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About EthicsPoint

What is EthicsPoint?

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

Why do we need a system like EthicsPoint?

- We believe that our employees are a valuable asset. By creating open channels of communication, we can promote a positive work environment, maximize productivity, and support our mission.
- An effective reporting system will augment our other efforts to foster a culture of integrity, transparency, and ethical decision-making.

Reporting – General

May I report using either the internet or the telephone?

Yes. With EthicsPoint, you have the ability to file a confidential or anonymous report via either the telephone or the internet.

What type of situations should I report?

The EthicsPoint system is designed for employees to report observed or potential violations of business conduct standards or ethics. Areas of concern may include conduct related to academic affairs, accounting and finance, athletics, human resources, information technology, research, medical, and risk and safety.

If I see a violation, shouldn't I just report it to my manager, security, or human resources and let them deal with it?

When you observe some behavior that you believe violates our business conduct standards or ethics, we expect you to report it. Ideally, you should bring any concerns forward to your direct manager, or a member of the university leadership team. We recognize, however, that there may be circumstances when you are not comfortable reporting the issue in this manner. It is for such circumstances that we have partnered with EthicsPoint. We would rather you report anonymously than keep the information to yourself.

Why should I report what I know? What's in it for me?

We all have the right to work in a positive environment and with that right comes the responsibility to act in an ethical manner and report inappropriate or questionable conduct. By working together, we can maintain a healthy and productive environment. Misconduct can threaten the viability and effectiveness of an entire institution.

Does management really want me to report?

We certainly do. In fact, we *need* you to report. You know what is going on in our organization - both good and bad. You may have initial knowledge of an activity or situation that may be cause for concern. Your reporting can minimize the potential negative impact on the university and members of the IWU community.

Where do these reports go? Who can access them?

Reports are entered directly on the EthicsPoint secure server to prevent any possible breach in security. EthicsPoint makes these reports available only to specific individuals within the institution who are charged with evaluating the report, based on 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. EthicsPoint procedures are designed to prevent implicated parties from being notified or having access to reports in which they have been named.

Isn't this system just an example of someone watching over me?

The EthicsPoint system concentrates on being a positive aspect of our overall commitment to character, scholarship, and leadership, and allows us to assure a safe, secure, and ethical workplace. You are encouraged to seek guidance on ethical dilemmas or communicate a concern. Effective communication is critical in today's workplace and this is a great tool to enhance that communication.

Reporting Security & Confidentiality

It is my understanding that any report I send from a company computer may generate a server log that shows every web-site that with which my PC connects. Will 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. In fact, EthicsPoint is contractually committed not to pursue a reporter's identity.

If you feel uncomfortable making a report on your work PC, you have the option of using a PC outside our work environment through the EthicsPoint secure website. Many people choose this option, as EthicsPoint's data shows that fewer than 12% of reports are generated during business hours.

Can I file a report from home and still remain anonymous?

A report from any internet portal will remain secure and anonymous. An internet portal never identifies a visitor by screen name and the EthicsPoint system removes internet addresses so that anonymity is totally maintained. Plus, EthicsPoint is contractually committed not to pursue a reporter's identity.

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, if you wish to remain anonymous, you - as a reporting party - need to ensure that the content of the report does not reveal your identity by accident. For example, "From my cube next to Jan Smith..." or "In my 33 years...".

Is the telephone toll-free hot line confidential and anonymous too?

Yes. 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 website. These reports have the same security and confidentiality measures applied to them when communicated to the institution.

What if I want to be identified with my report?

There is a section in the report for identifying yourself, if you wish. If you choose to identify yourself, it will be included in the information provided to IWU.

Tips & Best Practices

I am aware of some individuals involved with unethical conduct, but it doesn't affect me. Why should I bother reporting it?

IWU chooses to promote an environment of integrity, honesty, and ethical behavior. All unethical conduct, at any level, ultimately hurts the university and members of the IWU community. You only have to consider recent corporate and higher education scandals to see the disastrous effects that a lapse in ethics can have on an otherwise healthy institution. So if you know of any incidents of misconduct or ethical violations, consider it your responsibility to yourself, your coworkers, and IWU to report it.

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

The preferred option is to report the information according to IWU's Open Door Policy found in the Employee Handbook. If you see something, say something.

If that is not a viable alternative, file a report with EthicsPoint. 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.

What if my boss or other managers are involved in a violation? Won't they get the report and start a cover-up?

The EthicsPoint system and report distribution are designed so that implicated parties are not notified or granted access to reports in which they have been named.

What if I remember something important about the incident after I file the report? Or what if the company 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 add more detail. You may be asked by a university representative to provide more detail or answer questions to help resolve open issues. We strongly suggest that you return to the site in the time specified. You and IWU now have entered into an "anonymous dialogue," where situations are not only identified, but can also be resolved, no matter how complex.

Are these follow-ups on reports as secure as the first one?

All EthicsPoint correspondences are held in the same strict confidence as the initial report, continuing under the umbrella of anonymity.

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

If you don't have access to or are uncomfortable using a computer, you can call the EthicsPoint toll-free hotline, (844) 286-6028, which is available 24 hours a day, 365 days a year. All calls are routed to domestic call centers.