Bias Education Support Team (BEST) Process

**Guiding Principles:**
- All BEST interactions are intended to foster personal and intellectual development.
- All BEST engagements are voluntary. All BEST outcomes are non-judgmental and non-punitive.

**Monthly Actions:** Meeting to discuss reports, trends, and potential initiatives

**Annual Actions:** All Incident Report (IR) are anonymized, summarized, and made public through annual report posted on the BEST website

1. **Report**
   - Incident Report (IR) Initiated by Reporting Party
   - Incident Report (IR) is received and recorded on Maxient
   - On-call Team immediately manages safety issues, if needed
   - On-call Team reviews Incident Report (IR) for overlap of Title IX, Community Standards, or HR concerns

2. **Evaluate**
   - If no overlap is present, Incident Report (IR) is passed on to the Chair of BEST
   - Chair of BEST reviews Incident Report (IR) and assign Incident Report (IR) to BEST member
   - Assigned BEST member makes initial contact with reporting individual or group
   - After Conversation with reporting individual/group, and further action is required
   - Continued engagement and support to reporting individual/group
   - Engage with the reported individual/group to gather more information
   - Provide mediation, resources, or other appropriate outcomes
   - Assigned BEST member check-in and follow to the reporting and reported individual/group
   - Anonymized summary of engagement and outcome as it relates to the original Incident Report (IR)

3. **Respond**
   - If overlap, the appropriate Title IX, Community Standards or HR procedures take lead, but with an added support from the BEST team
   - After Conversation with reporting individual/group, and no further action is required
   - Assigned BES member check-in and follow to the reporting and reported individual/group

4. **Record**
   - Incident Report (IR) is received and recorded on Maxient
   - On-call Team immediately manages safety issues, if needed
   - On-call Team reviews Incident Report (IR) for overlap of Title IX, Community Standards, or HR concerns

5. **Assess**
   - If no overlap is present, Incident Report (IR) is passed on to the Chair of BEST
   - Chair of BEST reviews Incident Report (IR) and assign Incident Report (IR) to BEST member
   - Assigned BEST member makes initial contact with reporting individual or group
   - After Conversation with reporting individual/group, and further action is required
   - Continued engagement and support to reporting individual/group
   - Engage with the reported individual/group to gather more information
   - Provide mediation, resources, or other appropriate outcomes
   - Assigned BEST member check-in and follow to the reporting and reported individual/group
   - Anonymized summary of engagement and outcome as it relates to the original Incident Report (IR)