Our Vision

Every student at CWU will have access to safe, confidential, knowledgeable, and caring support to resolve academic problems, disputes, or concerns.

Our Mission

The Director of ACDR listens to student and faculty concerns, coaches those with a dispute or grievance in effective communication and conflict resolution strategies, and, when necessary, mediates to help parties arrive at fair and sustainable solutions.

Percentage of Director's Time and Attention:

50%  Informal dispute resolution with students, faculty, and/or staff, including in-person, email, phone, or online interface meetings

20%  Formal facilitation of Academic Appeal and Grievance processes

15%  Academic support of students, faculty, and advisors, including Academic Early Alert, referrals, and assisting students in academic jeopardy

10%  Committee, teams, and partnership meetings

5%  Collection, preparation, and dissemination of ACDR data and reports; liaison to Faculty Senate; direct support of Dean of Student Success
ACDR OFFERS STUDENTS:

- A neutral third party who assists in resolving problems, concerns, and complaints through informal means, such as counseling, negotiation, and mediation
- An objective professional with a concern for fairness, equity, and accuracy
- A comprehensive campus information resource
- A proponent for change--if it is clear that existing procedures are problematic
- An advisor on how to navigate the University system most effectively
- A collaborator for problem-solving, with an awareness of the concerns of the individual, as well as the concerns of the institution
- A mentor to help students analyze and resolve their problems
- An advisor about rules, policies, practices, and procedures
- An informal investigator of issues and concerns

ACDR DOES NOT:

- Supercede the authority of faculty or other University officials
- Change rules, policies, practices, or procedures
- Engage in any activity that might be perceived by others as advocacy for an individual
- Conduct formal, legal investigations
- Provide legal advice or represent a student in a legal matter