

Frequently Asked Questions About NAVEX Global and the Student Complaint Portal

What is NAVEX Global?

NAVEX Global is a third party service providing a comprehensive and confidential reporting tool that supports Rush University's Student Complaint Portal. The Student Complaint Portal allows the University to offer students a supportive and confidential method of submitting their complaints for the purpose of seeking resolutions and cultivating a positive learning environment.

Why does Rush University Students need a Student Complaint Portal?

- We believe students deserve an environment where they can confidentially submit their complaints to address issues in the most supportive and equitable manner. By creating a system exclusive for student complaints, the University can promote a positive learning environment while addressing student concerns.
- There may be times when students feel uncomfortable reporting a complaint and want to remain anonymous. The Student Complaint Portal provides an option for students to report anonymous complaints.

May I report using either the online Student Complaint Portal or the telephone?

Yes. Students have the option of submitting their confidential complaints either through the online Student Complaint Portal or using the toll-free student complaint hotline number.

Note: When filing a complaint using the telephone, a confidential interviewer will enter student complaints into the Student Complaint Portal.

What type of situations should I report?

The Student Complaint Portal is designed for students to report any complaints they might experience or observe. While we encourage students to try and resolve concerns informally, the University recognizes that students need a process to report their complaints. **Addressing concerns informally does not apply to any behaviors that students feel threatens their safety.**

The Student Complaint Portal will not replace any established policies and processes such as Title IX, Grade Appeals, etc., however once a student complaint is filed through the Student Complaint Portal, the University will assist students with navigating their complaint to the appropriate person or office.

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

All students have the right to learn in a positive environment and with that right comes the responsibility of acting in an ethical manner and letting the appropriate people know if someone or something is preventing the student's from having a positive experience. By working together, we can maintain a healthy and conducive University environment.

Does administration, faculty and staff really want me to file a report?

Yes, the University community wants you to report your concerns, particularly if you have witnessed or have been affected by a University violation or you feel your informal attempts of resolution were not successful.

Where do these reports go? Who can access them?

Reports entered directly into the Student Complaint Portal are hosted by a third-party resource, NAVEX Global, which has a secure server to prevent any possible breach in security. Reports entered into the Student Complaint Portal will only be available only to specific individuals within the University who are charged with evaluating or facilitating the report, based on the specific issue.

It is my understanding that any report I send from a university computer generates a server log that shows every website that my computer connects with, and won't this log identify me as a report originator?

The Student Complaint Portal does not generate or maintain any internal connection logs with IP addresses, so no information linking your computer to the Student Complaint Portal or NAVEX Global is available. In fact, NAVEX Global is contractually committed not to pursue a reporter's identity.

If you feel uncomfortable making a report on a University computer, you have the option of using a computer external to the University.

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

Yes. A report from home, a neighbor's computer, or submission on a public computer or device will remain secure and anonymous. NAVEX Global, the third party resource hosting the University's Student Complaint Portal, is contractually committed not to pursue a reporter's identity.

I am concerned that the information I enter into the Student Complaint Portal will ultimately reveal my identity.

The Student Complaint Portal is designed to protect student's anonymity. However, if you wish to remain anonymous, you - as the reporting party - need to ensure that the content of your report does not reveal your identity by accident. For example, "From my Nursing class, I sit next to Amy Smith...".

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

Yes. Students will be asked to provide the same information they would provide in an online-based report and an interviewer will upload your responses into the Student Complaint Portal. Reports received by phone have the same security and confidentiality measures applied to them during delivery.

What if I want to be identified with my report?

There is a section in the report for students to identify themselves.

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

Rush University takes the position that unethical or disruptive conduct, at any level, ultimately hurts the University and students. As a valued member of the University community, we want you to report any violations that you might observe even when it doesn't impact you directly.

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

File a report. We'd rather you report a concern that turns out to be harmless than let possible University violations go unchecked because you weren't sure.

What if I remember something important about the incident after I file the report? Or what if the university has further questions for me concerning my report?

When you file a complaint through the Student Complaint Portal or the toll-free number, students will receive a unique user name and are asked to choose a password. You can return to the Student Complaint Portal or call and access the original report to add more detail or answer any additional questions posed by a university representative.

We strongly suggest that you return to the site in the time specified to answer University questions. You and the university now have entered into an "anonymous dialogue," where situations are not only identified, but can possibly be resolved.

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

All correspondence through the Student Complaint Portal or toll-free number are held in the same strict confidence as the initial report.

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 the online Student Complaint Portal, you can call the toll-free hotline, which is available 24 hours a day, 365 days a year.