“Notification of case outcomes takes too long.”

**WE RESPONDED:**

The office of Conflict Resolution and Civic Responsibility:
- Restructured staff training;
- Implemented an online database;
- Improved communications in cases that require a longer outcome timeline.

**THE RESULTS:**

The percentage of students receiving notification of case outcomes in less than 10 days increased from 59.38% in 2010 to 73.87% in 2011.

**Methodology:** 124 Respondents to the Referred Party, Fall 2011 survey administered electronically through CampusLabs between October 6, 2011 and January 31, 2012.

**PROMOTING CIVIC RESPONSIBILITY**