Frequently Asked Questions about the EthicsPoint Hotline Service

Q: What is EthicsPoint? Does the administration really want me to report?

> EthicsPoint is a comprehensive and confidential reporting tool to assist management and employees to work together to address fraud, abuse, and misconduct in the workplace, all while cultivating a positive work environment.

Q. Why do we need a system like EthicsPoint?

> - Salt Lake Community College views employees as our most important asset. By creating open channels of communication, we can promote a positive work environment and maximize productivity.
> - The Utah Protection of Public Employees Act requires state institutions of higher education to have a process for employees to report inappropriate activities and misconduct, and this is one of several initiatives being taken by the College to implement better processes.
> - An effective reporting system can be our most useful tool in reducing losses due to fraud and abuse.

Q: Does the administration really want me to report?

> Yes. In fact, we *need* you to report. You may have knowledge of an activity that may be cause for concern. Your reporting can minimize the potential negative impact on the College.

Q. What type of situations should I report?

> EthicsPoint is a communications tool providing an avenue for sharing information on various categories of misconduct. These issues are set forth on the web page for filing a report, and include various violations involving financial, human resources, conflicts of interest, waste of resources, illegal activities, and related issues.

Q. If I see a violation, shouldn't I just report it to my supervisor, public safety, or human resources using normal processes and let them deal with it?

> Yes, you should, but the College recognizes that there are certain situations in which employees may need to come forward in another way. EthicsPoint ensures that your report gets to the appropriate people, and reports can be filed anonymously. All report information is secure and held in the strictest confidence.

Q. It is my understanding that any report I send from a company computer generates a server log that shows every web-site that my PC connects with, and won't this log identify me as a report originator?

> EthicsPoint does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to EthicsPoint is available. An Internet portal never identifies a visitor by screen name and the EthicsPoint system strips away Internet addresses so that anonymity is totally maintained. Plus, EthicsPoint is contractually committed not to pursue a reporter's identity.

Q. I am concerned that the information I provide EthicsPoint will ultimately reveal my identity. How can you assure me that will not happen?

> The EthicsPoint system is designed to protect your anonymity. However, you as a reporting party need to ensure that the body of the report does not reveal your identity by accident, for example, "From my cube next to Jan Smith…" or "In my 33 years…"

Q. I am not sure what I have observed or heard is a violation of College or Regents policy, or involves unethical conduct, but it just does not look right to me. What should I do?

> You should file a report if you honestly and in good faith suspect there is misconduct. EthicsPoint can help you prepare and file your report so it can be properly understood. We'd rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked because you weren't sure.

Q. Where do these reports go? Who can access them?

> Reports are entered directly on the EthicsPoint secure server to prevent any possible breech in security. EthicsPoint makes these reports available only to specific individuals within the College who are charged with evaluating the type of violation and location of the incident. Each of these report recipients has had training in keeping these reports in the utmost confidence. In order to protect confidentiality and present retaliation, the EthicsPoint system and report distribution are designed so that implicated parties are not notified or granted access to reports they have been named in.

Q. What if I remember something important about the incident after I filed the report? Or what if the College has further questions for me concerning my report?

When you file a report at the EthicsPoint Web site or through the EthicsPoint Call Center, you receive a unique user name and are asked to choose a password. You can return to the EthicsPoint system again either by Internet or telephone and access the original report to answer questions posed by a College representative and add further information that will help resolve open issues. We strongly suggest that you return to the site in the time specified to answer investigation questions. You and the College now have entered into an "anonymous dialogue" where situations are not only identified but can be resolved, no matter how complex.   All EthicsPoint correspondences are held in the same strict confidence as the initial report, continuing under the umbrella of anonymity.

Q. Can I still file a report if I don't have access to the Internet?

If you don't have access or are uncomfortable using a computer, you can call your EthicsPoint toll-free hotline number (**888-238-1063)** anytime, 24 hours a day, 365 days a year. The telephone toll-free hotline is confidential and anonymous. You will be asked to provide the same information that you would provide in an Internet-based report and an interviewer will type your responses into the EthicsPoint Web site. These reports have the same security and confidentiality measures applied to them during delivery.