



STUDENT ENVIRONMENTAL CENTER

* UC Santa Cruz *

Channels of Communication & Conflict Resolution Fall 2011

Channels of Communication:

Student Environmental Center:

The Student Environmental Center (SEC) is a large program that involves many organizers working in coordination on different aspects of the program. The SEC is a student-run organization on our campus, with a clear organizational structure; 5 campaigns, a garden class and a bike library program. The SEC is a strong organization for student activism and inclusion within the university structure. As students and staff we are dedicated to working together as a community to address any issues as they come up, the greater our potential for positive change and advancement of sustainability measures within the structure of the university.

Working as a Community:

We would like to make your experience with the SEC positive and meaningful. In order to minimize miscommunication, confusion, and conflict, please follow this step-by-step guide for addressing your questions, concerns, and issues (i.e. clear understanding of roles, tasks and resources for projects and interpersonal challenges, etc.). Please below:

Contact list and roles of student leadership/staff:

Co-chair and peer advisors:

- Co-chair, Goldie Mitton gmitton@ucsc.edu
- Peer advisors and assistants to co-chair:
 - Tash, Nguyen ashnguye@ucsc.edu
 - Sav Susnow ssusnow@ucsc.edu
- Co-chair meeting time & location:
- Peer advising meeting time & location:

Bi monthly - ESLP & SEC

Staff Program Manager

- Joyce Rice, jmrice@ucsc.edu, 831-459-1714 (office), 831-331-1234 (cell)
- Staff office hours & location:

Steering meeting time & location:

Campaign coordinators and meeting times for Fall 2011:

- **Students for Organic Solutions (S.O.S.): Dominique Teixeira**
dtteixe1@ucsc.edu
- **Meeting time & location:**

- **C8 Garden Coordinator: Tawna Vargo** tvargo@ucsc.edu
- **Meeting time & location:**

- **Transportation: Jeff Schmelter** jschmelter101@gmail.com
- **Meeting time & location:**

- **Green Building: Carson Watts** cbwatts@ucsc.edu
- **Meeting time & location:**

- **Waste Prevention: Amber glaab** amberglaab@gmail.com
- **Meeting time & location:**

- **Earth Summit: Eliza Milio** emilio@ucsc.edu
- **Meeting time & location:**

Conflict Resolution:

Students are encouraged to share questions or concerns with the SEC Co-chairs and campaign coordinators of the organization. If this is not practical or if issues or conflicts arise that cannot be resolved between the individuals, students should raise the concerns to appropriate student leadership (See Modes of Communication). If issues or conflicts remain unresolved, the next step would be to contact the Staff Sustainability Program Manager (Joyce Rice). After meeting with staff, the SEC student leadership and staff can determine the next steps to resolve the issue.

SEC student participants are responsible for supporting an environment that adheres to the following principles and responsibilities:

Principles

1. Conflicts are inevitable and may produce benefits and positive results if conflict is appropriately managed.
2. SEC co-chairs and campaign coordinators must promote an environment that emphasizes commitment, continuity, and consistency with respect to conflict resolution.

3. Early recognition of conflict is critical.
4. An effective conflict resolution process promotes compromise and collaboration as people learn how to work harmoniously, develop creative solutions to problems, and reach outcomes that mutually benefit those involved.

Responsibilities:

Engaging in informal conflict resolution means:

1. Bringing issues to the attention of relevant individual(s)
2. **Ensuring** that the individual(s) in a conflict situation understand that it is their right and their responsibility to attempt to resolve conflict on an informal basis
3. **Encouraging** the airing and facilitation of conflicts so that students feel comfortable seeking resolution within their campaign or project on behalf of the organization
4. Encouraging **open communication** and cooperative problem solving among all parties involved in the resolution process
5. **Focusing** on the real issues and concentrating on arriving at a mutually equitable resolution
6. **Seeking assistance** of the Ombudsman (ombuds-lmc@ucsc.edu) or other applicable student support services if the student feels uncomfortable about raising the issue within the SEC organization; the following assistance is available:
 - clarification of issues that created the conflict/concern
 - information regarding available options