



## Frequently Asked Questions

**1. How is the Campus Conduct Hotline (CCH) answered?**

When a caller dials the toll-free Campus Conduct Hotline number, their call is answered by a call intake specialist who will greet the caller with the phrase, "Thank you for calling the Campus Conduct Hotline." The callers are not greeted with the name of a specific college or university. All participating institutions are using the same "universal" access number.

**2. Who will be answering the Campus Conduct Hotline? (updated 10/2022)**

Campus Conduct Hotline (CCH) is managed by a third-party communications company called Syntrio. Syntrio contracts with Continental Message Solution, Inc. (CMS). CMS has over 50 years of call center experience serving a variety of industries. Every individual who staffs the 24/7 call intake operation is screened and trained on the protocols specific to the CCH process.

**3. What are the responsibilities of the call intake specialist?**

The responsibilities of the call intake specialists include answering calls promptly and courteously, assuring that callers understand the mechanics of the program and conducting an interview with the caller using the approved Campus Conduct Hotline script. To the extent possible, the specialists are encouraged to report on any perceptible demeanor (e.g., angry, inebriated, crying, etc.). The specialist will focus on documenting the caller's concern and not conducting a preliminary investigation.

**4. Are the interviews recorded?**

The interviews are not recorded. The call specialists type notes in real time and once the interview is completed, the specialists review their notes to fill in any gaps.

**5. What do we do if we feel that the interview has failed to capture some important information or details?**

That is the reason for assigning case numbers to the callers. If your institution feels it is important to clarify some information or to obtain additional details before initiating an investigation, you should ask for that information in the response you provide. That way, when the caller checks back for an update, they will receive your request and can respond to it. Although there isn't anything you can do if the caller does not check back, the fact that they do not call back can be considered reflective of their sincerity level.

**6. How soon after a call is taken will the institution receive it?**

You will receive the report within one business day provided we have a valid email address for the appropriate institution responder. The report will be sent via email as an attached password protected file.

**7. How soon must we respond to the reports?**

Within one business-day, a summary of the interview will be forwarded to the institution. The callers are instructed in the script to check back in three to four business days. If Campus Conduct Hotline does not have a response from the institution when the caller checks back, the caller will be so informed and encouraged to check back at a later date.

**8. What if we haven't had enough time to begin to research the report?**

More often than not, it can take weeks if not months to fully investigate a report. To the extent that more time is needed, you can simply craft a reply that might say something along the lines of, "Our institution has received your report and we will be initiating an investigation. Please call back in two weeks (or on a specific date) to check for an update." What's most important is to: a) acknowledge that the concern has been received, and b) provide some indication of when there might be progress to report.

**9. If the caller provides his or her name, is it proper to contact them directly or do we need to conduct all dialogue through the Campus Conduct system?**

Typically, if a caller elects to identify himself or herself, they are expecting to be contacted directly by an institutional representative.

**10. What about calls from our students or staff who are calling from overseas?**

There is a specific number for international calls and this is answered by a voice mail system. This system requests that they leave the name of his or her home institution, and then prompts them through a series of questions to elicit most of the same information that the live call-center takes. The calls are then screened by call-center personnel and reported to the institution as any other call would be. The difference is in the phone number, and the fact that it is answered by a voice mail system rather than a live person. This is ONLY the case for international calls.

**11. What if we've placed restrictions on the type of feedback we are interested in receiving (e.g. limited to Code of Conduct) and employee calls regarding another type of issue (e.g. a problem with a paycheck)?**

Any reports received on behalf of your institution by the Campus Conduct Hotline, regardless of subject matter, will be routed per protocol to the designated responders. If the report falls outside the boundary, you should provide a response indicating that and if possible include the proper follow-up instructions or procedures the caller should follow.

**12. How should we decide if calls should be accepted from Students?**

When Campus Conduct Hotline was under development, the college and university CFOs involved in designing CCH considered this question and ultimately determined that it was best, in their judgment, to allow calls from students. First, they felt that to have a hotline available on campus and to preclude students could create discontent among the student body. Further, students may be aware of potential fraud or other matters that would be important to have reported. And finally, the CFOs felt that to distinguish a work study student as either a student or an employee would not ultimately be helpful to the intent of the hotline.

**13. What if we believe we can't investigate a report without talking directly with the caller and they have chosen to remain anonymous?**

Once again, you should use your response to state your case. Tell them why you feel it is important to talk to them and provide whatever assurances you can that their identity and whatever they say will be held in the strictest confidence. Of course, you will need to be able to uphold your end of the promise to maintain confidentiality.

**14. What if we have questions about the process or responding to certain reports?**

(updated contact 10/2022)

You can always feel free to contact Patrick Cooper, director of operations, Syntrio is working with EIIA on the operation of the Campus Conduct Hotline. Patrick's phone number is 215.600.2834 and his email address is [pcooper@syntrio.com](mailto:pcooper@syntrio.com).

**15. Are mundane or deliberate nuisance calls able to be "weeded out"?**

The call center accepts all calls no matter what the subject. This is to ensure that all cases/calls are documented. The counselor then sends the cases to Syntrio for quality control and transmittal of cases to the institution. In the event a caller has the intention of harming someone or themselves, counselors find out if the caller has a means to inflict harm. If there is an eminent life-threatening situation, the counselors contact local authorities. In this type of case, Patrick Cooper is also contacted per protocol. If there is an urgent safety or security issue to the campus, the callers are instructed to call 911.

- 16. After we enroll with Campus Conduct Hotline are we able to change our Target Topic Respondents?**  
Yes – one person at your institution is considered the Administrator for the program, and that person has the ability to change/edit/add Target Topic Respondents (or TTRs - the people on your campus who receive reports for a given topic). The Administrator can also download a cumulative file of your institution's reports, which are updated quarterly.
- 17. Can we have more than one Administrator?**  
Yes – you can have as many Administrators and Target Topic Respondents as you like, the Administrator(s) are responsible for each institution's account. If you need to change the Administrator, contact [cch@eia.org](mailto:cch@eia.org). If an Administrator leaves an institution without a replacement, EIIA will be notified that the position has become vacant and will contact the institution for the new Administrator's information.
- 18. Are we able to add/remove covered Topics, or rename Topics?**  
The covered Topics are not customizable by institution. The covered Topics are categorized and reported the same for all participating institutions. However, should you have specific needs or requests, please contact Syntrio, [reports@lighthouse-services.com](mailto:reports@lighthouse-services.com). To the extent possible, effort will be made to provide an option to meet your specific requirements.
- 19. I received an email from a company called Lighthouse or Syntrio. Who are they?What is their involvement with the Campus Conduct Hotline?** (updated 10/2022)  
Campus Conduct Hotline is managed by a third-party communications company called Syntrio, who has merged with Lighthouse. Syntrio is the operations management for CCH, providing the telephone and web access, routes and maintains all records of messages, reports, incidents and activity for participating CCH institutions and EIIA. Syntrio's headquarters are located in Deerfield, IL.
- 20. Are we able to change/customize the Campus Conduct Hotline name?** (added 8/2017)  
Campus Conduct Hotline is the branded and trademarked name of the whistleblower service provided by EIIA. The name cannot be changed or customized for specific institution use.
- 21. Do we have a limited number of employee users we can set up? Our institution would like to use this service for all full-time staff and faculty.** (added 8/2017)  
There is no limit to the number of students or faculty for EIIA member institutions. The service is included with your EIIA Property and Casualty Master Insurance program. There are a limited number of non-member institutions using CCH. These institutions are invoiced based on employee counts and student enrollments.