

Report of the Committee on Campus and Community Life: 2016-17

Version: 4/10/2017

Charges, membership and processes

General charges. The Committee on Campus and Community Life (CCCL) is an established committee of the University Council, which is charged with the following four general areas of responsibility:

1. [It has] cognizance over the **University's communications and public relations activities** in their various formats and media including electronic, audio (the telephone system), video and printed copy, and it shall **monitor the University's internal communications**, the operations of the University Communications Office, communications to alumni, and the interpretation of the University to its many constituencies;
2. [It] shall advise the Council on the **relationship of the University to the surrounding community** and the relevant University policies, work to ensure that the University develops and maintains a constructive relationship with the community, and **monitor pending real estate activities** of concern to the community;
3. [It] shall have cognizance of the **conditions and rules of undergraduate and graduate student life** on campus, including (1) gathering and analyzing information concerning student life and student affairs and making recommendations to the Council; and (2) responding as appropriate to requests from and reporting information and recommendations concerning student life and student affairs to the vice provost for university life and other appropriate administrative officers; and
4. [It] shall advise the president, the director of public safety, and the administrators or directors of specific buildings, offices, or projects on all **matters concerning safety and security** in the conduct of their operations, including consideration and assessment of means to improve safety and security on the campus.

Specific charges. The University Council issued five specific charges to the 2016-17 Committee:

1. Conduct ongoing monitoring and assessment of the adequacy of mental health services, with a particular focus on issues of access to and adequacy of care available to students who need continuing care beyond that normally provided by CAPS.
2. Examine the merits of the university building on its work over the past couple of years to reduce sexual harassment and violence among students to develop parallel policies and practices to address sexual harassment and assault that involve faculty and staff as victims or as perpetrators.
3. Joint Charge with Facilities- Examine the riverfront development plans to identify untapped opportunities for improving housing, safety, or community engagement opportunities.
4. Joint Charge with CARA-Review how sports and recreational activity opportunities for staff, graduate students and faculty are planned by the athletics department and how these can be improved to meet the needs and interests of these members of the Penn community.
5. Review and discuss this Committee's general charge and identify two or three issues that should be given the highest priority for the committee's work in academic year 2017-18.

Committee membership. The committee was chaired by Emily Hannum, who is a faculty member in the Department of Sociology. In addition to the chair, the committee included four other faculty members (Anne Barnhill, PSOM/Medical Ethics; Monica Calkins, PSOM/Neuropsychiatry; Annette Lareau, Sociology; and Americus Reed II, Wharton); two representatives of graduate and professional students (Ashali Jain, PSOM and Ian Deas, GSE); two undergraduate student representatives (Werner Glass, SAS/PPE and Sam Shea, Wharton); two representatives of the Penn Professional Staff Assembly (PPSA) (Ashley Bush, Clinical Research and Tessa Mansell, Hospitality Services); and a representative of the Weekly Paid Professional Staff Association (WPSA) (Joyce Woodward Jones, ULAR). Cydnee Bryant, Administrative Coordinator at VPUL, was staff to the committee and Hikaru Kozuma, Associate Vice Provost for Student Affairs, was Administrative Liaison to the committee (please see exhibit 1).

Committee processes. Over the course of the year, the full committee met 8 times. The first meeting (10/3) was devoted to introducing the current charges and hearing responses to last year's charges. The second meeting (11/2) was a closed discussion of charges and possible speakers to inform deliberations. Meetings 3 to 6 dealt with specific charges, and had speakers. Meeting 7 (3/20) was devoted to discussing points for the report and meeting 8 (4/5) was devoted to finalizing the report. (Please see exhibit 2 for a full list of meeting dates, topics, and speakers.)

Response to charges

Charge 1: Conduct ongoing monitoring and assessment of the adequacy of mental health services, with a particular focus on issues of access to and adequacy of care available to students who need continuing care beyond that normally provided by CAPS.

Issues discussed and discovered

Possible barriers to service. The complexity of navigating the health care system could be a barrier for students in need of mental health care. Limited providers accepting insurance seems to continue to be an issue. Costs (co-pays) and privacy issues associated with insurance might be a barrier. Scheduling could be a barrier (availability of services on campus during off-hours; limited providers accepting insurance off-site).

Data issues. While CAPS has detailed data on utilization and wait times, it would be very informative to improve our understanding of unmet need (overall or among particular groups such as minority, LGBT, or international students) and to improve our understanding of those referred out of CAPS.

Recommendations

1. Improve data for understanding utilization and barriers to utilization. The committee was impressed with CAPS data on utilization and wait times, and recommends supporting and augmenting efforts at benchmarking and data collection. This effort might include additional efforts to gather data on referrals out and tracking of follow-up care, as well as data collection aimed at understanding scale of and contributors to unmet need at Penn, possibly in comparison to our peer institutions.
2. Continue to monitor known or logical barriers to access, and seek strategies to alleviate barriers. Complexity of the mental health services and insurance, availability, and cost could pose barriers to seeking care among overwhelmed students. To address the problem of complexity, the committee suggested that Penn consider creating/piloting "health advocates" for students, who could help students to navigate mental health services and insurance issues. Regarding availability and costs, the committee supports ongoing efforts to increase capacity at CAPS, including hiring more staff, increasing evening and weekend hours, cooperating with 3535 Market providers, and potentially expanding service locations. The committee also recommends continuing to monitor the supply of providers outside of Penn accepting

insurance. The committee recommends consideration of whether it is viable to offer mental health services in-house, utilizing tuition fees. In addition, the committee recommends to consider whether there are possible uses of technology that could facilitate student access to care through reminders or other nudges to follow up.

Charge 2: Examine the merits of the university building on its work over the past couple of years to reduce sexual harassment and violence among students to develop parallel policies and practices to address sexual harassment and assault that involve faculty and staff as victims or as perpetrators.

Issues discussed and discovered

The committee was concerned that programs developed for students may not necessarily apply well to faculty and staff. The committee raised the concern that we do not have a lot of data about either the scale of problems or effectiveness of programs for reducing problems. The committee concluded that there was a real need for data to inform decisions about next steps, but expressed significant concerns about the feasibility of gathering usable, accurate data on this sensitive topic.

The committee noted that Penn has clear policies and lists of resources for support on various websites.ⁱ However, it is currently not easy to find available resources for faculty and staff who might be experiencing or witnessing incidents of this nature. We did not find prominently displayed information about legal rights and reporting responsibilities of faculty and staff. The committee learned that Penn offers some training for chairs, and some intensive summer training sessions are available for faculty and staff. However, it does not appear that there is widely-utilized basic training for faculty and staff. Some universities do offer mandatory on-line training.ⁱⁱ The committee learned that a module for on-line delivery of important information is being developed, and we support this effort.

Recommendations

1. The committee supports efforts to develop online provision of training. The committee does not have a position on whether the training should be mandatory, but suggests that the strengths and weaknesses of mandatory training should be carefully considered. Along with content addressing sexual harassment and violence among students, the training could include material specifically addressing the situation of faculty/staff--information about sexual harassment in the workplace, legal rights and reporting responsibilities. Such training would provide an opportunity to familiarize faculty and staff with currently-available resources.
2. Consider augmentations to Penn's website and other methods to improve communications to faculty and staff of rights and reporting responsibilities related to sexual harassment and violence.

Charge 3: Joint charge with facilities. Examine the riverfront development plans to identify untapped opportunities for improving housing, safety, or community engagement opportunities.

Issues discussed and discovered

The committee saw informative presentations about large-scale, disparate, and complex initiatives happening or planned in the riverfront area. These initiatives involve not only different parts of Penn, but Drexel, Amtrak and the city of Philadelphia. The planned and ongoing changes, if realized, seem likely to transform the local community.

Recommendation

1. The riverfront development plans seem to involve disparate initiatives with the potential to fundamentally change the local area. The likely implications of these changes—good and bad—are important and also quite challenging to anticipate, given the complexity of initiatives and stakeholders. To offer more effective ongoing monitoring, the committee recommends formation of a committee or working group involving three kinds of members: a) representatives of Penn’s major redevelopment initiatives; b) faculty from urban planning and urban design; and c) community stakeholders.

Charge 4: Joint charge with CARA. Review how sports and recreational activity opportunities for staff, graduate students and faculty is planned by the athletics department and how these can be improve the meet the needs and interests of these members of the Penn community.

Issues discussed and discovered

The committee noted that with administrative data and user surveys, more comprehensive information about utilization, barriers to utilization, and user satisfaction could be collected and analyzed to better understand barriers.

To address cost barriers for graduate students, the committee was in favor of considering changing to a system for graduate students similar to that offered to undergraduates, in which students pay a recreation fee in their student fees that includes access to all Penn Recreation facilities. The committee understands that this policy change happened during the spring semester, based on an email sent to graduate and professional students from the Provost on March 13, which stated, “All full-time graduate and professional students will have access to the Pottruck Health & Fitness Center, Sheerr Pool, and Fox Fitness Center included in their general fee”.ⁱⁱⁱ The committee remained concerned about costs as barriers to faculty and staff.

During the meeting, concerns about a deficit at the Division of Recreation and Intercollegiate Athletics were discussed. At the present time, efforts to address the issue are focused on fundraising and external business (rather than cutting expenses), but the sustainability of this approach is not yet certain.

Recommendations

1. Support emerging efforts to collect and analyze more systematic administrative data and survey data to address questions about barriers to participation, utilization patterns, and preferred programs.
2. Explore avenues to increase subsidies and incentives for participation for faculty and staff, possibly through HR benefits and other means.
3. Monitor the deficit situation to see if fundraising and business initiatives can ameliorate the problem. Support efforts by the Division of Recreation and Intercollegiate Athletics to explore alternate models of support for recreational services at peer institutions.

Charge 5: Review and discuss this committee's general charge and identify two or three issues that should be given the highest priority for the committee's work in academic year 2017-18.

General comments

The committee felt that the general charges were appropriate, but challenging in depth and breadth. The previous year’s committee had five faculty members, but this year’s committee had just four faculty members. Committee expertise on the various general and specific charges improves with numbers. It would be helpful to add one to two more faculty members.

Recommendations for next year

1. Given the changing insurance landscape, and evidence of increased demand for mental health services, mental health services access of students needs continued monitoring. Continue to monitor barriers to mental health services, and support efforts to collect better data on mental health services accessibility.
2. Monitor and support efforts by the Division of Recreation and Intercollegiate Athletics to explore alternate models of support for recreational services at peer institutions.
3. Consider a more specialized committee or working group to monitor the Penn riverfront initiatives in the coming year.

Exhibit 1: 2016-2017 U. C. Committee on Campus and Community Life (CCLC) Committee Members

Chair

Emily Hannum Sociology
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Administrative Liaison

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Weekly-Paid Professional Staff

Joyce Woodward-Jones, ULAR
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Exhibit 2: Committee on Campus and Community Life Meetings (2016-2017)

Meeting 1: Introduction of charges; discussion of response to last year's charges (October 3, 2016)

Speakers

- Amy Gadsden, Executive Director for Penn Global
- Rudolf Altamirano, Director of International Student and Scholar Services (ISSS)
- Max King, Associate Vice Provost for Health and Academic Services
- Bill Alexander, Executive Director of Counseling and Psychological Services
- Leslie Kruhly, University Secretary
- Elaine Varas, Director of Financial Aid

Meeting 2: Discussion of 2016-2017 charges, discussion of speakers who could present information about each charge (November 2, 2016)

Closed discussion.

Meeting 3: (Joint with CARA) Sports and recreational activity charge (November 16, 2016)

- Dr. Grace Calhoun, Director of Athletics and Recreation

Meeting 4: Mental health services charge (November 28, 2016)

Speakers:

- Max King, Associate Vice Provost for Health and Academic Services
- Bill Alexander, Director of Counseling and Psychological Services

Meeting 5: (Joint with Facilities, 10:30 AM meeting) Riverfront development charge (January 23, 2017)

Speakers:

- Tony Sorrentino, Assistant Vice President, Office of the Executive Vice President
- David Hollenberg, University Architect
- Mark Kocent, Principal Planner, Office of the University Architect discussed the development of Penn's campus and the surrounding areas.

Meeting 6: Sexual harassment and violence charge (January 23, 2017)

Speakers:

- Sam Starks, Office of Affirmative Action and Equal Opportunity Programs
- Jessica Mertz, Director of Sexual Violence Prevention.

Meeting 7: Discussion of report points (March 20, 2017)

Closed discussion.

Meeting 8: Finalize report (April 5, 2017)

Closed discussion.

ⁱ For example, https://provost.upenn.edu/uploads/media_items/sexualviolenceresources.original.pdf, https://provost.upenn.edu/uploads/media_items/sexualviolencereporting.original.pdf, <https://provost.upenn.edu/policies/faculty-handbook/other-policies/vi-e>, <https://secure.www.upenn.edu/vpul/pvp/>, <http://www.upenn.edu/affirm-action/titleix.html>).

ⁱⁱ For example, <https://harass.stanford.edu/training/course-comparison-table>; <https://sexualmisconduct.princeton.edu/prevention-efforts/> <https://sexualmisconduct.princeton.edu/prevention-efforts/faq-psh>.

ⁱⁱⁱ At the time of writing, the change did not yet appear on the fees website: <http://www.upenn.edu/recreation/membership-services/student-membership-information/>, accessed 4/7/2017.