

**MARQUETTE UNIVERSITY  
NCAA RE-CERTIFICATION PROCESS  
EQUITY, WELFARE, AND SPORTSMANSHIP**

Student-Athlete Welfare

**Operating Principle 4.3 -- Student-Athlete Welfare**

Conducting the intercollegiate athletics program in a manner designed to protect and enhance the physical and educational welfare of student-athletes is a basic principle of the Association. Consistent with this fundamental principle, the institution shall:

- a. Demonstrate a commitment to the fair treatment of student-athletes, particularly in their academic role as students.
- b. Provide evidence that the welfare of student-athletes and the fairness of their treatment is monitored, evaluated and addressed on a continuing basis.
- c. Have established grievance or appeal procedures available to student-athletes in appropriate areas.
- d. Provide evidence that the institution has in place programs that protect the health of and provide a safe environment for each of its student-athletes.

Self-study Items

**4.3.1. List all “corrective actions,” “conditions for certification” or “strategies for improvement” imposed by the NCAA Division I Committee on Athletics Certification in its first-cycle certification decision (if any) as they relate to Operating Principle 4.3 (Student-Athlete Welfare). In each case, provide: (a) the original “corrective action,” “condition” or “strategy” imposed; (b) the action(s) taken by the institution; (c) the date(s) of the action(s); and (d) an explanation for any partial or noncompletion of such required actions. Please note, the institution is not required to respond to recommendations for required actions developed by the peer-review team unless those same recommendations were adopted by the Committee on Athletics Certification.**

No “corrective actions,” “conditions for certification,” or “strategies for improvement” were imposed by the NCAA Division I Committee on Athletics Certification in its first-cycle certification decision.

**4.3.2. List all actions the institution has completed or progress it has made regarding all plans for improvement/recommendations developed by the institution during its first-cycle certification process as they relate to Operating Principle 4.3 (Student-Athlete Welfare). Specifically include: (a) the original plan; (b) the action(s) taken by the institution; (c) the date(s) of the action(s); (d) actions not taken or not completed; and (e) explanations for partial completion. Please note, the institution will not be required to fulfill an element of a first-cycle plan if the**

**element does not affect conformity with an operating principle.**

The institution has taken action in the following three areas for improvement identified in the 1997 first-cycle self-study certification report:

1. [from the 1997 NCAA Certification Self-study] Transportation for student-athletes. Completion date: December 1, 1997. Responsibility: assistant athletics director for business and director of intercollegiate athletics.

2004-2005 Update: By December 1, 1997, student-athletes no longer drove vans or other vehicles to Department of Intercollegiate Athletics-sponsored or student-athlete-related activities. Transportation to games and meets is primarily by bus or other vehicles. When 15-passenger vans must be used, they are driven by coaches or team managers, not student-athletes; the use of 15-passenger vans is currently under review by the university.

2. [from the 1997 NCAA Certification Self-study] Athletics practice facilities will become insufficient at the end of the 1996-1997 academic year when university access to the 37<sup>th</sup> Street field terminates. Inadequate facilities will affect practice times and increase student-athlete travel time to and from practice sites. Completion date: December 1997. Responsibility: assistant athletics director for business, assistant athletics director for facilities, events, and community outreach, athletics director, and executive vice president.

2004-2005 Update: In December 1997, an arrangement was made whereby the men's and women's soccer teams that had practiced at the 37th Street field relocated to practice fields in Elm Grove, Wisconsin, approximately 15 miles west of the Marquette campus. While this situation is not ideal, it works adequately. The university continues to explore other options available within its urban setting.

3. [from the 1997 NCAA Certification Self-study] Practice times and use of facilities needs to be addressed in terms of student-athlete welfare (i.e., restricts access to other support services including meals and academic support). Completion date: May 1, 1998. Responsibility: assistant athletics director for academic support and student programs and athletics director.

2004-2005 Update: By May 1, 1998, the department developed a plan to coordinate practice times and use of facilities. Usage is coordinated and monitored by the associate athletics director for facilities and event management, with assistance from the assistant athletics director for compliance. At a meeting in August 2004 with members of the NCAA Recertification Steering Committee, student-athletes reported that the opening of the Al McGuire Center in fall 2003 has further alleviated many practice time issues.

**4.3.3. Describe any additional plans for improvement/recommendations in the area**

**of Operating Principle 4.3 (Student-Athlete Welfare) developed by the institution since the first-cycle certification decision was rendered by the Committee on Athletics Certification.**

There were no additional plans for improvement in this area.

**4.3.4. List all actions the institution has completed or progress it has made regarding required actions identified by the NCAA Committee on Athletics Certification during the institution's interim-report process (if applicable) as they relate to Operating Principle 4.3 (Student-Athlete Welfare). Specifically, include for each: (a) the required action; (b) the action(s) taken by the institution; (c) the date(s) of these action(s); (d) actions(s) taken or completed; and (e) explanation(s) for partial completion.**

Not applicable.

**4.3.5. Explain how the institution is organized to further its efforts related to the student-athlete welfare operating principle and provide evidence that matters concerning student-athlete welfare are monitored, evaluated and addressed on a continuing basis.**

Although the university senior leadership is committed to the welfare of student-athletes, primary responsibility for monitoring efforts related to student-athlete welfare is assigned to the director of intercollegiate athletics and his immediate leadership group, which includes the associate athletics director for internal operations/senior woman administrator, the associate athletics director for academic support and student programs, and the assistant athletics director for compliance. The coaching staffs are also responsible for monitoring student-athlete welfare.

Student-athlete welfare is monitored, evaluated, and addressed by the Department of Intercollegiate Athletics leadership group through exit interviews, interaction with the Student-Athlete Advisory Council, and other informal, regular interaction with student-athletes. The Student-Athlete Advisory Council consists of elected representatives from each team who have access to the department leadership to speak for the teams they represent. Individual student-athletes also can express concerns directly. In addition, the Athletics Board and the Equity Committee include student-athletes as members.

On August 16, 2004, five members of the NCAA Recertification Steering Committee met with a group of 12 student-athletes—eight women and four men. The majority are seniors in the 2004-2005 academic year. All Marquette athletics teams were represented at the meeting with the exception of men's soccer, men's basketball, and men's and women's tennis. (Representatives from those teams were invited to participate, but were unable to attend.) Approximately half of the student-athletes who attended the meeting are members of the Student-Athlete Advisory Council.

The student-athletes noted their general satisfaction with their Marquette experience. In

particular, they reported strong support in academics. They indicated appreciation of the priority class registration times recently given to student-athletes. Priority registration for student-athletes, implemented with the spring 2004 semester, makes it easier for them to arrange their class schedules around team practices and travel. The student-athletes reported few difficulties with professors and instructors. Most professors and instructors are willing to accommodate the demanding schedules of student-athletes and are helpful in making appropriate arrangements when teams are traveling. If there is a difficulty with a professor or instructor, student-athletes seek guidance from the associate athletics director for academic support and student programs. The students agreed unanimously that the associate athletics director for academic support and student programs is willing to help student-athletes and that he is an advocate they can turn to for assistance.

The student-athletes reported no major issues with respect to practice times since the opening of the Al McGuire Center in fall 2003. The only difficulty mentioned was that practices in the Marquette Gym are sometimes delayed if ROTC, which also uses the Gym, exceeds their scheduled time.

All of the student-athletes know the assistant athletics director for compliance and reported that she meets annually with each team to review NCAA compliance issues. All felt comfortable contacting her with questions or concerns regarding compliance.

The student-athletes reported, when asked specifically, that they have not experienced any problems with hazing, inappropriate behavior, and/or illegal activity at Marquette.

Prior to the opening of the Al McGuire Center in fall 2003, all sports were housed in the Marquette Gym. Men's and women's basketball and women's volleyball moved into the McGuire Center in 2004. All other sports remain at the Marquette Gym. While student-athletes are generally satisfied with their Marquette experience, student-athletes in those sports not housed in the Al McGuire reported some issues regarding the move of three teams out of the Marquette Gym. After hearing the student-athlete concerns, which had first surfaced toward the end of the spring 2004 term, the Department of Intercollegiate Athletics administration and the Office of the Senior Vice President responded to and addressed the concerns of the student-athletes even more quickly than their original plans for renovating the Marquette Gym. The following renovations and improvements at the Gym that have been completed:

- \* Lounge furniture purchased and placed in lower lobby to provide welcoming environment for student-athletes;
- \* Lobby carpet replaced;
- \* Walls painted;
- \* Locker rooms renovated;
- \* Teams moved to larger locker room spaces;
- \* Coaches' offices renovated.

In addition, the tennis courts at the Helfaer Tennis Stadium were resurfaced and other remodeling was done for the tennis teams.

The student-athletes at the August 16 meeting also reported some communication issues between Department of Intercollegiate Athletics administration and student-athletes. Coaching staffs serve as the primary means of informative communication from department administration to student-athletes. However, student-athletes also would like direct, regular, forthright communication from athletics senior administration. The proximity of Department of Intercollegiate Athletics administrative offices in the Al McGuire Center to student-athletes in sports housed in that facility has enhanced communication. A meeting was held at the beginning of the 2004-2005 academic year with the director of intercollegiate athletics and the student-athletes housed in the Marquette Gym to address student-athlete concerns, particularly about communication. The director of intercollegiate athletics, the associate athletics director for internal operations/senior woman administrator, and the assistant athletics director for compliance have agreed to spend time each week at the Marquette Gym to enhance their accessibility to student-athletes in sports housed there.

Student-athletes at the August 16 meeting also noted their perception that gender equity issues present difficulties for some teams. Members of the women's soccer team noted the increased roster size for their team from approximately 25 members to 36 members over the past few years. (In comparison, the men's soccer team has 26 members.) Students reported that the size of the women's soccer team presents some difficulties, particularly for away games because not all members of the squad are able to travel to away games (Conference USA regulations limit traveling squad size to 22). The women's locker room is also more crowded because of the larger roster size, and practices can be more chaotic. Although the students believed that the increased size of the team was due to Marquette's efforts to comply with Title IX and NCAA gender equity regulations, the women's soccer coach, not the department, chooses to maintain this larger roster size. Currently, the coach maintains a roster size greater than the department's gender equity target number. The alternative would be to cut members from the squad, which would be the choice of women's soccer head coach, not the department. Once the season started, and the student-athletes who had voiced their concerns at the August 2004 meeting spent more time with their teammates, and the team did not want to cut members either. The student-athletes reported similar issues with the women's track and field team, whose locker room is very crowded; many of the squad members have to share lockers. Also related to gender equity issues, members of the men's track and field team shared their perception that the size of their squad has been reduced over the past few years due to gender regulations and competitive runners have been dismissed from the team. This perception was shared with the coach, who does not share the perception.

The Athletics Board and members of the recertification self-study's Equity Subcommittee received an update from two Student-Athlete Advisory Council members in November 2004. The student-athletes reported that the teams housed in the Al McGuire Center remain very pleased with the new facilities. They also reported that communication with the teams housed in the Marquette Gym has been addressed effectively and recent renovations have been well received. The teams in the Gym feel their needs have been addressed in a timely fashion, that they have been kept informed on progress toward key issues, and they feel they are regarded as a vital part of the department.

**4.3.6. Describe the institution's educational enhancement programs (e.g., education regarding career guidance counseling; personal counseling; health and safety; alcohol and other drug guidelines [see the NCAA Sports Medicine Handbook, Guideline No. 1-E]; non-academic components of life skills programs) available to student-athletes. Describe practices/procedures in place to encourage and assure student-athletes' access to these programs.**

#### SPECIAL SERVICES FOR STUDENT-ATHLETES AT MARQUETTE

MEDICAL. A physician from the Student Health Service who collaborates regularly with the Department of Intercollegiate Athletics has given presentations to Marquette student-athletes regarding eating disorders and the special nutritional issues faced by athletes. For ongoing primary care, all full-time undergraduate students, including student-athletes, pay a student health fee that entitles them to unlimited visits to the medical providers at the Student Health Service and to participation in peer or professional health educator-facilitated educational outreach programs.

ASSISTANCE FOR SPECIAL NEEDS. Provisions for diagnosis and treatment of learning disabilities are made through referral to the services available to all Marquette students. Testing is conducted through the Center for Psychological Services, and special accommodations are arranged by the Office of Student Educational Services.

LEARNING ASSESSMENTS. At-risk student-athletes (based on their academic profile at time of admission) are given the Nelson-Denny reading test by the associate athletics director for academic support and student programs. Per an academic adviser's decision, students may also be given the LASSI (Learning and Study Skills Inventory). Any other testing is conducted by the Center for Psychological Services.

CAREER COUNSELING. The associate athletics director for academic support and student programs prepares a *Resume Book* each year with the resumes of student-athletes who are looking for either a summer job or a full-time position following graduation. This book is sent to a variety of companies that may be seeking to hire people at the entry level.

LIFE SKILLS. Since 1997, Marquette University has been the site of an NCAA Life Skills Program. The university offers all of the base activities that are expected of Life Skills Programs, and offers additional activities to enhance the program. Examples of educational programs offered to student-athletes include informational programs about diversity, sexual assault, alcohol, and other drugs. Additional activities to support student-athlete welfare focus on community building among athletes, supporting each other, and community service efforts among teams.

PERSONAL COUNSELING. The services of Marquette University's Counseling Center that are available to all enrolled students, including student-athletes. The staff of the

Counseling Center offers personal counseling to students and consultation to staff. Staff expertise includes eating disorders, sexual violence, attention deficit disorders, and alcohol and other drugs. A consulting psychiatrist is also available. Student-athletes may seek help on their own or might be referred by a coach or member of the athletics academic support staff.

### ALCOHOL AND DRUG POLICIES

Student-athletes learn about the university's drug and alcohol policies, and the particular policies of the Department of Intercollegiate Athletics, in several ways. All students new to the university receive a copy of the student handbook, *At Marquette*, at the beginning of their first term at Marquette. Residence hall students find a copy in their room; commuter students receive a copy at new student orientation. Student-athletes also receive a copy of the *Student-Athlete Handbook & Planner* at student-athlete orientation held at the start of classes. In addition, the assistant athletics director for compliance meets with each team during the first few weeks of class or the week before their season starts, during which she reinforces the importance of these policies. Each coach also discusses behavioral expectations with their team, including these policies.

ALCOHOL POLICY. Marquette University promulgates an alcohol policy prohibiting underage drinking and discouraging abuse of alcohol by those of age. The policies are included in the student handbook, *At Marquette*. In addition, the Department of Intercollegiate Athletics has developed an alcohol policy specifically directed toward student-athletes. It mandates compliance with university and State of Wisconsin laws and specifies circumstances unique to student-athletes in which students may not consume alcohol. For example, consumption of alcohol is prohibited during any official team activity and during transit to and from practices, scrimmages, and competition; no university funds may be used to purchase alcohol. Coaches may impose stricter alcohol consumption policies. Student-athletes are subject to disciplinary action from the head coach as well as to disciplinary action through the university's student conduct system.

DRUG POLICY. Marquette University students are prohibited from using illegal drugs and from abusing licit drugs. The Department of Intercollegiate Athletics has established a separate, specific drug policy for all student-athletes, student managers, trainers, coaches, and student workers. This policy applies to all substances banned by the NCAA as well as illegal drugs. For student-athletes, the policy specifies that drug testing is imposed if there is reasonable cause to presume the policy is being violated by a student-athlete. Suspicion of drug use or abuse supported by three key staff members constitutes reasonable cause; a drug test will then be requested. Positive tests will result in penalties.

The NCAA list of Banned Substances is given to all student-athletes, and lists are posted in locker rooms, training rooms, and other pertinent places. Each student-athlete is required to review the list and to sign the NCAA Drug-Testing Consent Form prior to their first practice, or by another NCAA-designated date. In addition to the Marquette policy described above, the NCAA drug-testing policy applies to all student-athletes. The NCAA policy states that every Division I institution will have one or more teams tested

at least once every year. Testing of student-athletes may occur at any time during the year, whether they are in-season or not. Failure to perform the required NCAA drug test will be considered a positive test result, and NCAA penalties will apply. Marquette University will impose additional penalties for any positive drug test (as a result of either NCAA or Marquette University testing) based on the following increments:

1<sup>ST</sup> OFFENSE. Suspended from practice until an assessment is provided by the Marquette University Counseling Center. Return to practice will be based on approval from the Counseling Center, the director of intercollegiate athletics, and the compliance officer.

2<sup>ND</sup> OFFENSE. Suspended from a minimum of 20% of all related activities, including practices and competition. In the event that less than 20% of the regular season remains, the penalty, or penalties, will carry over and be imposed during the following season. Return to activities will be based on approval by the Counseling Center, the director of intercollegiate athletics, and the compliance officer.

3<sup>RD</sup> OFFENSE. Removal from the team.

In the event that any of the above occurs when the student-athlete is considered to be out-of-season, the penalty, or penalties, will be imposed the following season.

OTHER INFORMATION. The associate athletics director for academic support and student programs conducts educational sessions for all student-athletes each year on alcohol and other drugs. The assistant athletics director for compliance also discusses the alcohol and drug policies and the NCAA drug testing policy with student-athletes each year at mandatory team meetings. The associate athletics director for academic support and student programs facilitates regular meetings for student-athletes regarding sexual harassment, sexual assault, and other relevant issues.

SERVICES FOR ALL STUDENTS AT MARQUETTE. In addition to the services provided only to student-athletes, Marquette offers a range of services and activities that ensure the development of a vibrant intellectual and residential community environment. All first- and second-year students are required to live on campus unless live with a parent or guardian and commute, and 94% of entering freshmen live on campus. Upper-class students may live outside of the residence halls, and the majority choose university-owned apartments or privately-owned apartments or houses within walking distance of campus. Programming, services, and support are offered through the five departments that are part of the Division of Student Affairs: the Counseling Center, the Student Health Service, the Office of Student Development, the Office of Residence Life, and Recreational Sports. Students also have access to the Office of Student Educational Services (academic support and disability services), the Career Services Center, University Ministry, the Speech and Hearing Clinic, and the Dental Clinic, among others. Students learn about these resources through the student handbook (called *At Marquette*), from their advisors and peers, and through the campus media.

**4.3.7. Describe the institution’s process for conducting the student-athlete exit interviews required by NCAA Constitution 6.3.2 and the means by which this information is used to better the student-athlete experience. Describe other avenues available for student-athletes to provide input.**

EXIT INTERVIEWS

All student-athletes whose eligibility is expiring and student-athletes who make a decision to leave Marquette before their eligibility expires are asked to participate in a two-part exit interview consisting of an anonymous written survey instrument and a personal interview. The associate athletics director for academic support and student programs coordinates the exit interview process. The Department of Intercollegiate Athletics keeps records of the exit interviews as well as summaries of the data gathered in the exit interviews. This information is discussed by the director of intercollegiate athletics, the associate athletics director for internal operations/senior woman administrator, the assistant athletics director for compliance, the associate athletics director for academic support and student programs, the coordinator of academic services, and the faculty athletics representative. It is also shared with the Office of the Senior Vice President, to which the Department of Intercollegiate Athletics reports.

The Department of Intercollegiate Athletics reports that some student-athletes choose not to participate in the exit interview process in spite of being offered the opportunity by the department. The Department of Intercollegiate Athletics provided the following statistics regarding the student-athlete exit interview participation rates:

2001-2002: 27 of 33 eligible student-athletes completed the interview;  
2003-2003: 26 of 38 eligible student-athletes completed the interview;  
2003-2004: 25 of 34 eligible student-athletes completed the interview.

(Specific data from the several most recent years, including 2003-2004 student-athlete responses to exit interview questions, are available.)

The exit-interview survey instrument asks for a variety of information, including demographic information, information about the student-athlete’s academic and athletics experiences, and the ways he or she was supported at Marquette. Specific questions also relate to potential infractions of NCAA regulations (e.g., out of season workouts, non-permissible benefits) and treatment. The students are given the opportunity to rate specific aspects of the athletics experience. The written exit interview form also gives a preview of issues that will be discussed at the verbal exit interview.

A group of six administrators reads and discusses the anonymous written surveys from student-athletes: the director of intercollegiate athletics, the associate athletics director for internal operations/senior woman administrator, the assistant athletics director for compliance, the associate athletics director for academic support and student programs, the coordinator of academics, and the faculty athletics representative. Each student-athlete is then assigned to one of the six administrators for in oral interview. In dividing

the athletes to be interviewed, the group ensures that each interviewer's pool is balanced in terms of gender and sport. A standard verbal interview format is used to ensure that each interview is consistent and addresses issues important to the Department of Intercollegiate Athletics. In the verbal interview, student-athletes are asked to discuss issues related to their particular experiences as Marquette students and student-athletes. Female student-athletes and/or minority student-athletes are asked additional questions about their experiences as women and/or persons of color. Students leaving before their eligibility has expired are asked their reasons for leaving Marquette or the team.

The administrator conducting the interview makes notes on the verbal exit interview form. Following the in-person interviews, the interviewers collectively discuss both the written and verbal interviews. Twice each year, the group discusses ways that the Department of Intercollegiate Athletics might make improvements based on the exit interview process.

Overall results of the exit interviews indicate that student-athletes enjoy their experience at Marquette. Student-athletes list very few complaints and regard their athletics experience positively. The majority comment that they form long-lasting friendships here. Student-athletes report in particular that they hone their time-management skills while at Marquette. They report no abusive coaching techniques.

One example of an improvement opportunity that resulted from exit interviews relates to athletics facilities. In fall 2003, Marquette opened the Al McGuire Center, a new facility housing men's and women's basketball and women's volleyball. Sports not housed in the Al McGuire Center remain in the Marquette Gym, a facility built in the 1920s. Student-athletes in sports housed in the Marquette Gym indicated that they wanted their facilities to be upgraded in a similar manner to the facilities in the Al McGuire Center, and they offered a number of specific suggestions for renovations and improvements at the Marquette Gym that have been completed:

- \* Lounge furniture purchased and placed in lower lobby to provide welcoming environment for student-athletes;
- \* Lobby carpet replaced;
- \* Walls painted;
- \* Locker rooms renovated;
- \* Teams moved to larger locker room spaces;
- \* Coaches' offices renovated.

### STUDENT-ATHLETE ADVISORY COUNCIL

Student-athlete input is also sought and received through the Student-Athlete Advisory Council. In years past, each team elected one team member as a representative to the council. Beginning with the 2004-2005 academic year, the council was expanded to include two elected representatives from each sport instead of one representative per sport. The group is chaired by a four-person executive board elected from the membership of the Student-Athlete Advisory Council and advised by the associate

athletics director for academic support and student programs. During the academic year, the group meets biweekly to discuss issues relevant to all Marquette student-athletes. The council typically does not meet during the summer. The associate athletics director for academic support and student programs attends most meetings and serves as a liaison between the Student-Athlete Advisory Council and the administration of the Department of Intercollegiate Athletics. He stays informed about the issues discussed at the Student-Athlete Advisory Council meetings and keeps other administrators in the Department of Intercollegiate Athletics informed. The director of intercollegiate athletics or his designee attends the bi-weekly meetings of the group. If he cannot attend, the director of intercollegiate athletics sends a designee to meetings, generally the associate athletics director for internal operations/senior woman administrator or the assistant athletics director for compliance.

In addition to networking and presenting their teams' perspectives, the Student-Athlete Advisory Council performs a variety of community service projects throughout the year, such as Special Olympics, Toys for Tots, and an annual food drive.

**4.3.8. Describe the institution's and/or athletics department's written grievance and/or appeals procedures available to student-athletes in areas mandated by NCAA legislation (i.e., financial aid and transfers) and in other areas (e.g. harassment, hazing, abusive behavior, sexual orientation). Also, identify the individuals responsible for overseeing the administration of the grievance and/or appeals procedures and describe the means by which the grievance and/or appeals procedures are communicated to student-athletes and staff.**

All grievance and/or appeal procedures are included in the *Student-Athlete Handbook and Planner* and in the *At Marquette* student handbook. The *Student-Athlete Handbook* is distributed to all student-athletes at an orientation session held at the beginning of each academic year. The *At Marquette* student handbook is distributed to all new and returning residential students at the beginning of each academic year and is available to returning non-residential students through the Office of Student Development.

In the event that a student-athlete feels he or she may have been treated or disciplined unfairly in relation to an official team or Department of Intercollegiate Athletics activity, the student-athlete is asked to take the following steps.

Initially, student-athletes are to address their concern with their head coach. In the event that the head coach is not able to resolve the concern to the student-athlete's satisfaction, the student-athlete may then contact the director of intercollegiate athletics. After the director has listened to the concern, he will meet with the head coach. Based on the information gathered, the director of intercollegiate athletics will determine the appropriate action, if any, to take in response to the student-athlete's concern and communicate that decision in writing to the student-athlete and the head coach.

If the student-athlete is not satisfied with the director's resolution, the student-athlete may appeal the decision in writing to the Office of the Senior Vice President. The Office of

the Senior Vice President will take such actions as it deems necessary to assess and review the matter and will issue a final, binding, written decision to the student-athlete, the head coach, and the director of intercollegiate athletics.

If the student-athlete is filing a grievance in relation to an event that occurred outside of an official or Department of Intercollegiate Athletics activity, the student-athlete is expected to follow the appropriate grievance/complaint procedures set forth in the *At Marquette* student handbook.

#### ACADEMIC ELIGIBILITY APPEAL PROCESS

The academic eligibility appeal process, most recently revised in June 2004, specifies that any student-athlete declared academically ineligible to participate in intercollegiate athletics should meet with the associate athletics director for academic support and student programs to discuss the circumstances of his or her ineligibility. If the student-athlete then chooses to appeal, the student must submit a written request to the associate athletics director for academic support and student programs explaining the rationale for the appeal.

The associate athletics director for academic support and student programs then writes the director of intercollegiate athletics, indicating support or nonsupport for the appeal. Ordinarily the director of intercollegiate athletics will accept the recommendation of the associate athletics director for academic support and student programs.

If both the associate athletics director for academic support and student programs and the director of intercollegiate athletics do not support the appeal, the appeal is not granted; the athletics director for academic support and student programs will inform the student-athlete of this decision. If the associate athletics director for academic support and student programs supports the appeal, the director of intercollegiate athletics informs the associate athletics director for academic support and student programs as well as the faculty athletics representative and the vice provost for undergraduate programs and teaching. The faculty athletics representative and the vice provost review the appeal. If they grant the appeal, the vice provost informs the student-athlete and the registrar. If consensus on the appeal recommendation is not reached among the director of intercollegiate athletics, athletics director for academic support and student programs, the faculty athletics representative, and the vice provost, discussion will continue among these four. The vice provost makes the final decision on the status of the appeal and informs the student-athlete of the decision.

#### COMPLIANCE OFFICE

The Compliance Office handles most NCAA rules, including the NCAA Clearinghouse; processes self-reports; and monitors financial aid, eligibility, recruiting, and playing and practice seasons. The office is also responsible for monitoring compliance with Title IX. The office provides information regarding gender equity, the NCAA Special Assistance Fund, and the Student-Athlete Opportunity Fund.

In the event that the assistant athletics director for compliance is not available, a student-athlete may contact the associate athletics director for internal operations/senior woman administrator or the director of intercollegiate athletics.

Appeal procedures for athletics eligibility, transfer, financial aid, recruiting and playing, and other areas are the responsibility of the assistant athletics director for compliance. General appeal procedures for these areas are outlined in the *Student-Athlete Handbook and Planner*. The assistant athletics director for compliance and the director of intercollegiate athletics respond to any grievances and/or appeals that are mandated by NCAA legislation (i.e., financial aid and scholarship issues).

A review of grievances over the past few years revealed that the director of intercollegiate athletics and his staff handled student-athlete grievances appropriately. Only two formal grievances were filed over the past three years.

### GENERAL MARQUETTE UNIVERSITY POLICIES

The student handbook, *At Marquette*, contains the student code of conduct and other policies by which students are expected to abide. Honesty and respect for self, others, and authority form the foundation of the code of conduct. Hazing, harassment, physical or verbal abuse, and discrimination are specifically prohibited. The following Grievance/Complaint Process applies to all Marquette students and is also contained in the handbook.

If a student has a complaint of unfair treatment regarding:

Academics—Contact respective college or school for its academic appeals procedures.

Non-academics—Contact the offices of Student Development; Residence Life; or Student Affairs.

Disability status—Contact Disability Services.

Veteran's status—Contact Human Resources.

Race, color, sexual orientation, religion, age, or national origin—Contact Affirmative Action.

If a student is mistreated by another student and feels that misbehavior violates the student conduct code, that student may also file a complaint through the student conduct (disciplinary) system.

In the particular case of harassment on the basis of gender, race, or sexual orientation, information about harassment and harassment complaint forms are available from the following offices: Student Development, Multicultural Center, Residence Life, Student Affairs, University Ministry, Counseling Center, Intercollegiate Athletics, Recreational

Sports, Student Health Service, International Programs, and Public Safety. The Office of Human Resources may be contacted for counseling and assistance relating to affirmative action issues. Anyone with a question or concern about harassment is encouraged to contact one of the above offices for counsel and assistance.

Harassment complaints about a student should be filed with the Office of Student Development on a Harassment Complaint Form. Harassment complaints about an employee (including a student employee) should be filed with the employee's immediate supervisor. If the complaint is with the immediate supervisor, the employee should contact the supervisor's immediate superior. A complaint about a guest or visitor should be called to the attention of the host or the supervisor of the area or event where the concern has arisen.

In the case of sexual harassment, the university will respond to every formal complaint of sexual harassment reported, take action to provide remedies when sexual harassment is discovered, impose appropriate sanctions on offenses in a case-by-case manner, and protect the privacy of all those involved in sexual harassment complaints to the extent it is possible.

Prior to filing a formal complaint, any employee or student with a sexual harassment concern or question may contact the Department of Human Resources affirmative action officer for counsel and assistance. Any individual, employee or student, who believes that he or she may have experienced sexual harassment, or who believes that he or she has observed sexual harassment taking place, must report this information immediately to one of six officials: the affirmative action officer, the director of human resources, the dean of student development, the vice provost, the Department of Public Safety, or the complainant's supervisor (where the supervisor is not the accused).

Reports or complaints received in any of these offices in which the accused is an employee (faculty, administrator, staff, or student employee) must, in turn, be immediately reported to the Department of Human Resources affirmative action officer. Reports or complaints received by any of these offices in which the accused is a student (other than students accused in their capacity as employees) must, in turn, be immediately reported to the dean of student development, who will process such complaints pursuant to the procedures set forth in the university policies and procedures.

The associate vice president of human resources (in cases where the accused is an administrator, member of the support staff, or student employee) or the vice provost (in cases where the accused is a faculty member) will be immediately notified by the Department of Human Resources affirmative action officer that a complaint has been received. The Department of Human Resources or the dean of student development will immediately forward copies of all sexual harassment complaints, upon receipt, to the senior vice president or the provost, or his or her designee.

#### **4.3.9. Describe the institution's educational and support programs in the area of**

**sexual orientation. Also, describe the institution’s structure and/or policies that ensure the provision of a safe environment for all students, including student-athletes with diverse sexual orientations.**

Marquette University embraces the following Statement on Human Dignity and Diversity:

“As a Catholic, Jesuit university, Marquette recognizes and cherishes the dignity of each individual regardless of age, culture, faith, ethnicity, race, gender, sexual orientation, language, disability, or social class. Precisely because Catholicism at its best seeks to be inclusive, we are open to all who share our mission and seek the truth about God and the world. Through our admissions and employment policies and practices, our curricular and co-curricular offerings, and our welcoming and caring campus environment, Marquette seeks to become a more diverse and inclusive academic community dedicated to the promotion of justice.

“Our commitment to a diverse university community helps us to achieve excellence by promoting a culture of learning, appreciation, and understanding. Each member of the Marquette community is charged to treat everyone with care and respect, and to value and treasure our differences. This call to action is integral to the tradition which we share.”

In addition, Marquette’s official non-discrimination statement reads:

“Marquette University does not discriminate in any manner contrary to law or justice on the basis of race, color, gender, sexual orientation, age, religion, disability, veteran’s status, or national origin in its educational programs or activities, including employment and admissions. At the same time, Marquette cherishes its right and duty to seek and retain personnel who will make a positive contribution to its religious character, goals, and mission in order to enhance the Jesuit, Catholic tradition.”

Marquette’s Gay/Straight Alliance, an officially recognized student organization, seeks to promote acceptance, understanding, and inclusion for all students, regardless of their sexual orientation. The Gay/Straight Alliance has been a recognized student organization since 1999, and its primary purpose is to educate the campus community about the human dignity of all people regardless of sexual orientation.

University Ministry also sponsors a Gay/Lesbian/Bisexual discussion group to provide support and create discussion. Meetings are safe, comfortable, and confidential.

The *At Marquette* student handbook contains the following information regarding sexual orientation:

#### HARASSMENT BASED ON SEXUAL ORIENTATION

Harassment on the basis of sexual orientation is defined as any verbal, written, or

physical conduct directed at a person or a group based on sexual orientation or perceived sexual orientation, where the offensive behavior is intimidating, hostile, or demeaning or which could or does result in mental, emotional, or physical discomfort, embarrassment, ridicule, or harm.

The student handbook, *At Marquette*, contains the student code of conduct and other policies by which students are expected to abide. Honesty and respect for self, others, and authority form the foundation of the code of conduct. Hazing, harassment, physical or verbal abuse, and discrimination are specifically prohibited. The following Grievance/Complaint Process applies to all Marquette students and is also contained in the handbook.

If a student has a complaint of unfair treatment regarding sexual orientation, he or she should contact Affirmative Action.

If a student is mistreated by another student and feels that misbehavior violates the student conduct code, that student may also file a complaint through the student conduct (disciplinary) system.

In the particular case of harassment on the basis of gender, race, or sexual orientation, information about harassment and harassment complaint forms are available from the following offices: Student Development, Multicultural Center, Residence Life, Student Affairs, University Ministry, Counseling Center, Intercollegiate Athletics, Recreational Sports, Student Health Service, International Programs, and Public Safety. The Office of Human Resources may be contacted for counseling and assistance relating to affirmative action issues. Anyone with a question or concern about harassment is encouraged to contact one of the above offices for counsel and assistance.

Harassment complaints about a student should be filed with the Office of Student Development on a Harassment Complaint Form. Harassment complaints about an employee (including a student employee) should be filed with the employee's immediate supervisor. If the complaint is with the immediate supervisor, the employee should contact the supervisor's immediate superior. A complaint about a guest or visitor should be called to the attention of the host or the supervisor of the area or event where the concern has arisen.

**4.3.10. Identify the mechanisms in place to ensure the health and safety of student-athletes and the administrator(s) responsible for the institutional awareness of health, safety (including travel) and sports medicine policies. Describe the process by which these policies and guidelines are disseminated within the athletics department, who receives this information and how these issues are addressed within the athletics department. [Note: The institution may want to refer to the equitable medical care section of the NCAA Sports Medicine Handbook Guideline No. 1-A as a guide in responding to this self-study item.]**

Marquette University has a comprehensive program to ensure the health and safety of its student-athletes. This program is administered by the head athletic trainer, who is a certified athletic trainer.

Prior to 2001, Marquette had an athletic training internship program, and the interns assisted the athletic trainers in providing support for student-athletes. In 2001, the Department of Intercollegiate Athletics and the Department of Physical Therapy collaborated to provide medical care to Marquette student-athletes as well as an accredited undergraduate program in athletic training. The Department of Intercollegiate Athletics employs 3.5 athletic trainers, and the Physical Therapy Department employs 2.5 athletic trainers; all six provide training to Marquette student-athletes. This meets National Association of Athletic Trainer (NATA) guidelines for athletic training.

The 2.5 athletic trainers in the Department of Physical Therapy provide medical care to student-athletes and also to serve the academic athletic training program in both classroom and clinical teaching. In addition to providing direct care for student-athletes, all six athletic trainers also supervise the student athletic trainers described below.

Two of the six athletic trainers at Marquette are also credentialed physical therapists and can provide physical therapy to student-athletes. One of these faculty members works with the men's soccer team, and the other works with the men's and women's cross country and track teams.

All members of the athletic training team are certified in CPR and in the use of an automatic external defibrillator. Automatic external defibrillators are installed in the Al McGuire Center, the Marquette Gym, Valley Fields, and the Helfaer Tennis Stadium and Recreation Center. A portable automatic external defibrillator is taken to all appropriate games and meets.

Marquette has a complete sports medicine center that includes physical therapy and rehabilitation services with one facility in the Al McGuire Center and another in the Marquette Gym. They include an x-ray machine and an athletic pharmacy.

Three physicians work with the Department of Intercollegiate Athletics. Carolyn Smith, M.D., devotes approximately eight to ten hours each week to treating student-athletes. Dr. Smith is employed as the lead physician in Marquette's Student Health Service, which is available to all students. She serves as the physician of first referral for most student-athletes and as the team physician for women's basketball. Dr. Smith understands and appreciates the special circumstances faced by student-athletes. By all accounts, the relationship between the Department of Intercollegiate Athletics and Dr. Smith is favorable and positive. The head athletic trainer noted that Marquette is fortunate to have such a positive relationship with Dr. Smith and the Student Health Service. The two physicians that work with the department in addition to Dr. Smith are Darrin Maccoux, M.D., and James Langenkamp, M.D., who serve as the team physicians for men's basketball. Dr. Maccoux has hospital privileges with the Aurora Health organization, the largest health care provider in Wisconsin. Dr. Langenkamp has hospital privileges at

Columbia-St. Mary's, another large health care provider in Southeastern Wisconsin.

An emergency medical technician with an ambulance is in attendance at Marquette's home women's basketball, men's basketball, women's soccer, men's soccer, and women's volleyball games. The Department of Intercollegiate Athletics has a contract with Paratech Ambulance Service. In addition, the Department of Intercollegiate Athletics works closely with Marquette's Department of Public Safety in the event of a medical emergency in accordance with that department's established, written policies and procedures regarding handling a medical or other emergency.

Undergraduate athletic training students provide care to student-athletes under direct supervision of the certified athletic training staff according to NATA guidelines. Student trainers are assigned to the Al McGuire Center and to the Marquette Gym. When Marquette teams are traveling, all attempts are made to have a certified athletic trainer accompany the team. If it is not possible to send a certified athletic trainer on a trip, one of the almost 50 student interns accompanies the team. The student interns are enrolled in the College of Health Sciences at Marquette. The approximately 30 to 40 undergraduate students are majoring in exercise science, athletic training, or biomedical sciences. The 8 to 10 graduate students have earned an undergraduate degree and are seeking either doctorates of physical therapy or master's degrees of physician assistant studies. The graduate students are credentialed as certified athletic trainers. The head athletic trainer and his staff emphasize to the student interns that they are to function as emergency medical technicians only and are not to exceed that specific authority. The student interns may not serve as athletic trainers unless they have received the proper certification or have proper direct supervision by a certified athletic trainer. (The undergraduates do not have this certification; the graduate students have obtained it.)

The head athletic trainer reports that he has good working relationships with Marquette head coaches and coaching staffs. The athletic training staff works with the coaches to determine when student-athletes should refrain from practicing or playing due to injuries.

The head athletic trainer noted minor difficulties in staffing the Marquette Gym with an athletic trainer. The athletic trainer assigned to the Marquette Gym has a split appointment, 50% teaching and 50% serving as an athletic trainer for student-athletes. However, the Al McGuire Center is open for athletic training for all student-athletes from 8 a.m. to 12 p.m. Monday through Friday. The Marquette Gym and the Al McGuire Center are open from 12 p.m. to 7 p.m. for the teams housed in those facilities.

Marquette's training and medical procedures are evaluated on an annual basis by the director of intercollegiate athletics and the associate athletics director for internal operations/senior woman administrator. This review consists of annual written and verbal performance evaluations of the head coaches and the head athletic trainer, and an analysis of the results of the student-athlete exit interviews.

The head athletic trainer is the administrator responsible for the institutional awareness of health, safety, and sports medicine policies. The head athletic trainer meets annually with

each team and holds a formal session that includes information about drugs and other NCAA issues.

The head athletic trainer continues to strengthen the relationship he has built with Aurora Sinai Medical Center, the hospital and medical center located closest to Marquette (2 to 3 blocks from campus).

While each team is responsible for its travel arrangements, the director of intercollegiate athletics and the associate athletics director for internal operations/senior woman administrator review travel policies with the head coaches on a regular basis. In addition, the student-athlete handbook includes information about travel policies and acceptable student-athlete behavior. The handbook is given to student-athletes each year at student-athlete orientation at the beginning of the fall semester. Particular policies are also discussed at orientation.

The head athletic trainer is responsible for updating and maintaining policies and procedures related to health and safety. He works closely with the director of intercollegiate athletics and the associate athletics director for internal operations/senior woman administrator in this regard. The head athletic trainer meets with each team near the start of the season to discuss health and safety. He attended a meeting of head coaches in fall 2004 to go over policies and procedures and answer any questions. In addition, the Department of Intercollegiate Athletics Employee Handbook, distributed to all departmental employees, includes business policies and procedures as well as the Staff Code of Conduct.

**4.3.11. Describe the institution's emergency medical plan for practices and games. [Note: The institution may want to refer to the emergency care section of the NCAA Sports Medicine Handbook Guideline No. 1-A as a guide in responding to this self-study item.]**

All members of the athletic training team are certified in CPR and in the use of an automatic external defibrillator. Automatic external defibrillators are installed in the Al McGuire Center, the Marquette Gym, Valley Fields, and the Helfaer Tennis Stadium and Recreation Center. A portable automatic external defibrillator is taken to all appropriate games and meets.

Marquette has a complete sports medicine center that includes physical therapy and rehabilitation services. These facilities are housed in the Al McGuire Center and at the Marquette Gym. They include an x-ray machine and an athletic pharmacy.

Three physicians work with the Department of Intercollegiate Athletics. Carolyn Smith, M.D., devotes approximately eight to ten hours each week to treating student-athletes. Dr. Smith is employed as the lead physician in Marquette's Student Health Service, which is available to all students. She serves as the physician of first referral for most student-athletes and as the team physician for women's basketball. Dr. Smith understands and appreciates the special circumstances faced by student-athletes. By all accounts, the

relationship between the Department of Intercollegiate Athletics and Dr. Smith is favorable and positive. The head athletic trainer noted that Marquette is fortunate to have such a positive relationship with Dr. Smith and the Student Health Service. The two physicians that work with the department in addition to Dr. Smith are Darrin Maccoux, M.D., and James Langenkamp, M.D., who serve as the team physicians for men's basketball. Dr. Maccoux has hospital privileges with the Aurora Health organization, the largest health care provider in Wisconsin. Dr. Langenkamp has hospital privileges at Columbia-St. Mary's, another large health care provider in Southeastern Wisconsin.

The head athletic trainer and each of the other six FTE trainers are certified athletic trainers. Further, the 8 to 10 graduate student interns and 30 to 40 undergraduate student interns can serve as emergency medical technicians. The graduate students also have proper certification to serve as athletic trainers. The head athletic trainer has built and sustains a relationship with Aurora Sinai Medical Center, the hospital and medical center closest to Marquette's campus (2 to 3 blocks).

An emergency medical technician with an ambulance is in attendance at Marquette's home women's basketball, men's basketball, women's soccer, men's soccer, and women's volleyball games. The Department of Intercollegiate Athletics has a contract with Paratech Ambulance Service. In addition, the Department of Intercollegiate Athletics works closely with Marquette's Department of Public Safety in the event of a medical emergency in accordance with that department's established, written policies and procedures regarding handling a medical or other emergency.

**4.3.12. Describe the institution's written emergency medical plan for the athletics program and specific coverage for out-of-season workouts, strength training and skills sessions. [Note: The institution may want to refer to the emergency care section of the NCAA Sports Medicine Handbook Guideline No. 1-A as a guide in responding to this self-study item.]**

The following are Marquette's written emergency medical plans.

EMERGENCY ACTION PLAN

HELFAER RECREATION CENTER AND TENNIS STADIUM

1. Contact the building staff in the Pro Shop (Rm. 032) or in the main office (Rm. 105) regarding any emergency situations. A campus phone is located on the lower level by the vending machines.
2. The building supervisor will respond, initiating the emergency response system.
3. Building staff will notify Public Safety if paramedics/fire/police response is needed. Emergency number: 8-1911.
4. The building supervisor will assess the situation according to standards and administer first aid/CPR as necessary.

EMERGENCY ACTION PLAN

MCGUIRE SPORTS MEDICINE CENTER

I. Emergency Personnel:

- A. Certified athletic trainer on site for practice and events.
  - B. Athletic training student(s) on site for practices and events.
  - C. Team physician on site or available for events.
  - D. EMS on site or available for events.
- II. Emergency Communication:
- A. MU Public Safety Emergency Phone located outside of the Sports Medicine Center.
  - B. Cell phones issued to trainers covering the event or practice.

- III. Emergency Equipment:
- A. Automatic external defibrillator located on wall near emergency phone.
  - B. Medical supplies.
  - C. Student-athlete demographic information available in Sports Medicine Center.

- IV. Emergency First Responder Roles:
- A. Immediate first aid for injured student athlete.
  - B. Call EMS.
  - C. Direct EMS.

V. Certifications: Each year, all sports medicine staff will renew CPR and Automatic external defibrillator certifications.

EMERGENCY ACTION PLAN  
MCGUIRE SPORTS MEDICINE CENTER

NON-TRADITIONAL SEASON; SUPERVISED WORKOUTS (INCLUDING WEIGHT TRAINING)

- I. Emergency Personnel:
- A. Certified athletic trainer in facility for workout session.
  - B. Athletic training student(s) in facility for workout session.
  - C. Strength and conditioning coach(es) in facility for workout session.

- II. Emergency Communication:
- A. Red MU Public Safety Emergency Phone.
  - B. Sports medicine center phone.
  - C. Cell phones issued to trainers covering the event or practice.

III. Emergency Equipment: Automatic external defibrillator, medical supplies, student-athlete demographic information .

- IV. Emergency First Responder Roles:
- A. Immediate first aid for injured student athlete.
  - B. Call EMS.
  - C. Direct EMS.

OFF-SEASON WORKOUTS NON-SUPERVISED (INCLUDING WEIGHT

TRAINING)

If no strength/conditioning coaches or team coaches are present, no medical coverage will be provided.

EMERGENCY ACTION PLAN

WEINGART TREATMENT CENTER AT MARQUETTE GYM

I. Emergency Personnel:

- A. Certified athletic trainer on site for practice and events.
- B. Athletic training student(s) on site for practices and events.
- C. Team physician on site or available for events.
- D. EMS on site or available for events.

II. Emergency Communication:

- A. Phone located on wall outside of the Weingart Treatment Center main entrance.
- B. Weingart Treatment Center phone.
- C. Cell phones issued to trainers covering the event or practice.

III. Emergency Equipment:

- A. Automatic external defibrillator located in the Weingart Treatment Center on counter.
- B. First aid supplies located in Weingart Treatment Center.
- C. Student-athlete demographic information available in Weingart Treatment Center .

IV. Emergency First Responder Roles:

- A. Immediate first aid for injured student athlete.
- B. Call EMS.
- C. Direct EMS.

V. Certifications: Each year, all sports medicine staff will renew CPR and automatic external defibrillator certifications.

EMERGENCY ACTION PLAN

WEINGART TREATMENT CENTER AT MARQUETTE GYM

NON-TRADITIONAL SUPERVISED SEASON

I. Emergency Personnel:

- A. Certified athletic trainer in facility for workout session.
- B. Athletic training student(s) in facility for workout session.
- C. Strength and conditioning coach(es) in facility for workout session.

II. Emergency Communication:

- A. Phone located on wall outside of the Weingart Treatment Center main entrance
- B. Weingart Treatment Center Phone.
- C. Cell phones.

III. Emergency Equipment: Automatic external defibrillator, first aid supplies, student-athlete demographic information available.

IV. Emergency First Responder Roles:

- A. Immediate first aid for injured student athlete.
- B. Call EMS.
- C. Direct EMS.

OFF-SEASON WORKOUTS NON-SUPERVISED (INCLUDING WEIGHT TRAINING)

If no strength/conditioning coaches or team coaches are present, no medical coverage will be provided.

EMERGENCY ACTION PLAN  
VALLEY FIELDS

I. Emergency Personnel:

- A. Certified athletic trainer on site for practice and events.
- B. Athletic training student(s) on site for practices and events.
- C. Team physician on site or available for events.
- D. EMS on site or available for events.

II. Emergency Communication:

- A. Blue Light Public Safety emergency phones located near each end of the track gatehouse.
- B. Phone in track gatehouse.
- C. Cell phones.

III. Emergency Equipment: First aid supplies available on-site.

IV. Emergency First Responder Roles:

- A. Immediate first aid for injured student athlete.
- B. Call EMS.
- C. Direct EMS.

V. Inclement Weather Policy: If severe weather occurs, stop all activities and seek shelter immediately.

VI. Certifications: Each year, all sports medicine staff will renew CPR and automatic external defibrillator certifications.

**4.3.13. Using the program areas for student-athlete welfare issues, provided as Attachment No. 4, please:**

- a. **Describe how the institution studies these topics as they apply to all student-athletes;**
- b. **Provide data demonstrating the institution's commitment to these issues for all student-athletes; and**
- c. **Explain how the institution will address these topics for the welfare of all student-athletes.**

**EVALUATION. Periodic review of athletics department activities for consistency with goals and objectives set forth in the institution's and athletics department's written commitments to student-athlete welfare, including the evaluation of the effectiveness of mechanisms to ensure the health and safety of student-athletes.**

a. Evaluation is conducted in several ways. The director of intercollegiate athletics and the associate athletics director for internal operations/senior woman administrator conduct annual performance evaluations of all Department of Intercollegiate Athletics staff. Performance reviews include asking employees for specific examples of how they support the missions of the Department of Intercollegiate Athletics and of Marquette University.

Information from student-athlete exit interviews is reviewed semi-annually by a group of six administrators, including the faculty athletics representative.

Departments submit written annual reports to Marquette's senior leadership, the format of which includes reflection on progress and achievements as well as areas of improvement.

Evaluation is also conducted by the Office of the Senior Vice President, to whom the Department of Intercollegiate Athletics reports. Further, as appropriate or necessary, the university president and/or the Board of Trustees provide oversight and strategic policy direction and review of the Department of Intercollegiate Athletics.

Informal evaluation occurs through discussions with coaches and student-athletes that take place in the facilities where administrators come together with coaches and student-athletes. These include the Eagle's Nest, the sports medicine facilities, offices and practice spaces. Concerns or issues raised informally can be pursued in a more formal manner if appropriate.

b. Evaluation is conducted in several ways. The director of intercollegiate athletics and the associate athletics director for internal operations/senior woman administrator conduct annual performance evaluations of all Department of Intercollegiate Athletics staff. Performance reviews include asking employees for specific examples of how they support the missions of the Department of Intercollegiate Athletics and of Marquette University.

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Informal evaluation occurs through discussions with coaches and student-athletes that take place in the facilities where administrators come together with coaches and student-athletes. These include the Eagle's Nest, the sports medicine facilities, offices and practice spaces. Concerns or issues raised informally can be pursued in a more formal manner if appropriate.

c. No significant and lasting concerns relating to student-athlete welfare emerged during the self-study. Lines of communication between the two facilities, the Al McGuire Center and the Marquette Gym, have been strengthened. Administrators housed in the Al McGuire Center have established a regular and ongoing presence in the Marquette Gym and are available to student-athletes. Marquette University intends to continue the mechanisms in place that are designed to identify and remedy issues of student-athlete welfare as well as to improve upon these mechanisms when potential improvements are identified.

**ORGANIZATION AND STRUCTURE. Policies, and/or organization, and/or activities of the athletics program and its activities to help enhance student-athlete welfare.**

a. Evaluation is conducted in several ways. The director of intercollegiate athletics and the associate athletics director for internal operations/senior woman administrator conduct annual performance evaluations of all Department of Intercollegiate Athletics staff. Performance reviews include asking employees for specific examples of how they support the missions of the Department of Intercollegiate Athletics and of Marquette University.

Information from student-athlete exit interviews is reviewed semi-annually by a group of six administrators, including the faculty athletics representative.

Departments submit written annual reports to Marquette's senior leadership, the format of which includes reflection on progress and achievements as well as areas of improvement.

Evaluation is also conducted by the Office of the Senior Vice President, to whom the Department of Intercollegiate Athletics reports. Further, as appropriate or necessary, the university president and/or the Board of Trustees provide oversight and strategic policy direction and review of the Department of Intercollegiate Athletics.

Informal evaluation occurs through discussions with coaches and student-athletes that

take place in the facilities where administrators come together with coaches and student-athletes. These include the Eagle's Nest, the sports medicine facilities, offices and practice spaces. Concerns or issues raised informally can be pursued in a more formal manner if appropriate.

b. The director of intercollegiate athletics, the associate athletics director for internal operations/senior woman administrator, the assistant athletics director for compliance, and the associate athletics director for academic support and student programs have job responsibilities designed to attend to student-athlete welfare in particular ways. The associate director for academic support and student programs advises the Student-Athlete Advisory Council. The director of intercollegiate athletics or his designee attends the bi-weekly meetings of the group. The assistant athletics director for compliance meets once each semester with every team, and more often if there is pending conference or NCAA legislation that affects student-athletes. The director of intercollegiate athletics, the associate athletics director for internal operations/senior woman administrator, and the assistant athletics director for compliance all take time each week to interact with student-athletes. Through these regular interactions, student-athletes recognize that these administrators are interested in their welfare, are open to meetings, and are accessible for hearing individual concerns or discussions.

In addition, the senior vice president and the two assistant senior vice presidents who oversee the Department of Intercollegiate Athletics take student-athlete issues and concerns very seriously.

The Student-Athlete Advisory Council serves functions beyond those of expressing student-athlete concerns. The group promotes attendance at home athletics events within the athletics community and across the student body. It organizes social activities to help student-athletes from different teams get to know each other and community service activities for student-athletes to help student-athletes live out the elements of Marquette's mission.

Beginning in fall 2004, the Student-Athlete Advisory Council initiated a competition among teams that awards student-athletes points for participation in community service activities, attendance at fellow athlete events, and team academic performance. This spirit award (yet unnamed) will be awarded to the team with the most points for best exemplifying the ideals of the university and the NCAA Champs Life Skills Program. It will be presented at the fall convocation of student-athletes.

c. No significant and lasting concerns relating to student-athlete welfare emerged during the self-study. Lines of communication between the two facilities, the Al McGuire Center and the Marquette Gym, have been strengthened. Administrators housed in the Al McGuire Center have established a regular and ongoing presence in the Marquette Gym and are available to student-athletes. Marquette University intends to continue the mechanisms in place that are designed to identify and remedy issues of student-athlete welfare as well as to improve upon these mechanisms when potential improvements are

identified.

**PARTICIPATION IN GOVERNANCE AND DECISION-MAKING. Involvement of student-athletes in the governance and decision-making processes of the athletics department (including the student-athlete advisory committee).**

a. Evaluation is conducted in several ways. The director of intercollegiate athletics and the associate athletics director for internal operations/senior woman administrator conduct annual performance evaluations of all Department of Intercollegiate Athletics staff. Performance reviews include asking employees for specific examples of how they support the missions of the Department of Intercollegiate Athletics and of Marquette University.

Information from student-athlete exit interviews is reviewed semi-annually by a group of six administrators, including the faculty athletics representative.

Departments submit written annual reports to Marquette's senior leadership, the format of which includes reflection on progress and achievements as well as areas of improvement.

Evaluation is also conducted by the Office of the Senior Vice President, to whom the Department of Intercollegiate Athletics reports. Further, as appropriate or necessary, the university president and/or the Board of Trustees provide oversight and strategic policy direction and review of the Department of Intercollegiate Athletics.

Informal evaluation occurs through discussions with coaches and student-athletes that take place in the facilities where administrators come together with coaches and student-athletes. These include the Eagle's Nest, the sports medicine facilities, offices and practice spaces. Concerns or issues raised informally can be pursued in a more formal manner if appropriate.

b. The primary formal source of student input is through the Student-Athlete Advisory Council. In years past, each team elected one team member as a representative to the council. Beginning with the 2004-2005 academic year, the council was expanded to include two elected representatives from each sport instead of one representative per sport. The group is chaired by a four-person executive board elected from the membership of the Student-Athlete Advisory Council and is advised by the associate athletics director for academic support and student programs. During the academic year, the group meets biweekly to discuss issues relevant to all Marquette student-athletes. The council typically does not meet during the summer. The associate athletics director for academic support and student programs attends most meetings and serves as a liaison between the Student-Athlete Advisory Council and the administration of the Department of Intercollegiate Athletics. He stays informed about the issues discussed at the Student-Athlete Advisory Council meetings and keeps other administrators in the Department of Intercollegiate Athletics informed. The director of intercollegiate athletics or his designee

attends the bi-weekly meetings of the group. The director of intercollegiate athletics attends at least two the Student-Athlete Advisory Council meeting per semester. If he cannot attend, the director of intercollegiate athletics sends a designee to meetings.

On August 16, 2004, five members of the NCAA Recertification Steering Committee met with a group of 12 student-athletes, about half of whom were Student-Athlete Advisory Council representatives. When asked where they would take welfare concerns, the students named, in order, their respective coaches, the associate athletics director for academic support and student programs, and the assistant athletics director for compliance. The students expressed confidence that they would have access to these individuals and that their concerns would be taken seriously.

In addition, the Athletics Board and the Equity Committee have student-athletes as members. Individual student-athletes also can express concerns directly to their head coaches and/or to Department of Intercollegiate Athletics administration.

c. No significant and lasting concerns relating to student-athlete welfare emerged during the self-study. Lines of communication between the two facilities, the Al McGuire Center and the Marquette Gym, have been strengthened. Administrators housed in the Al McGuire Center have established a regular and ongoing presence in the Marquette Gym and are available to student-athletes. Marquette University intends to continue the mechanisms in place that are designed to identify and remedy issues of student-athlete welfare as well as to improve upon these mechanisms when potential improvements are identified.

#### **4. PROGRAMS AND ACTIVITIES. Establishment of programs that address the needs and issues affecting student-athletes.**

a. Evaluation is conducted in several ways. The director of intercollegiate athletics and the associate athletics director for internal operations/senior woman administrator conduct annual performance evaluations of all Department of Intercollegiate Athletics staff. Performance reviews include asking employees for specific examples of how they support the missions of the Department of Intercollegiate Athletics and of Marquette University.

Information from student-athlete exit interviews is reviewed semi-annually by a group of six administrators, including the faculty athletics representative.

Departments submit written annual reports to Marquette's senior leadership, the format of which includes reflection on progress and achievements as well as areas of improvement.

Evaluation is also conducted by the Office of the Senior Vice President, to whom the Department of Intercollegiate Athletics reports. Further, as appropriate or necessary, the university president and/or the Board of Trustees provide oversight and strategic policy direction and review of the Department of Intercollegiate Athletics.

Informal evaluation occurs through discussions with coaches and student-athletes that take place in the facilities where administrators come together with coaches and student-athletes. These include the Eagle's Nest, the sports medicine facilities, offices and practice spaces. Concerns or issues raised informally can be pursued in a more formal manner if appropriate.

b. The director of intercollegiate athletics, the associate athletics director for internal operations/senior woman administrator, the associate athletics director for academic support and student programs, and the assistant athletics director for compliance have established programs that address the needs and issues affecting student-athletes. Most of these programs are detailed elsewhere in this welfare section of the self-study report. In addition, the Department of Intercollegiate Athletics administration and the Office of the Senior Vice President periodically evaluate existing programs and evaluate potential new programs for student-athletes. This is a regular and ongoing process overseen by the Office of the Senior Vice President and the director of intercollegiate athletics.

More specifically, since 1997, Marquette University has been the site of an NCAA Life Skills Program. The university offers all of the base activities that are expected of Life Skills Programs, and offers additional activities to enhance the program. Examples of some of the educational programs offered to student-athletes include informational programs about diversity, sexual assault, alcohol, and other drugs. Additional activities to support student-athlete welfare focus on community building among athletes, supporting each other, and community service efforts among teams.

Some examples of the programs that are fundamental to these efforts include separate student-athlete orientations for freshman, transfer, and returning student-athletes, an opening-of-the-school year student-athlete convocation, career planning programs, and a non-credit, mandatory freshman seminar focused particularly upon the needs of student-athletes. These issues include academic support, time management, and health and wellness. Additionally, the student-athletes are informed of and encouraged to participate in social or educational programs available to the entire student body.

c. No significant and lasting concerns relating to student-athlete welfare emerged during the self-study. Lines of communication between the two facilities, the Al McGuire Center and the Marquette Gym, have been strengthened. Administrators housed in the Al McGuire Center have established a regular and ongoing presence in the Marquette Gym and are available to student-athletes. Marquette University intends to continue the mechanisms in place that are designed to identify and remedy issues of student-athlete welfare as well as to improve upon these mechanisms when potential improvements are identified.

**Information to be made available to peer review team, if requested:**

- 1 Facilities schedule for practice and competition.
- 2 Sports schedules.
- 3 Sports marketing materials.
- 4 Media guides.
- 5 Institution's student-athlete handbook or, if no such handbook exists, institution's method(s) for conveying athletics policies and procedures to student-athletes.
- 6 Written materials (e.g., forms) used to document student-athlete exit interviews.
- 7 Institution's and/or athletics department written grievance and/or appeals procedures available to student-athletes in areas mandated by NCAA legislation and in other areas.

#### 4.3 Student-Athlete Welfare - Evaluation

Question	Currently Yes	Currently No
Does the institution demonstrate a commitment to the fair treatment of student-athletes, particularly in their academic role as students?	<input type="checkbox"/>	<input type="checkbox"/>
Does the institution provide evidence that the welfare of student-athletes and the fairness of their treatment is monitored, evaluated and addressed on a continuing basis?	<input type="checkbox"/>	<input type="checkbox"/>
Does the institution have established grievance or appeal procedures available to student-athletes in appropriate areas?	<input type="checkbox"/>	<input type="checkbox"/>
Does the institution provide evidence that the institution has in place programs that protect the health of and provide a safe environment for its student-athletes?	<input type="checkbox"/>	<input type="checkbox"/>

**On the basis of the yes/no answers above and the plans for correcting deficiencies below, is the institution in substantial conformity with Operating Principle 4.3 (Student-Athlete Welfare)?**

Yes     No