



Tips for Campus Neighbors:  
Steps to address and report off-campus student behavior  
Fall 2011

Campus neighbors and the University of Oregon are working together to develop a system to respond to incidents involving university students that affect the quality of life of residents.

This is a new initiative and should be considered a pilot project that will be refined and improved with your help and input. As an experiment, we're learning as we go; your feedback and suggestions are essential!

STEPS FOR REPORTING INCIDENTS:

- 1) Get to know your student neighbors before bad things happen! For more information, read "[Your Neighbors and U: Tips for getting along and staying safe in campus neighborhoods](#)." Having basic information (even names and contact info) about your student neighbors is helpful. Welcome student neighbors. Acknowledge their rights and set expectations and encourage good communication and responsible behavior.
- 2) If inappropriate behavior happens that disrupts your life and you suspect that University of Oregon students are involved:
  - a. If the incident is in progress, call the Eugene Police Department (911 in an emergency, 682-5111 for a non-emergency incident). Only the Eugene Police Department (EPD) has criminal enforcement authority in the neighborhoods. If illegal activity is suspected (excessive noise, underage drinking, trespassing, illegal parking, etc.), call EPD, even if you think the issue isn't large enough to get their immediate attention. A report gets the incident on the record and EPD can track patterns.
  - b. Within 24 hours of the incident, report the incident to the University of Oregon "good neighbor" hotline by emailing [goodneighbor@uoregon.edu](mailto:goodneighbor@uoregon.edu). Make a report even if you don't know for sure that UO students are involved and even if you don't know any names. Include:
    - *Short description of incident*
    - *Time of incident*
    - *Location/address(es) of incident*
    - *Names of any students involved if you have them*
    - *Any contact you had with students or landlords before, during or after incident*
    - *Please include if EPD was called.*

## WHAT WILL THE UO DO WITH THIS INFORMATION?

- 1) The UO Office of the Dean of Students, the Department of Public Safety, and Community Relations, and the InfoGraphics Lab will receive and track this information.
- 2) The UO is committed to addressing issues of inappropriate student behavior and improving relationships in campus neighborhoods. While only the Eugene Police Department has enforcement jurisdiction in off-campus neighborhoods and the university cannot yet guarantee that staff will be able to respond to every incident, we are implementing strategies to do the following:
  - a. Support the building of positive relationships between long term residents and student neighbors.
  - b. Document incidences and track patterns.
  - c. Respond as frequently as possible to incidences, especially when we can confirm that university students are involved. A team from the Department of Public Safety, Office of the Dean of Students, and Office of Government and Community Relations will contact students, share expectations, offer resources and encourage positive behavior.
  - d. Regularly attend neighborhood association meetings and be available to discuss incidences and patterns.
  - e. Work collaboratively with the Eugene Police Department, which has enforcement jurisdiction in off-campus neighborhoods.

For more information or to share comments, contact the following staff:

UO Department of Public Safety: 346-7115  
Doug Tripp, Executive Director and Chief  
Carolyn McDermed, Deputy Director  
Ed Rinne, Captain, Safe Campus Team

UO Office of the Dean of Students: 346-3216  
Paul Shang, Assistant Vice President and Dean of Students  
Sheryl Eyster, Associate Dean of Students  
Jennifer Summers, Director, Substance Abuse Prevention and Student Success  
Caitlan Hendrickson, Director, Conflict Resolution Services

UO Office of Government and Community Relations: 346-5351  
Greg Rikhoff, Director of Community Relations  
Karen Hyatt, Assistant Director, Government and Community Relations and  
Neighborhood Liaison