UC Davis streamlines its student conduct adjudication process

**KEY IMPROVEMENTS**

UC Davis Office of Student Support and Judicial Affairs (OSSJA) went from using Advocate to minimally track cases to implementing an entire adjudication and recording-keeping workflow.

**OSSJA used the Letters Module to draft and send** all disciplinary letters to students, which led them to track and resolve cases more efficiently.

**The school set up user groups and special permissions** for case managers and student housing staff to view and report cases through the system based on a specific incident type.

Advocate allowed conduct staff to streamline many of their processes by automating their follow-ups with students and providing a one-stop shop for conduct violations all over campus.

**BACKGROUND**

The Office of Student Support and Judicial Affairs (OSSJA) at UC Davis had been an Advocate client since 2012 but was not using the software to its full potential. The system was being used to schedule meetings with students and upload disciplinary contracts, but no workflows were set up to track data trends and generate and send decision letters through the system.

**FEATURES USED**

- Appeals Feature
- Letters Feature
- Reporting Feature

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**University of California – Davis is a public research university, as well as one of the 10 campuses of the University of California (UC) system. It is located in Davis, CA serving approximately 36,441 students. UC Davis has been using Advocate by Symplicity since 2012.**

- **4** full-time judicial officers
- **54** Advocate users
- **1400+** academic conduct cases per year
- **3000+** reports per year

**One centralized system for student misconduct and residence hall violations**
OSSJA also relied on Symplicity experts to provide them best practices for customizing and administering their Advocate software. “From a support perspective, I feel pretty supported by the folks that I work with, to help me understand my problems and help me improve the system,” Shawn Knight said. “I pretty quickly can expect some creative ways to think about how to resolve problems that we’re having.”

“It allows staff to work faster; you know someone can type out a disciplinary agreement in five minutes, and that’s a lot faster than having to retype it.”

Shawn Knight, Judicial Affairs Officer, Office of Student Support and Judicial Affairs (OSSJA)