

**ATTACHMENT 3**  
**KANSAS STATE UNIVERSITY**  
**Dispute Resolution Report - Mediation Services**  
**Nov. 1, 2012 – July 31, 2013**

**Overview**

This reporting period was primarily used to update the mediation services program at Kansas State University. The previous list of approved mediators had not been revised for over 10 years, so a process was put in place that created a new list of approved mediators. A mediation packet was formalized with consistent K-State branding on all mediation documents. A couple of mediation evaluation forms have been secured for consideration in using for the annual program assessment.

There were three inquiries/requests for mediation services: one was information seeking, one resulted in three full-group sessions, the other was helping to discern a strategy for moving forward with options still under consideration.

**Inquiries/Requests for Mediation**

<b>Date</b>	<b>Nature</b>	<b>Referral</b>	<b>Status</b>
December 2012	Interest in nature and possibility of mediation	Faculty	Provided information
April 22, 2013	Departmental – polarized faculty over hire, lack of trust, structural and personality components, professional behavior, decision-making not transparent	Academic Personnel	Closed
May 15, 2013	Departmental – polarized faculty over hire, negative department norms, workplace stress	Academic Personnel Dean	Monitoring

**Activities**

<b>Task</b>	<b>Responsibility</b>
Task 1: Reviewed program and materials (November 2012) <ul style="list-style-type: none"> <li>• <i>Met with former Mediation Coordinator for process and suggestions for improvement.</i></li> <li>• <i>Consulted with Faculty Senate President, Provost, and Director of Academic Personal regarding questions.</i></li> </ul>	Terrie McCants Becky O'Donnell Dr. Bloodgood Provost Mason Susana Valdovinos

<ul style="list-style-type: none"> <li>• <i>Appointment Committee for Mediation Reactivated per #8260 (recommended three to five people having a background in dispute resolution, and added in responsibility of end-of-year assessment of quality and success of program.</i></li> <li>• <b>Q - Concern:</b> <i>How could we be better prepared to know what to refer to whom and when to maximize dispute resolution services at K-State?</i></li> <li>• <b>Q - Clarification:</b> <i>What is the procedure when the Mediation Coordinator is absent (study abroad, vacation, conferences, etc.)?</i></li> </ul>	<p><b>Q - Appointees?</b> <b>Q - When is annual program assessment due?</b></p> <p>Dispute Resolution Working Group</p> <p>Faculty Senate</p>
<p>Task 2: Revised and Standardized Mediation Forms (December 2012)</p> <ul style="list-style-type: none"> <li>• <i>These are now included in a mediator packet along with request for services, and include:</i> <ol style="list-style-type: none"> <li>1. <i>Mediator Information (contact data, specializations, and summary of charges)</i></li> <li>2. <i>Agreement to Mediate</i></li> <li>3. <i>List of Issues: Topics for Mediation</i></li> <li>4. <i>Invoice for Mediator’s services</i></li> <li>5. <i>Post-Mediation Report</i></li> </ol> </li> </ul>	<p>Terrie McCants</p>
<p>Task 3: Updated University Approved Mediator List (January-March 2012)</p> <ul style="list-style-type: none"> <li>• <i>Secured a current list of all state-approved mediators from the Dispute Resolution Coordinator for the State of Kansas.</i></li> <li>• <i>Met with Dispute Resolution Coordinator, outside mediator, and former Mediation Coordinator to narrow the list from 171 to 32 (criteria based on state-approval, type of mediator, geographic area, and known quality of services).</i></li> <li>• <i>Sent letters to selected mediators to determine interest. Sixteen responded affirmatively.</i></li> </ul>	<p>Terrie McCants Art Thompson – Dispute Resolution Coordinator for State of KS (Topeka) Larry Rute – ADR Assoc. (Topeka) Becky O’Donnell - former Mediation Coordinator at K-State</p>

Submitted by: Terrie R. McCants, Mediation Coordinator  
309 Justin Hall – 532.1477  
[terrie@ksu.edu](mailto:terrie@ksu.edu)