up to promote crisis resolution; and evaluation and arrangement for inpatient hospitalization as necessary | | |

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Title: Student Situation Resolution Team # 965

Source: Florida State University **Co Area:** University Wide

Addl Info: <http://www.sacubo.org/awards/bestpractices/archive/2009bp/>

Abstract: Today colleges and universities are faced with compelling safety concerns – each year there are increasing numbers of suicide attempts, violent assaults, and drug and alcohol related events on our campuses. An additional challenge is the separation between various functions and areas of the university, e.g. student services vs. faculty and staff services vs. different organizational units. History shows that a distressed student is likely to have troubling encounters with several different offices and program areas. Without a strong communication structure, these events may remain isolated, the student may not receive the help he or she needs, and some more severe event may follow. The Student Situation Resolution Team was developed to coordinate proactive communication and problem-solving efforts in cases where distressed and distressing students are coming to the attention of various University resources. The goal in most cases is ensuring that students' concerns are addressed in a fair and objective manner through an appropriate University process, then helping to bring clear and complete closure to the situation as soon as it is appropriate. Thus, the group serves as a consultant to the Provost, vice presidents, academic deans, and other University officials who make final decisions related to students, and a safety net to facilitate early problem intervention.

The core group has representatives from: Dean of Students, Dean of the Faculties, FSU Police Department, the University Counseling Center, Undergraduate Studies, Graduate Studies, Housing, International Student Center, General Counsel, and the Employee Assistance Program.

Title: Mentoring Guidebook # 1010

Source: University of San Diego **Co Area:** EEO

Addl Info: http://libraries.ucsd.edu/about/admin/lauc-sd/0_files/mentoring/UCSDMentoringGuidebook.pdf

Abstract: UCSD Career Connection provides career development workshops that focus on participants developing strategies for success at UCSD. Participants are provided with a Career Development Plan (CDP) to use in identifying attainable goals and objectives and in tracking their success. Concurrently, Career Connection offers role models (mentors) who provide encouragement and motivational assistance to fellow employees (mentees). Supervisors are encouraged to promote career development for their employees through participation in Career Connection and its mentoring component.

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Title: Catch Comet Pride: Improving Service Excellence through the University Customer Service Committee # 1208

Source: University of Texas at Dallas

Co Area:

Addl Info: <http://www.sacubo.org/docs/bestpractices/2012/CustomerService.pdf>

Abstract: In order to improve the campus experience of its growing student population, the University formed an ad hoc Customer Service Advisory Committee and concentrated on six areas.

- * The Phone/Email Etiquette subcommittee sought methods of retraining staff in the following areas: how to positively conduct business on the telephone, appropriate voicemail and email content, how to effectively forward calls and email, and the proper use of grammar and slang.
- * The Person-to-Person Etiquette subcommittee sought methods of retraining staff in the following areas: how to greet stakeholders, how to respond to angry stakeholders, and listening skills.
- * The Facilities subcommittee analyzed the ease of navigating campus, the connection between the appearance of campus and the quality of services, and how to make spaces more inviting with an emphasis on cleanliness, serviceability, and accessibility.
- * The subcommittee on Evaluating Customer Service asked how the University would assess the current level of service and measure it against future gains, potentially through surveys.
- * The subcommittee on Recognizing Good Customer Service worked to implement methods for reinforcing positive service. The subcommittee analyzed what forms of recognition should be used, and how often employees should be recognized. The group also determined how the nomination process for employee awards would work.
- * The Guiding Principles subcommittee worked to implement the ideals of integrity, innovation, stewardship, commitment, and results into the UT Dallas Customer Service Plan and the institutional culture.