

**2024 Public Description of Work for  
Action Collaborative on Preventing Sexual Harassment in  
Higher Education**

**University of Tennessee**

**Office of Title IX 360-Degree Evaluation of Services**

**Relevant Rubric Area(s):**

1. Evaluation: Using Evaluation to Inform Action
2. Evaluation: Other Evaluation

**Description of Work:**

Since the spring of 2018, the Office of Title IX at the University of Tennessee has administered an online, 360-degree anonymous evaluation of services at the end of the fall and spring semesters to assess the experiences of complainants, respondents, and pregnant and parenting students who had contact with the Office of Title IX. The goal of the survey is to ensure that the individuals who were involved with the Office of Title IX, and other related campus offices/departments, can provide anonymous feedback that can be used to improve services and support for the University of Tennessee community.

The surveys are administered via an online platform, and participation in the survey is completely voluntary. If an individual chooses to participate in the survey, they are asked specific questions that are determined based on which supports and processes the individual received from the Office of Title IX, Student Conduct and Community Standards (student investigations), the Office of Investigation & Resolution (employee investigations), and/or the University of Tennessee Police Department. Individuals are not required to answer any questions and can choose to skip any questions they do not wish to answer.

To highlight a few of the questions individuals can answer regarding each office/department they engaged with include the way in which the individual met with the office/department (phone, in-person, via Zoom), if they would recommend the office/department to a friend if they needed help, if they have explanation/comments about their experience with the office/department, and if they have recommendations about how the office/department can improve their services.

**Process**

At the end of each semester, following final exams, individuals who have had contact with the Office of Title IX, Student Conduct and Community Standards (student investigations), the Office of Investigation & Resolution (employee investigations), and/or the University of Tennessee Police Department receive an email from the Title IX Coordinator in which they are invited to participate in the brief online survey. In addition to the initial invitation, individuals receive one reminder email, and one email that serves

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as a final invitation to participate over a period of approximately two-and-a-half-weeks. There is no requirement to participate and no benefit to participate; participation is completely anonymous and voluntary.

### **Reporting and Using Evaluation to Inform Action**

Data from surveys is compiled and mini reports of results are provided to directors of other offices/departments so they can understand the experiences of those who had contact with their respective offices and take strategic steps to improve services and supports provided. Additionally, the Office of Title IX reports data obtained through the surveys in Title IX Annual Reports.

A few ways in which the anonymous data has been utilized over the years to inform action include the Office of Title IX expanding our resources for both complainants and respondents, adjusting explanations of investigations, simplifying tools for process mapping, increasing descriptions of services provided by on- and off-campus partners, highlighting access points to supports and services, expanding ways in which individuals can report – including anonymous reporting options, simplifying our website for ease of use by the end user (ex. five ways to get help), adding the “get help now” tab to our website, and enhancing the site’s information for pregnancy-related accommodations and support. Additionally, the survey results allow staff to see when their work is appreciated and, in turn, it also allows staff to gain a greater understanding of how they can grow their skill sets to support both complainants, respondents, as well as pregnant and parenting students. Finally, results have allowed offices that serve these individuals to identify collaborative strategies such as partnering on campus-wide educational events in residence halls, semesterly town halls, and monthly opportunities to “Meet the Title IX Coordinator.”

#### **Website for further information (if applicable):**

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