

# Case Resolution Form (CRF)

Siobhan Macxis, Compliance Manager

# Agenda

- > What is the Case Resolution Form (CRF)?
- > Why use the CRF?
- > What processes to use the CRF with?
- > How to use the CRF?
- > Resetting the Resolution

# What is the Case Resolution Form (CRF)

- > Central place to enter resolution information
- > Efficient way to resolve a file
- > Effective means for gathering consistent information including:
  - Resolution Details
  - Sanction/Action details and deadlines
  - Demographic Information
- > Provides consistent information that improves analytics

# Why use the CRF?

- > Less clicks and less errors when using the Update Existing Case screen
- > Creates a one-page summary available for review.
- > You control the fields that are required on the CRF.
  - Configuration field available to Level 5 users

Case Resolution Form			2021281101
Name	SID	DOB	Role
Sam Minor	SAMMINOR1	0000-00-00	Complainant

**I. Resolution Information**

Resolution Type	Resolution Date	Administrator(s)
Request Not to Pursue	2021-11-02	S&T - Chief Diversity Officer (Anitra Rivera) S&T - University Investigator (Barbi Spencer) S&T - Intake Officer (Siobhan Macxis)

Parental/Guardian Notification	Clery Reportability	Clery Rationale
No	CRIMINAL OFFENSES: Sex offenses - Rape	This is a test case not intended to count in final clery numbers.

**II. Charges/Issues and Findings (if applicable)**

1. Alleged - Sexual Assault - Rape - Title IX FVI

**III. Sanctions / Actions**

- Interim adjustment of campus housing assignment
- Contact limitations
- Spoke with Investigator (phone/email)
- Assistance with Notification to Law Enforcement
- Meeting with Investigator
- The student was referred to: Care Coordinator

**IV. Additional Sanctions/Stipulations**

**V. Rationale**

On October 29, 2021, after filing a formal complaint, Sam emailed Siobhan Macxis stating that they no longer wanted to pursue the complaint. The Title IX Coordinator reviewed the case and decided to honor the complainant's request to withdraw the formal complaint. On October 29, 2021, a "Notice of Dismissal - Request Not to Pursue" letter was sent to both parties.

**CC List**

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# What Processes Should Use the CRF?

- > Any process that includes a decision.
  - The CRF is an excellent tool that can record when a concrete decision has been reached – whether that’s a hearing, the determination of interventions, or the conclusion of an investigation.
  - Equity and Title IX at Missouri S&T uses CRFs after the Equity Resolution Process has ended.

# What Processes Should Use the CRF?

- > Any process for which you are required to provide statistics
  - Because the CRF collects consistent and extensive information, the use of it for multiple processes ensures a greater amount of information to populate analytics
- > In short, almost any process lends itself to the use of the CRF
  - Notable exceptions are files involving witnesses, or other roles, where there is very little decision-making information required. These files can be closed without a CRF

# So, when should the CRF be used?

- > Student Conduct/Employee Discipline
  - At the conclusion of a hearing/resolution process
- > Equity and Title IX
  - At the conclusion of an investigation –and/or–
  - At the conclusion of the Equity Resolution Process (recommended)
  - At the conclusion of an appeal

# So, when should the CRF be used?

## > BIT/CARE

- At a meeting where interventions are determined
- Upon coming to the decision that the individual and concerning behavior is no longer going to be discussed by your BIT/CARE team



# How to use the CRF?

The screenshot shows a web browser window with the URL <https://cm.missouri.edu/v2/CRFform.php>. The page title is "University of Missouri System Conduct Manager" and the date is "Sunday October 31, 2021". The user is identified as "User: Slobhan Macois" with an "Access Level: 5".

On the left-hand side, there is a vertical navigation menu with the following items: Incoming Reports, Create New Case, Complete CRF, Update Existing Case, Find Case, Find Priors / History, Letters, Analytics, Administrative, Manage users, Manage groups, Manage charges, Manage sanctions, Manage tasks, IR Layouts, Manage letters, Manage analytics, Manage offices, Configuration, Manage watchlist, and Logs. A red arrow points to the "Complete CRF" option in this menu.

The main content area is titled "Complete CRF" and contains the following text: "Something not working correctly? Click here to return to the old version of this screen." Below this, it says "Simply begin typing a name or enter the 10-digit File ID." and "Live search only displays cases you are authorized to access." There is a search input field containing the text "2021281101" and a blue button labeled "Complete CRF". A second red arrow points to this button.

At the bottom of the page, there is a disclaimer: "The information contained on these pages is privileged and confidential information intended solely for the individual or entity who has accessed it for official purposes and by lawful means. Any dissemination, distribution, or copy of this communication is strictly prohibited. If you have received this communication in error, please immediately notify your campus office." Below the disclaimer are contact numbers for MU Campus (573) 882-5397, MST Campus (573) 341-4209, UMKC Campus (816) 235-1047, and UMKC Campus (314) 516-5211.

Access the CRF by clicking “Complete CRF” on the left-hand column. Then enter the 10 – digit file ID and click the blue button that says “Complete CRF”



# CRF Main Screen

University of Missouri System  
Conduct Manager  
Tuesday November 2, 2021

User: Siobhan Macxis  
Access Level: 5

## Case Resolution Form

Case type: Equity & Title IX 2021281101

Name: Sam Minor  
Preferred Name (if different):  
Pronouns:  
No Photo Available  
SID: SAMMINOR1  
DOB: 0000-00-00  
Role (Required): Complainant

### I. Resolution Information

Resolution Type (Required): Request Not to Pursue  
Resolution Date (Required):  
Administrator 1 (Required): S&T - Chief Diversity Officer (Anitra Rivera)  
Administrator 2:  
Electronic File Cabinet

# Add the decision-maker(s) and the investigator(s)

The screenshot displays the 'University of Missouri System Conduct Manager' interface. The browser address bar shows the URL: [https://cm.maxient.com/v2/CRFform.php?file\\_id=2021281101&flexdata1st-file\\_id=2021281101&submit=Complete+CRF](https://cm.maxient.com/v2/CRFform.php?file_id=2021281101&flexdata1st-file_id=2021281101&submit=Complete+CRF). The user is identified as 'User: Siobhan Macxis' with 'Access Level: 5'. The date is 'Sunday October 31, 2021'.

The main content area shows a case for 'Sam Minor' (SID: SAMMINOR1, DOB: 0000-00-00). The 'Role' is 'Complainant'. The 'Resolution Information' section includes:

- Resolution Type (Required): Request Not to Pursue
- Resolution Date (Required): 2021-10-31
- Administrator 1 (Required): S&T - Chief Diversity Officer (Anitra Rivera)
- Administrator 2: S&T - University Investigator (Barbi Spencer)
- Administrator 3: S&T - Intake Officer (Siobhan Macxis)

Red arrows point to the dropdown menus for Administrator 1, Administrator 2, and Administrator 3, indicating where to add decision-makers and investigators.

## Add Information in available fields

- > Review available demographic information, updating required fields
- > Add resolution information, findings, and sanctions
- > Add detail information for any that appear upon checking sanctions. Example: details about an educational sanction
- > Click on the button to Review CRF

# CC List: you can choose to send a copy to someone by email.

The screenshot shows the 'University of Missouri System Conduct Manager' interface. On the left is a dark sidebar menu with various options. The main content area is titled 'V. Rationale' and contains a text box with a paragraph of text. Below this is a 'CC List' section with a 'Hide/Show CC List' link and a 'Review this CRF' button. A red arrow points from the 'CC List' menu item in the sidebar to the 'CC List' section. Another red arrow points from the 'Review this CRF' button to the text on the right.

**Incoming Reports**  
Create New Case  
Complete CRF  
**Update Existing Case**  
Find Case  
Find Priors / History  
Letters  
Analytics  
Administrative  
Manage users  
Manage groups  
Manage charges  
Manage sanctions  
Manage tasks  
IR Letters  
Manage letters  
Manage analytics  
Manage offices  
Configuration  
Manage watchlist  
Logs

**University of Missouri System  
Conduct Manager**  
Sunday, October 31, 2021

**V. Rationale**

Rationale  
On October 25, 2021, after filing a formal complaint, Sam Minor emailed Siobhan Macxis stated they no longer wanted to pursue the complaint. The Title IX Coordinator reviewed the case and honored Sam's request to end the Equity Resolution Process. A "Notice of Dismissal - Request Not to Pursue" letter was sent to both parties on October 29, 2021.

Hide on printable CRF

**CC List**  
Select the individuals or groups below who should be pre-selected to receive a copy of the outcome letter.  
[Hide/Show CC List](#)

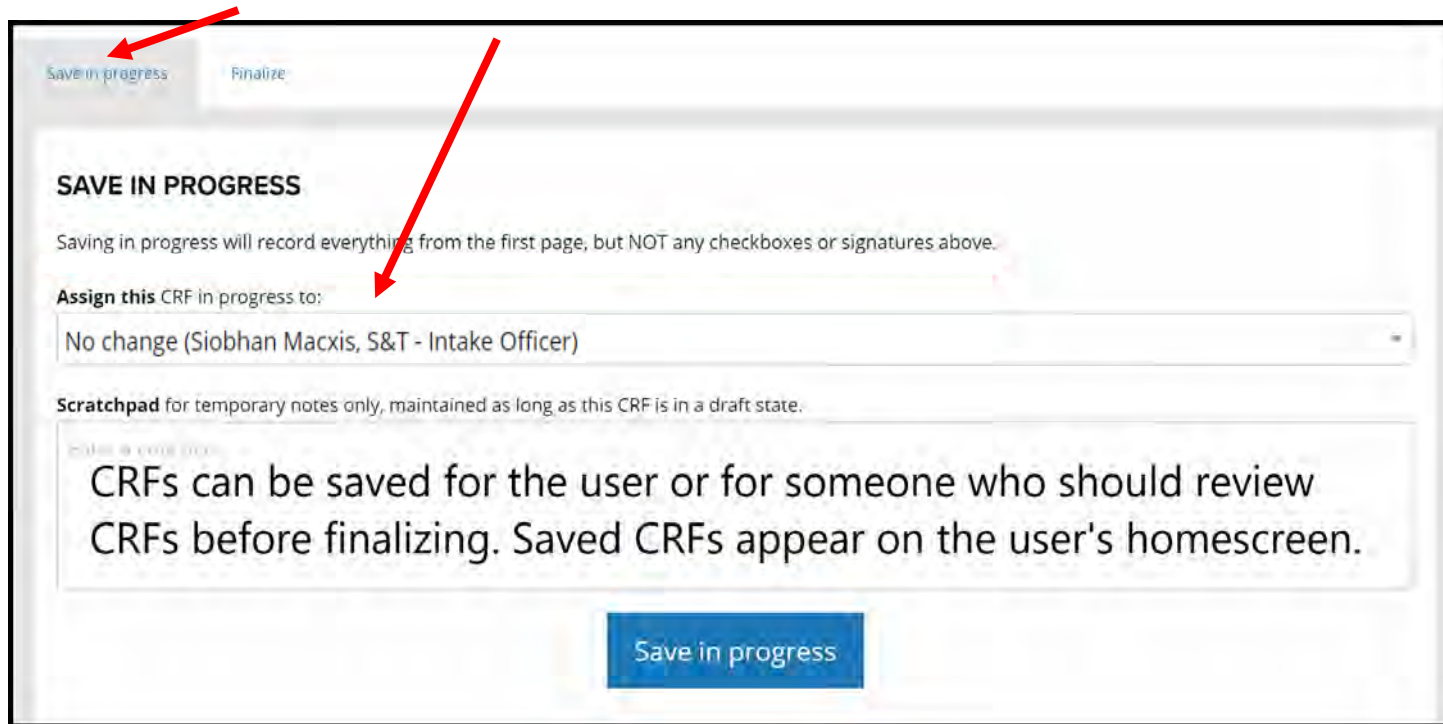
**Options**  
Need a signature?  
No, skip the signatures  
Yes, provide space to collect signatures

**Review this CRF**

After you've entered all the information in the main screen click "Review this CRF"

# CRFs can be reviewed before finalizing

- > CRFs can be saved for the user or for someone who should review the CRF before finalization.



The screenshot shows a web interface with two buttons at the top: "Save in progress" and "Finalize". Below them is a section titled "SAVE IN PROGRESS" with the text "Saving in progress will record everything from the first page, but NOT any checkboxes or signatures above." A dropdown menu is labeled "Assign this CRF in progress to:" and currently shows "No change (Siobhan Macxis, S&T - Intake Officer)". Below this is a "Scratchpad" area with the text "Scratchpad for temporary notes only, maintained as long as this CRF is in a draft state." The scratchpad contains the text: "CRFs can be saved for the user or for someone who should review CRFs before finalizing. Saved CRFs appear on the user's homescreen." At the bottom of the interface is a blue button labeled "Save in progress". Two red arrows point to the "Save in progress" button and the dropdown menu.

# Finalizing the CRF

Save in progress   Finalize

## FINALIZE

**Has this case been resolved?**

- Yes. Outcomes here will be counted toward analytics, sanction alerts will be sent, and this data will be available to letter merge fields.
- No. We'll put a copy of this in the EFC, but the case effectively remains unheard and a new CRF can be started at any time.

**Keep this case assigned as-is, or move it to someone else?**

Dean of Students (Henry David Thoreau) ▼

**Add/remove tags**

[Click here to add/remove tags](#)

**Update the case status**

Open ▼

**Set the next deadline date**

2019-06-28

**Next deadline reason**

**Send a ping, if needed**

[Click here to select pings ...](#)

Enter a note to include with the ping

Let the recipients see who received this notification

[Finalize CRF](#)

The Finalize tab provides you with an option to create a copy of the CRF only or to update the file with the information contained within. Review the other fields in the tab to update information about file assignment, deadline information, and send pings, as appropriate.

# I need to complete a CRF, but the system says one is already on file.

University of Missouri System  
Conduct Manager

Monday November 1, 2021

User: Siobhan Macxis  
Access Level: 5

A resolution was entered for 2021281101 (Sam Minor) on October 29, 2021 by S&T - Chief Diversity Officer (Anitra Rivera).

Some potential next steps include:

- [Generate outcome letter](#)
- Update deadline date (currently set to October 31, 2021)
- [Search another File ID](#)

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MU Campus: (573) 882-5397  
MST Campus: (573) 341-4209  
UMKC Campus: (816) 235-1047  
UMMSL Campus: (314) 516-5211

> Check the Resolution Date





> A resolution date that has been added manually will cause the system to believe that a CRF has been completed.

- Go to Update Existing Case and Check the EFC.
- You will see that there isn't a CRF document in the Electronic File Cabinet

> Solution

> Remove the resolution date and commit change to database

The screenshot displays the 'University of Missouri System Conduct Manager' interface. The left sidebar contains a menu with the following items: Incoming Reports, Create New Case, Complete CRF, Update Existing Case, Find Case, Find Priors / History, Letters, Analytics, Administrative, Manage users, Manage groups, Manage charges, Manage sanctions, Manage tasks, IR Layouts, Manage letters, Manage analytics, Manage offices, Configuration, Manage watchlist, and Logs. A red arrow points from the 'Update Existing Case' menu item to the 'Update Existing Case' link in the main content area. The main content area shows the 'RESOLUTION' form with the following fields: Resolution Date (2021-10-29), Resolution Type (Request Not to Pursue), Administrator 1 (S&T - Chief Diversity Officer), Administrator Name 1 (Anitra Rivera), Administrator 2 (S&T - University Investigator), Administrator Name 2 (Barbi Spencer), Administrator 3 (S&T - Intake Officer), Administrator Name 3 (Siobhan Macxis), Charge/Issue 1 (Alleged - Sexual Assault - Rape - Title IX), Finding 1 (FYI), Charge/Issue 2, Finding 2, and Charge/Issue 3, Finding 3. A note below the Resolution Date field states: 'Note: Manually entering a date here will cause the system to believe a CRF is on file.' The browser address bar shows the URL: https://cm.maxient.com/v2/UpdateExistingCase.php?file\_id=2021281101#RESOLUTION. The user is identified as Siobhan Macxis with Access Level 3. The date is Monday, November 1, 2021.

# I need to complete a new CRF because of an appeal, but one is already on file.

## > File will reflect information of one decision

- A file can only have one resolution at a time, so you will need to remove the information associated with the first resolution to record the information from the appeal decision.

## > Solution

- Go to the Update Existing Case screen and remove the Resolution information.
- A copy of the original CRF will remain in the EFC.
- Your updated decision will be recorded in the Update Existing Screen (UEC) and a second CRF will appear in the EFC.

I need to complete a new CRF because of an appeal, but one is already on file.

- > Remember, the information recorded in the UEC will feed into your analytics.
  - S&T Recommends completing a CRF after the appeals process is complete, then enter the appeal information in the “Rationale” section of the CRF

# Questions