Department of Physics and Astronomy

Feedback Collection and Response Program

1. Purpose

This document defines the steps and responsibilities within the Department of Physics and Astronomy to ensure the prompt identification, reporting, evaluation, investigation, and response to feedback, concerns, and suggestions by members of the department that are submitted (anonymously) to an online submission box. While we recommend that members of the department provide input or seek resolution for issues first through their linemanagers, advisors, and departmental committees and leadership, the Feedback Collection and Response Program (FCRP) provides members an additional venue for articulating concerns.

The program:

a) Provides students, staff, and faculty a retribution-free, and if desired, anonymous venue for articulating suggestions and concerns
b) Ensures that concerns are addressed in a timely and objective manner;
c) Assures that confidentiality, when desired, is maintained to the greatest extent possible;
d) Allows a path for unresolved concerns to be addressed by departmental leadership

The Feedback Collection and Response Program provides the opportunity for members of the Department to raise issues and make suggestions. It doesn't in any way change any rights members of the department may have under any contract or agreement for the group for which they are a member of. The program is not intended to circumvent or replace any existing grievance procedure.

Departmental Leadership has the responsibility to take ownership of concerns, feedback, and suggestions when brought to their attention and to address such concerns and suggestions in a timely manner while maintaining confidentiality if requested and rules allow. Departmental Leadership shall engage in investigating the suggestion/concern and make a sincere attempt to reach a resolution.

The Feedback Collection and Response Program does not provide an alternative path for reporting issues that should be reported through other avenues. Members of the Department are mandatory reporters[1] and that also holds for submissions made to the online submission box. We encourage members of the Department to utilize other relevant reporting structures when more appropriate. These include:

---

[1] All MSU employees other than those specifically exempted, see https://oie.msu.edu/resources/mandatory-reporters.html, must promptly report incidents of relationship violence, sexual misconduct, stalking, and retaliation that they observe or learn about in their professional capacity or in the context of their work and that involve a member of the University community or which occurred at a University-sponsored event or on University property. All incidents of relationship violence, sexual misconduct, stalking, and retaliation must be promptly reported to OIE. Incidents of relationship violence, sexual violence (including sexual assault), stalking, and sexual exploitation must also be reported to MSUPD.

- If the issue is regarding an emergency or you observe criminal activity, call 911 as soon as you are safely able. To contact the MSU police (MSUPD) for non-emergency issues, call: 517-355-2221.
- The [MSU Misconduct Hotline](#) is available as an anonymous method to report known or suspected misconduct for Michigan State University related to fiscal matters, conflicts of interest, employment, medical/HIPAA, research, safety, athletics, discrimination/harassment, privacy, retaliation, or any other area of legal, policy, or ethical concern not specifically listed.
- Consider filing a report with the Office of Institutional Equity (OIE). Reports involving MSU's Anti-Discrimination Policy and its Relationship Violence and Sexual Misconduct Policy may be filed online via the [Public Incident Reporting Form](#), or by calling OIE at 517-353-3922 between the hours of 8:00 a.m.-12:00 p.m. and 1:00-5:00 p.m. Monday through Friday. MSU is committed to treating all reports filed with OIE seriously, and anyone is welcome to file a report with OIE, including students, faculty, staff, and guests.
- Behavioral Threat and Assessment Team (BTAT): The Michigan State University's Behavioral Threat Assessment Team (BTAT) exists to facilitate a multidisciplinary, coordinated response to reports of students, employees, or other individuals on campus who have engaged in behavior indicating a possible threat of harm to self or other members of the campus community. Telephone: 517-355-2222, Email: btat@police.msu.edu , Online Form: http://btat.msu.edu/referral-form/
- Contact the University Ombudsman. The Ombudsman provides a resource independent of MSU administration. https://ombud.msu.edu/. Note that the Ombudsperson is on the list of people who do *not* have mandatory reporting obligations.

2. Definitions

Feedback Collection and Response Program Team:

- Department Chair
- Department Associate Chairs
- Departmental Advisory Committee (ADCOM) Chair
- Department Diversity, Equity and Inclusion Committee (DEIC) Chair

Feedback Collection and Response Program Manager: DEIC Chair

3. Procedure

Process	Responsible
1. Provide feedback, make a suggestion, or raise a concern through the online Feedback Collection and Response Program Form, available at: https://www.custominsight.com/box/?cb29030pqws . The form allows for the submitter to be anonymous, but the submitter can provide their name. The submitter can request feedback by entering their email address. The email address will not be visible by the Feedback Collection and Response Program Manager	Member of the Department
2. Track and review all submitted feedback and maintain current status online	FCRP Manager
3. Distribute feedback to FCRP Team	FCRP Manager

4. Review feedback and
   a. Assign a person/persons to make an assessment of submission and prepare a resolution/response plan
   b. Decide to take no action
	FCRP Team

5. Unless legal restrictions exist, the action path or the explanation for the decision not to take action shall be provided to the submitter, if the submitter requested feedback	FCRP Manager
6. Propose a concrete response and resolution plan with specific actions that would address the feedback and review this plan with the FCRP Management team. If necessary, additional steps and reviews are considered	Person Assigned by FCRP
7. Approve plan	FCRP Team
8. Unless legal restrictions exist, share the plan/resolution with the submitter, if the submitter requested feedback	FCRP Manager
9. If submitter requested feedback, they have 2 weeks to respond to the plan/resolution	Submitter
10. Unless the submitter requested feedback and expresses dissatisfaction with the plan/resolution, the FCRP is closed. Otherwise, steps 4-10 are carried out again	FCRP Manager
11. Carry out the adopted plan/resolution if relevant	