

## **What Is Mediation?**

*Mediation is a voluntary mutual effort to find a suitable resolution to an existing disagreement or dispute through negotiations that seek to meet the legitimate interests of each party. These negotiations are facilitated by trained, neutral mediators. Mediation will not preclude other dispute resolution mechanisms such as the disciplinary process.*

## **Who Are the Mediators?**

*Mediators are faculty and staff members of the University. In the near future, The College will offer peer mediation with student mediators as an option, but as of the writing of this pamphlet, peer mediation is not available. Mediators have completed a four-hour training session, and must maintain active participation in mediation sessions or repeat the training on an annual basis to remain certified.*

## **Who Can Participate in Mediation?**

*Any currently enrolled student in The College may take advantage of mediation services. An enrolled student may request that mediation services be used with a dispute involving a person outside of The College community. Such requests must be reviewed and approved by the Associate Dean of Students. Most often, mediation services by agencies in the greater Rochester area are more appropriate resources for these types of disputes.*

## **When Is Mediation Appropriate?**

Mediation is most productive in situations where individuals want to resolve a problem, but just can't seem to get there on their own. Examples might include the following:

- Roommate disagreements
- Minor disputes among significant others
- Minor harassment issues
- Differences among student leaders
- Minor intercultural misunderstandings
- Personal property and access issues
- Classmate disputes

## **Can Mediation Be Used as a Substitute for the Disciplinary Process?**

*The Associate Dean of Students can offer mediation as an alternative to adjudication through the disciplinary process when (1) the Associate Dean of Students, in his/her sole discretion, believes mediation is viable and appropriate, and (2) when both disputants are willing to utilize mediation services in the attempt to resolve an issue.*

## **Can Others Refer Students to Mediation?**

*Others may suggest mediation as an alternative (perhaps by giving them this pamphlet!), but mediation is not mandatory. Individuals may consult with any member of the Residential Life or Dean of Students staff about mediation referrals.*

## **Can Students Request Mediation Directly?**

*Absolutely! This is the preferred mechanism for entering into the process, as mediation works best when ownership for resolution resides with the disputants. The best way to request mediation is through the Dean of Students Office website, although phone calls and drop-ins are accepted.*

## **How Much Does Mediation Cost?**

*Here's the best part: mediation services are free to all currently enrolled undergraduates! Can you believe it?*

## How Can I Request Mediation?

The best way to request mediation services or more information is to go to the Dean of Students Office website at [www.rochester.edu/college/dos](http://www.rochester.edu/college/dos) and click on the "contact" link. It's on the menu bar on the left-hand side. Fill out your name and email, and choose the "request mediation services" option, and then write a brief synopsis of your situation in the blank space provided. Requesting mediation information does not obligate you to participate, and information is kept confidential according to the guidelines of the Dean of Students office. You will receive a response, generally within 48 hours, providing you with more information about the next steps. Soon, that conflict that has been driving you crazy may actually be resolved!

Walk-ins and phone calls are accepted, as well; simply call 275-4085 or come to Wilson Commons 510 and request to speak with the Associate Dean of Students. Students who call or walk in are cautioned, however, that the Associate Dean of Students is frequently unavailable due to scheduled meetings, and an appointment may be necessary.

*In a conflict?*

*Have an argument with a friend?*

*Just can't seem to figure out a solution?*

*Mediation...*

*...your problem may be easier to fix than you think!*

# MEDIATION

*at the University of Rochester*

*A service of The College's  
Dean of Students Office  
[www.rochester.edu/college/dos](http://www.rochester.edu/college/dos)  
275-4085*