



Frequently Asked Questions

ISU Ethics and Compliance Hotline

What is EthicsPoint?

EthicsPoint is a comprehensive and confidential reporting tool created by NAVEX that enables ISU and its employees to work together to address fraud, abuse, and other misconduct while cultivating a positive environment focused on integrity and respect.

Why do we need a system like EthicsPoint?

- ISU community members are our most important asset. By creating open channels of communication, we promote a positive work environment and maximize productivity.
- An effective reporting system augments our other efforts to foster a culture of integrity and ethical decision-making.

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 of acting in an ethical manner and letting the appropriate people know if a rule or law is being violated. By working together, we can maintain a healthy and productive environment.

Does ISU really want me to report misconduct?

Yes. In fact, we *need* you to report. We expect employees to act responsibly and ethically, and your reports can minimize the potential impact of misconduct on our students, our employees, and the University.

Reporting – General

May I report using either the Internet or the telephone?

Yes. EthicsPoint enables you to file a confidential, anonymous report via either the telephone or the Internet.



What types of situations should I report?

ISU uses Ethics Point for reporting of the following:

Fraudulent Activity or Misuse of University Resources

Financial Conflicts of Interest

Research Misconduct

Unauthorized Disclosure of Personal Health Information.

Environmental Safety Concerns

Violations of NCAA Regulations

Reports of Bias Occurring on University Property or During University Activities

Anonymous Reporting of Violations of Law or ISU Policy under Policy 905 Reporting of Misconduct on Illegal Activity.

What if the situation that I need to report does not involve one of the topics listed above?

There are other reporting mechanisms that you are encouraged to use. For example, all reports of discrimination or harassment in violation of Policy 923 Non-Discrimination and Anti-Harassment should be made using the reporting tool used by the Office of Equal Opportunity and Title IX.

For any situation that need to involve the police, please call the ISUPD at 812237-555 or dial 911 to file a report or request for assistance.

Where do these reports go? Who can access them?

Reports are entered directly on the EthicsPoint secure server. NAVEX makes these reports available only to specific individuals within the company who are charged with responsibility for evaluating and managing the report, based on the type of violations. Each of the report recipients is trained on keeping reports private and following approved procedures if there is a need to investigate.



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

No. The reporting process allows us to ensure a safe, secure and ethical educational and work environment. We have carefully chosen the best reporting tool to meet our compliance obligations while maintaining a positive reporting environment.

Reporting Security & Confidentiality

It is my understanding that any report I send from an ISU computer generates a server log that shows every website that my PC or laptop connects with. Won't this log identify me as the report originator?

NAVEX does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to EthicsPoint is available.

If you feel uncomfortable making a report on your ISU computer equipment, you have the option of using a device outside your work environment through the EthicsPoint secure reporting website.

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

A report from home, a neighbor's computer, or any Internet portal will remain secure and anonymous. An internet portal never identifies a visitor by screen name and the EthicsPoint system strips away internet addresses so that anonymity is totally maintained.

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

If you choose to report anonymously, the EthicsPoint system protects your anonymity. However, if you wish to remain anonymous, 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 office 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 Web site. These reports have the same security and confidentiality measures applied to them during delivery.



INDIANA STATE UNIVERSITY

What if I want to be identified with my report?

You do not have to report anonymously, and in fact, we encourage you to provide contact information to allow us to follow up with additional questions, if necessary.

Tips & Best Practices

I am aware of some individuals acting unethically, but it doesn't affect me. Why should I bother reporting it?

Ethical conduct is expected at ISU. All unethical conduct, at any level, ultimately hurts the company and all employees, including you. You only have to consider what happened in recent corporate scandals to see the disastrous effects that a lapse in ethics can have on an otherwise healthy company. If you know of any incidents of misconduct or ethical violations, consider it your duty to yourself and your coworkers 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?

If you are concerned, file a report. ISU would rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked.

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

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



INDIANA STATE UNIVERSITY

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, randomized number called a “Report Key” 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 or answer questions posed by a company representative. We strongly suggest that you return to the site in the time specified to answer company questions. You and the company 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.

What if I lose my Report Key or forget the Password I created?

To ensure that security and confidentiality is maintained, if you lose your report key or password, you will need to file a new report. Mention in the new report that it is related to a report or question you previously submitted.
