

SOCIETAL IMPACT METRICS

HIGHLIGHTS:

- UMass Dartmouth is making strides toward gender parity, with 46% of instructional employees being female and 54% male
- 4,539 students enrolled at UMass Dartmouth were exposed to service learning in 2011, or about 62%, totaling over 190,000 service hours

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SOCIETAL PERFORMANCE INDICATORS

The societal dimension of sustainability at UMass Dartmouth concerns the impact the university has on the social systems within which it operates. These systems include employees, students, and the Greater South Coast Community. The GRI Social Performance Indicators identify key performance aspects surrounding labor practices, human rights, society, and product responsibility.

HUMAN RIGHTS

Human Rights Performance Indicators include the extent to which human rights are considered in investments, and supplier and contractor selection practices. Additional indicators include employee training on human rights, non-discrimination, freedom of association, child labor, indigenous rights, and forced labor.

DISCLOSURE ON MANAGEMENT APPROACH

The management approach taken at UMass Dartmouth follows policies established by the Chancellor's Office and the University of Massachusetts Board of Trustees. Goals and Performance, Organizational Strategy, Training and Awareness, and Monitoring and Follow-up are established by senior administrators at the University in cooperation with departments and units. More information on the approach can be found online at: www.umassd.edu/chancellor or www.massachusetts.edu/bot.

The University of Massachusetts Board of Trustees recently appointed a new Chancellor for UMass Dartmouth. Dr. Divina Grossman became Chancellor at the University of Massachusetts Dartmouth on July 1, 2012. Prior to joining UMass Dartmouth, Dr. Grossman was the Founding Vice President for Engagement at Florida International University where she had also served as Dean of the College of Nursing and Health Sciences.

GOALS AND PERFORMANCE ORGANIZATIONAL STRATEGY TRAINING AND AWARENESS MONITORING AND FOLLOW-UP

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POLICY

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HUMAN RIGHTS PERFORMANCE INDICATORS

ASPECT: INVESTMENT AND PROCUREMENT PRACTICES

HR1 PERCENTAGE AND TOTAL NUMBER OF SIGNIFICANT INVESTMENT AGREEMENTS AND CONTRACTS THAT INCLUDE CLAUSES INCORPORATING HUMAN RIGHTS CONCERNS, OR THAT HAVE UNDERGONE HUMAN RIGHTS SCREENING

The UMass Foundation Investment Philosophy and Objectives does not contain Human Rights clauses.

HR2 PERCENTAGE OF SIGNIFICANT SUPPLIERS, CONTRACTORS AND OTHER BUSINESS PARTNERS THAT HAVE UNDERGONE HUMAN RIGHTS SCREENING AND ACTIONS TAKEN

According to the UMass Dartmouth equal Employment Opportunity/Affirmative Action Plan, the Office of Equal Opportunity, Diversity and Outreach requires a “nondiscrimination policy clause in all of its purchasing contracts, purchase orders, leases, subleases, and a statement the UMass Dartmouth is an Equal Opportunity/Affirmative Action employer.”

Any product that bears the UMass Dartmouth label is screened for supplier human rights abuses. In compliance with the Code of Conduct that licensees must follow, violations of human rights are not to be tolerated, and licensees are required to be in good standing with the Fair Labor Association of which UMass Dartmouth is an affiliate.

HR3 TOTAL HOURS OF EMPLOYEE TRAINING ON POLICIES AND PROCEDURES CONCERNING ASPECTS OF HUMAN RIGHTS THAT ARE RELEVANT TO OPERATIONS, INCLUDING THE PERCENTAGE OF EMPLOYEES TRAINED

The Office of Equal Opportunity, Diversity & Outreach has established an on-line, web-based training program for faculty, staff and students, titled: Preventing Employment Discrimination. The Office of Equal Opportunity, Diversity and Outreach ensures compliance with state and federal laws.

ASPECT: NON-DISCRIMINATION

HR4 TOTAL NUMBER OF INCIDENTS OF DISCRIMINATION AND CORRECTIVE ACTIONS TAKEN

UMass Dartmouth has a strict anti-discrimination policy and is in compliance with all equal opportunity laws, affirmative action regulations, and campus and trustee policies related to diversity, pluralism, disability and gender equity. The Office of Equal Opportunity, Diversity and Outreach Mission Statement is as follows:

The Office of Equal Opportunity, Diversity and Outreach plans, develops, coordinates, and monitors all activities of the University to insure equal employment and equal educational opportunity and affirmative action. The office works with all members of the University to achieve an environment, which is conducive to the growth and development of all.

The office also works with others, within the University and throughout the southeastern Massachusetts area to promote cultural diversity; a process designed to promote an awareness, an understanding, and an appreciation of relationships among people of various cultures. Community outreach is also an important component of the office, so that the University, as well as the southeastern Massachusetts region, benefits from two-way communication.

Policies and information, including the University Equal Employment Opportunity/Affirmative Action Plan, can be found online at: <http://www1.umassd.edu/eeo/>.

ASPECT: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING

HR5 OPERATIONS IDENTIFIED IN WHICH THE RIGHT TO EXERCISE FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING MAY BE AT RISK AND ACTION TO SUPPORT THESE RIGHTS

Collective bargaining agreements include a statement of affirmative action and nondiscrimination. UMass Dartmouth provides an Ombuds Office wherein employees can discuss their grievances with an Ombudsperson without threat of retaliation.

ASPECT: CHILD, FORCED, AND COMPULSORY LABOR

HR6 OPERATIONS AND SIGNIFICANT SUPPLIERS IDENTIFIED AS HAVING SIGNIFICANT RISK FOR INCIDENTS OF CHILD LABOR AND MEASURES TAKEN TO CONTRIBUTE TO THE EFFECTIVE ABOLITION OF CHILD LABOR

See HR7

HR7 OPERATIONS AND SIGNIFICANT SUPPLIERS IDENTIFIED AS HAVING SIGNIFICANT RISK FOR INCIDENTS OF FORCED OR COMPULSORY LABOR AND MEASURES TO CONTRIBUTE TO THE ELIMINATION OF ALL FORMS OF FORCED OR COMPULSORY LABOR

Operations identified as having a significant risk of child labor and forced or compulsory labor include the Campus Store and the Athletic Department. Both operations involve the production of apparel with the University's name or trademark. To prevent incidents of human rights violations and to ensure social responsibility, UMass Dartmouth only uses licensed vendors who comply with the code of Conduct for Licensees. Licensees must follow minimum standards to ensure legal compliance, ethical principles and employment standards.

CHILD LABOR (HR6)

The Code of Conduct includes an employment standard on child labor, stating "licensees agree to work with governmental, human rights and non-governmental organizations...to minimize negative impact on any child released from employment as a result of this Code...young workers shall not be forced to work overtime hours that would prevent them from attending night school. Children younger than 15 (or 14 with an exception) shall not be employed."

FORCED AND COMPULSORY LABOR (HR7)

The Code of Conduct includes an employment standard on forced labor stating, “There shall not be any use of forced labor, whether in the form of prison labor, indentured labor, bonded labor, or otherwise.”

ASPECT: SECURITY PRACTICES**HR8 PERCENTAGE OF SECURITY PERSONNEL TRAINED IN THE ORGANIZATION’S POLICIES OR PROCEDURES CONCERNING ASPECTS OF HUMAN RIGHTS THAT ARE RELEVANT TO OPERATIONS**

The Office of Equal Opportunity, Diversity & Outreach has established an on-line, web-based training program for faculty, staff and students titled *Preventing Employment Discrimination*. This interactive on-line training resource is simple to use. The primary goal of this course is to enable users to identify, avoid and report behaviors that appear to violate employment discrimination laws. With this knowledge, users can help keep the University of Massachusetts Dartmouth free of discrimination and promote a respectful environment. You can find the resource at: <http://training.newmedialearning.com/ped/umassdartmouth/>.

HR9 TOTAL NUMBER OF INCIDENTS INVOLVING RIGHTS OF INDIGENOUS PEOPLE AND ACTIONS TAKEN

See HR4

ASPECT: ASSESSMENT**HR10 PERCENTAGE AND TOTAL NUMBER OF OPERATIONS THAT HAVE BEEN SUBJECT TO HUMAN RIGHTS REVIEWS AND/OR IMPACT ASSESSMENTS**

The University of Massachusetts Statement of Affirmative Action and Equal Opportunity, passed by the Board of Trustees on June 3, 1992 and revised on February 23, 2011, states:

The University of Massachusetts is committed to a policy of equal opportunity without regard to race, color, religion, gender, gender identity or expression, age, sexual orientation, national origin, ancestry, disability, military status, or genetic information in employment, admission to, and participation in, academic programs, activities, and services, and the selection of vendors who provide services or products to the University.

To fulfill that policy, the University of Massachusetts is further committed to a program of affirmative action to eliminate or mitigate artificial barriers and to increase opportunities for the recruitment and advancement of qualified minorities, women, persons with disabilities, and covered veterans.

It is the policy of the University of Massachusetts to comply with the applicable federal and state statutes, rules and regulations concerning equal opportunity and affirmative action.

ASPECT: REMEDIATION

HR11 NUMBER OF GRIEVANCES RELATED TO HUMAN RIGHTS FILED, ADDRESSED AND RESOLVED THROUGH FORMAL GRIEVANCE MECHANISMS

The University provides an Ombuds Office for mediation (non-formal procedures). Information regarding formal mechanisms can be obtained through one of the following:

- Office of Equal Opportunity, Diversity and Outreach 508.999.8009
- Department of Human Resources 508.999.8060
- Judicial Affairs Office of Student Life 508.999.9153
- Department of Public Safety 508.999.8107

Equal Opportunity and Anti-Harassment/Discrimination Complaint Procedures and Complaint form can be found online at: http://www1.umassd.edu/eo/equop/equal_oahcp.cfm.

LABOR PRACTICES AND DECENT WORK

Labor Practices and Decent Work Indicators, as reported under this section by UMass Dartmouth, are based on internationally recognized universal standards including the UN Universal Declaration of Human Rights, the Vienna Declaration and Program of Action, as well as addressing the social responsibilities of the University.

DISCLOSURE ON MANAGEMENT APPROACH

GOALS AND PERFORMANCE

ORGANIZATIONAL RESPONSIBILITY

TRAINING AND AWARENESS

MONITORING AND FOLLOW UP

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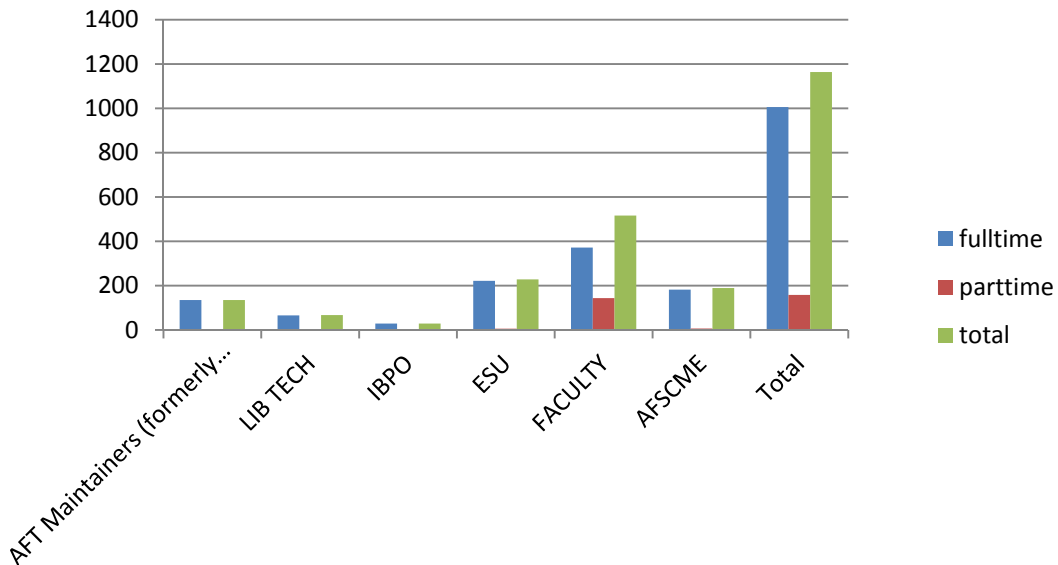
POLICY

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ASPECT: EMPLOYMENT

LA1 TOTAL WORKFORCE BY EMPLOYMENT TYPE AND EMPLOYMENT CONTRACT

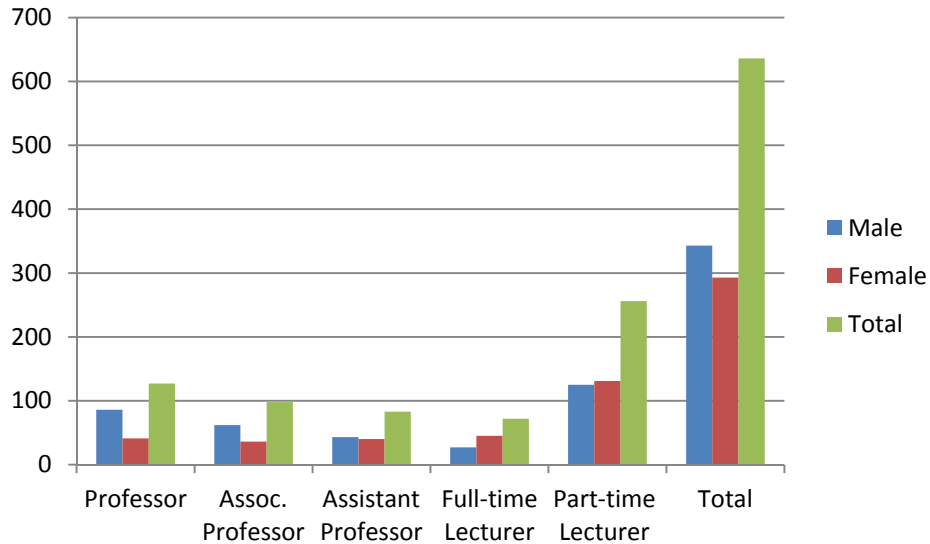
Workforce by Employment Type	<i>Full-time only</i>			
	2008-09	2009-10	2010-11	2011-12
Executive/Admin/Managerial	52	49	57	56
Faculty	368	369	375	380
Professional/Non-Faculty	339	329	344	340
Secretarial/Clerical	183	173	183	178
Technical/Paraprofessional	48	47	58	57
Skilled Crafts	32	39	35	35
Service/Maintenance	110	94	99	95
Total	1132	1100	1151	1141



LA2 TOTAL NUMBER AND RATE OF NEW EMPLOYEE HIRES AND EMPLOYEE TURNOVER BY AGE GROUP AND GENDER

Number of instructional staff by gender: 2011-12

	Male	Female	Total
Professor	86	41	127
Assoc. Professor	62	36	98
Assistant Professor	43	40	83
Full-time Lecturer	27	45	72
Part-time Lecturer	125	131	256
Total	343	293	636



LA3 BENEFITS PROVIDED TO FULL TIME EMPLOYEES THAT ARE NOT PROVIDED TO TEMPORARY OR PART TIME EMPLOYEES

139 faculty members do not have benefits. Benefits for Managerial, Classified, and Part-time are listed at: <http://www.umassd.edu/hr/employeeresources/benefits/>.

ASPECT: LABOR/MANAGEMENT RELATIONS

LA4 PERCENTAGE OF EMPLOYEES COVERED BY COLLECTIVE BARGAINING AGREEMENTS

100% of employees at the University of Massachusetts Dartmouth are covered by collective bargaining agreements.

LA5 MINIMUM NOTICE PERIOD(S) REGARDING OPERATIONAL CHANGES, INCLUDING WHETHER IT IS SPECIFIED IN COLLECTIVE AGREEMENTS

Minimum notice periods before operational changes are made are stipulated in the collective bargaining agreements.

ASPECT: OCCUPATIONAL HEALTH AND SAFETY

LA7 RATES OF INJURY, OCCUPATIONAL DISEASS, LOST DAYS, AND ABSENTEEISM, AND NUMBER OF WORK RELATED FATALITIES

Notice of Injuries & Lost Time Claims Report
 UMS3000 - University of Mass System
 For Fiscal Year 2012

*The count of approvals and denials may not always add up to the total lost time count due to the fact that a claim can initially be denied and then later approved through an agreement/order.

This results in a claim that was both approved and denied.

Department	Year	NOI	Lost Time	Approved	Denied	Terminated	Returned to Work	Number Days Away
SMU1	2012	22	5	5	0	0	3	235
SMU2	2012	33	4	4	0	1	2	81
SMU3	2012	3	0	0	0	0	0	0
Totals		58	9	9	0	1	5	316

LA8 EDUCATION, TRAINING, COUNSELING, PREVENTION AND RISK-CONTROL PROGRAMS IN PLACE TO ASSIST WORKFORCE MEMBERS, THEIR FAMILIES, OR COMMUNITY MEMBERS REGARDING SERIOUS DISEASES

UMass Dartmouth supports a healthy campus community by providing medical and mental health services, recreational opportunities, access to outdoor green space(s) and healthy behavior educational programming.

LA9 HEALTH AND SAFETY TOPICS COVERED IN FORMAL AGREEMENTS WITH TRADE UNIONS

Several union contracts recognize the importance of a healthy workforce. They have agreed that the University will encourage staff and faculty to use any new or existing programs that will help maintain mental and physical well-being. They also support the development of new programs aimed at serving faculty and staff. The University is required to adhere to safety standards in accordance with local, state, and federal laws and regulations, including those promulgated by OSHA.

ASPECT: TRAINING AND EDUCATION

LA10 AVERAGE HOURS OF TRAINING PER YEAR PER EMPLOYEE

All employees must undergo Conflict of Interest training on a yearly basis. The Office of Equal Opportunity, Diversity & Outreach has established an on-line, web-based training program for faculty, staff and students titled Preventing Employment Discrimination. Data for specific departments by employee category is not reported.

LA11 PROGRAMS FOR SKILLS MANAGEMENT AND LIFETIME LEARNING

Employees receive Tuition Waivers. The Office of Faculty Development (OFD) supports the professional development of junior, mid-career, and senior faculty to achieve success, productivity, and satisfaction at each stage of their academic careers.

LA12 PERCENTAGE OF EMPLOYEES RECEIVING REGULAR PERFORMANCE AND CAREER DEVELOPMENT REVIEWS

All employees of UMass Dartmouth receive regular performance and career development reviews. All reviews are done on a departmental level.

ASPECT: DIVERSITY AND EQUAL OPPORTUNITY

LA13 COMPOSITION OF GOVERNANCE BODIES AND BREAKDOWN OF EMPLOYEES PER EMPLOYEE CATEGORY ACCORDING TO GENDER, AGE GROUP, MINORITY GROUP MEMBERSHIP AND OTHER INDICATORS OF DIVERSITY

Workforce Representation by Protected Category 2012

Full-time Staff	Total	Female		Minority		Black		Asian		Native American		Hispanic		Pacific Island		Two or more races	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Executive / Admin / Managerial	56	20	36%	9	16%	5	9%	1	2%	0	0%	3	5%	0	0%	0	0%
Faculty	308	117	38%	67	22%	14	5%	46	15%	0	0%	2	1%	0	0%	5	2%
Professionals Non-Faculty	340	224	66%	54	16%	28	8%	8	2%	2	1%	3	1%	1	0%	12	4%
Secretarial /Clerical	178	173	97%	47	26%	26	15%	2	1%	0	0%	6	3%	0	0%	13	7%
Technical/ Paraprofessional	57	14	25%	13	23%	5	9%	2	4%	0	0%	2	4%	0	0%	4	7%
Skilled Crafts	35	1	3%	3	9%	3	9%	0	0%	0	0%	0	0%	0	0%	0	0%
Service/Maintenance	95	36	38%	29	31%	19	20%	0	0%	2	2%	1	1%	1	1%	6	6%
Grand Total	1069	585	55%	222	21%	100	9%	59	6%	4	0%	17	2%	2	0%	40	4%

LA14 RATIO OF BASIC SALARY OF MEN TO WOMEN

An affirmation of the University’s commitment to diversity, including figures, and information regarding Equal Pay can be found in “Equal Employment Opportunity Affirmative Action Executive Summary, February 2011.

SOCIETY

The following societal performance indicators focus on the impact that UMass Dartmouth organizations have on the community in which the University operates, as well as disclosure of how any risks from interactions with other social institutions are managed and mediated.

DISCLOSURE ON MANAGEMENT APPROACH
GOALS AND PERFORMANCE
ORGANIZATIONAL RESPONSIBILITY
TRAINING AND AWARENESS
MONITORING AND FOLLOW-UP

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ASPECT: COMMUNITY

S01 NATURE, SCOPE, AND EFFECTIVENESS OF ANY PROGRAMS AND PRACTICES THAT ASSESS AND MANAGE THE IMPACTS OF OPERATIONS ON COMMUNITIES

SERVICE LEARNING

The Center for Civic Engagement at UMass Dartmouth defines service learning as "a pedagogical method used in credit bearing courses that is designed with the dual mission of:

- A. Student attainment of discipline specific knowledge through creatively designed active learning community based projects,
- B. Community benefit through the thoughtful identification and completion of community-based service."

UMass Dartmouth's Goal: 100% of undergraduate students will participate in service learning.

- Students at UMD involved in service learning projects in 2011: 4,539
- Percentage of 2012 graduating class exposed to service learning: 62%

It is the goal of the Center for Civic Engagement for 100% of undergraduates to participate in service learning by 2020.

The students contribute thousands of hours annually to area communities, providing benefits to the community and enriching their learning experiences.

In 2011, students contributed a total 192,133 hours in community services.

The Leduc Center for Civic Engagement

The Leduc Center for Civic Engagement is dedicated to meeting the challenge of providing active student learning opportunities while meeting community needs. The mission of the center is to enrich the lives of the students and community through:

- Engagement in complex issues that integrate our collective knowledge, skills, and abilities with community challenges.
- Reciprocally grounded partnerships that develop and recast based on organizational and community priorities.
- Building awareness of abilities and desire to affect change.

The center offers a range of programs promoting civic participation and engaged learning throughout the community. The programs focuses on education, literacy and leadership.

The center is currently involved in the following programs:

- *America Reads & America Counts:* The America Reads and America Counts program places college student tutors in community centers, local middle schools and elementary schools to provide classroom support and individual attention to struggling and at-risk students. Students work with kids to help foster and strengthen their reading and mathematical proficiencies.
- *Civic Engagement Summit:* Each year, the Leduc Center for Civic Engagement hosts a one-day, campus-wide summit on civic engagement. Open to the public, the event is highlighted by a keynote speaker who speaks on varying aspects of civic engagement to encourage dialogue on the meaning of public service and civic engagement.
- *College Positive Program:* The College Positive Program is dedicated to helping local youth achieve the dream of a college education by assisting and advising high school students on the college-bound path.
- *Leadership & Civic Engagement Minor:* The Minor is designed for students whose objective is to practice leadership on our campus and in our community. Students eligible to declare the minor must have an overall GPA of 3.0 and have completed 54 credits.
- *LEADS:* Students in the LEADS program teach leadership skills through service-learning projects. One of the goals of LEADS is to empower middle school children to believe in themselves while they actively work to make our community a better place to live.
- *Public Interest Speakers Series:* A series of speakers hosted by the Leduc Center for Civic Engagement highlighting various areas of law, civic engagement, or leadership. The speakers will help provide insights on various aspects and fields of public service to the campus community.
- *South Coast Serves:* A collaborative of community organizations facilitated by the Leduc Center for Civic Engagement that fosters service and volunteerism to meet the needs of our community by leveraging resources, expertise and capacity to maximize impact.
- *VITA (Volunteer Income Tax Assistance):* A Program sponsored by the IRS that generally offers free tax help to people who make \$50,000 or less and need assistance in preparing their own tax returns. The program is run by the Leduc Center for Civic Engagement with the New Bedford Community Economic Development Center. IRS-

certified volunteers provide free basic income tax return preparation to qualified individuals in local communities.

Education, training, counseling, and prevention programs related to wellness:

UMass Dartmouth offers a wide variety of wellness programs to its students to encourage and promote a healthy lifestyle.

All of the programs provide education, training, or prevention of serious diseases. Examples of these programs include:

- *Counseling Center:* The Counseling Center provides students with an initial evaluation session with a counselor who may suggest treatment options that might be helpful to them and recommend possible community-based referrals.
- *Center for Women, Gender and Sexuality:* The center provides information and resources on sexual assault and empowering women, including workshops, events and classes.
- *Peer Health Educators:* Peer Health Educators are students who provide the community with educational, interactive programs on health issues, and raise awareness about health and wellness, refer students to appropriate resources, and advocate for policy, procedural, and environmental changes that support the health and well-being of the campus community.
- *Donald C. Howard Leadership Program:* The Donald C. Howard Leadership Program embodies a commitment to building strong student leaders. The university believes leadership excellence is achieved through collaboration between students, the university, and the South Coast community. The program stands on the belief that leadership is a stage of development that individuals move through and not a position or title one holds. Through education, training sessions, certificate programs, on- and off-campus conferences, and active engagement, students become active leaders, tackling problems within global society.

Examples of required workshops include:

- Developing Communication Skills
- Diversity & Leadership
- Goal Setting & Achieving
- Leadership Concepts

COMMITMENT TO ON-CAMPUS SAFETY

UMass Dartmouth Against Drunk Driving (UMADD)

This student group fights against irresponsible drinking on college campuses, especially UMass Dartmouth students, faculty, law enforcement, parents, and community members.

Community Policing Program

This program emphasizes building partnerships, proactive problem solving, and fostering positive community interactions. The goal is to reduce crime and enhance the quality of life for all students, faculty, and staff.

Sage (Student Alert Group Engagement)

Students, professors, staff, and campus police have a single system through which to report and help students who may be experiencing serious difficulties, including:

- Academic
- Personal
- Social

Transportation Shuttle

The shuttle service is available to the campus community for travel around and off the main campus. By contacting Campus Transportation, arrangements can be made for handicap accessibility. The service is available seven (7) days a week. The schedule can be found at: <http://www.umassd.edu/transportation/>.

Call Boxes

Call boxes are emergency telephone systems placed in strategic locations around campus and can be easily identified by the box color as well as LED lighting during the night.

Rape Aggression Defense (RAD)

RAD is a comprehensive course for women dedicated to teaching easy, effective, and proven self-defense concepts and techniques against various types of assault.

Other Services:

- Alcohol Awareness Workshops
- Anti-Drunk Driving Workshops
- Campus Crime Report Statistics
- Daily Crime Log
- Operation I.D.
- Public Safety E-mails

ASPECT: CORRUPTION**SO2 PERCENTAGE AND TOTAL NUMBER OF BUSINESS UNITS ANALYZED FOR RISKS RELATED TO CORRUPTION**

In an effort to mitigate the number of business units with potential for risks related to corruption, the University requires mandatory training (see S03).

SO3 PERCENTAGE OF EMPLOYEES TRAINED IN ORGANIZATION'S ANTI-CORRUPTION POLICIES AND PROCEDURES

All Commonwealth of Massachusetts employees are required to complete mandatory ethics, campaign finance law and lobbying training via online delivery through the State Ethics Commission. More information on training and policies can be found at www.mass.gov/ethics. Unit managers and employees also undergo ethical practices training through the Human Resources Department.

SO4 ACTIONS TAKEN IN RESPONSE TO INCIDENTS OF CORRUPTION

UMass Dartmouth is dedicated to enforcing strict business practices that promote the integrity of the University. All employees are required to sign a document of acknowledgement stating they have read, and will abide by, the Massachusetts Conflict of Interest Law. If violated, the employee could be made to pay a civil penalty of up to \$25,000 per violation, and may also face possible criminal charges.

All University employees are required to take a mandatory online training program that covers ethical issues. Additionally, managers receive training to combat employment discrimination and all campus records are publicly available.

ASPECT: PUBLIC POLICY

SO5 PUBLIC POLICY POSITIONS AND PUBLIC POLICY DEVELOPMENT AND LOBBYING

UMass Dartmouth is involved in policy making inasmuch as its campus is a venue for policy forums for discussing issues of importance to the local area, state, region, nation, and world. UMass Dartmouth's graduates are in the state legislature. Finally, the voluntary commitments of the University may help to drive public policy changes.

SO6 TOTAL VALUE OF FINANCIAL AND IN-KIND CONTRIBUTIONS TO POLITICALLY RELATED ACTIVITIES

UMass Dartmouth makes no donations to political parties nor to politicians. The Student Senate votes on, and grants, funding to political and religious student organizations; such decisions by the Student Senate are not under the control of the University Administration.

ASPECT: ANTI-COMPETITIVE BEHAVIOR

SO7 TOTAL NUMBER OF LEGAL ACTIONS FOR ANTI-COMPETITIVE, ANTI-TRUST OR MONOPOLY BEHAVIORS AND/OR PRACTICES

There have been no such legal actions alleging anti-competitive behavior.

ASPECT: COMPLIANCE

SO 8 MONETARY VALUE OF SIGNIFICANT FINES AND SANCTIONS FOR NON-COMPLIANCE WITH LAWS AND REGULATIONS

There have been no such fines paid by UMass Dartmouth, as best as can be determined, during the last reporting period.

PRODUCT RESPONSIBILITY

Product Responsibility Performance Indicators at UMass Dartmouth address how the university's products and services affect consumers, particularly in regards health and safety, information and labeling, marketing, and privacy.

Disclosure on management approach

Goals and performance

Organizational responsibility

Training and awareness

Monitoring and follow up

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ASPECT: CUSTOMER HEALTH AND SAFETY

PRI LIFE CYCLE STAGES IN WHICH HEALTH AND SAFETY IMPACTS OF PRODUCTS AND SERVICES ARE ASSESSED OR IMPROVED, AND PERCENTAGE OF SIGNIFICANT PRODUCTS AND SERVICES CATEGORIES SUBJECT TO SUCH PROCEDURES

As a residential campus, public safety efforts are salient to this metric. The Department of Public Safety's Mission is as follows:

"The UMass Dartmouth Department of Public Safety provides a comprehensive program of police and public safety services to enhance the quality of life consistent with the values of the University community. As a dedicated partner in our community, we are committed to deliver these essential services with the utmost integrity and professionalism to ensure civility and the protection of life and property."

Services and programs can be found on the Department of Public Safety's website.

The Department of Public Safety provides the following services:

- Community policing programs
- Crime prevention and personal safety
- Parking
- Police

Department staff members also offer:

- Informative presentations
- Safety escorts
- Transportation for community members with physical disabilities

Programs include:

- Call Boxes (An emergency telephone system strategically placed throughout campus)
- Costly Decisions (Alcohol Education Program)
- DART (shuttle van for on campus safety transportation)
- RAD (Rape Aggression Defense) system
- SLAM (Students Learning A Message)

PR2 TOTAL NUMBER OF INCIDENTS OF NON-COMPLIANCE WITH REGULATIONS AND VOLUNTARY CODES CONCERNING HEALTH AND SAFETY IMPACTS OF PRODUCTS AND SERVICES

“The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act of 1998 requires that colleges and universities publicize campus crime statistics and interim reports of serious crime incidents. These publicized statistics are meant to warn students, employees, and applicants of the prevalence of campus crime. Employees and students must be given interim crime reports, which include statistics on murder, forcible sex offenses, non-forcible sex offenses, robbery, aggravated assault, burglary, larceny (theft), and motor vehicle theft. The annual report must also describe how to report crimes and emergencies on campus.”

UMass Dartmouth compliance with this law.

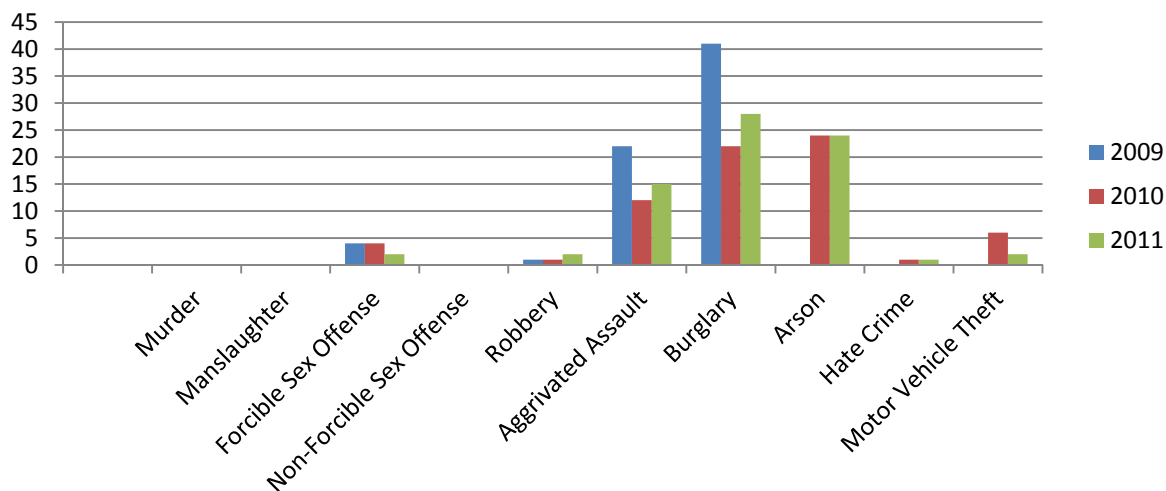
*For more information, see PR4.

ASPECT: PRODUCT AND SERVICE LABELING**PR3 TYPE OF PRODUCT AND SERVICE INFORMATION REQUIRED BY PROCEDURES, AND PERCENTAGE OF SIGNIFICANT PRODUCTS AND SERVICES SUBJECT TO SUCH INFORMATION REQUIREMENTS**

Daily Logs of Reported Crimes/Clery Crimes/Fire Reports: Logs reporting daily activity are available in hard copy for observation at the Office of the Chief of Police and in electronic format on the Department of Public Safety website at the following URL:

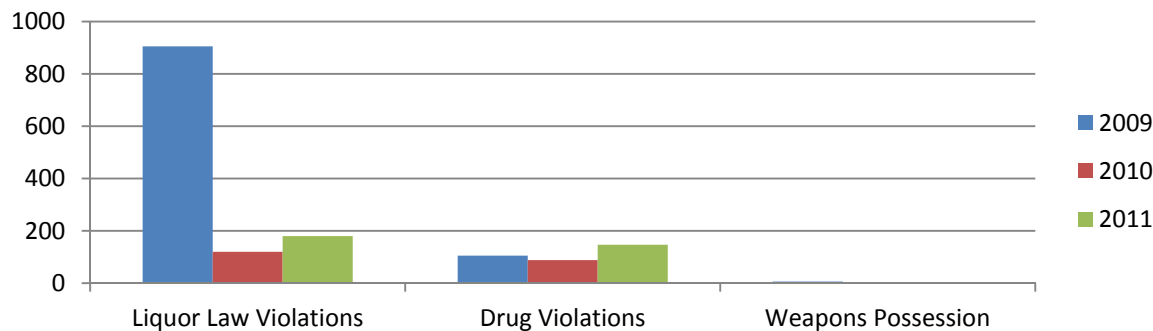
<http://www1.umassd.edu/publicsafety/information/crimereport.cfm>

Criminal Offenses by Year



In 2009 and 2010 two burglaries (one each year) were reported by the Star Store, located in New Bedford, MA. No other crimes were reported on any non-campus properties or satellite campuses. Other Non-Campus Properties include the Advanced Technology and Manufacturing Center (ATMC), located in Fall River, MA, and the School for Marine Science and Technology (SMAST), located in New Bedford, MA. The Satellite campuses include CUSP, located in Fairhaven, MA, and the UMass Law School in Dartmouth.

Criminal Offenses by Violation



PR4 NUMBER OF INCIDENTS OF NON-COMPLIANCE WITH PUBLIC SAFETY REPORTING PROCEDURES

According to the UMass Public Safety Department, there have been no violations of the Jeanne Clery Act in 2006-2011.

MAJOR ORGANIZATIONAL RISKS AND OPPORTUNITIES:

COSTLY DECISIONS PUBLIC SAFETY PROGRAM

The University’s Department of Public Safety has taken an educational philosophy in dealing with alcohol offenders. The program utilizes a mix of testimonials from peers, police officers, and

professionals along with visual presentations and music. The day begins with a test to gauge and reinforce students' knowledge of the law and personal responsibility. In addition to providing video and a PowerPoint presentation, the officers are very active in discussions with the students. Topics discussed focus on:

- attitudes about alcohol,
- different levels of impairment,
- alcohol poisoning,
- courageous decision making, and
- operating under the influence.

The goals of Costly Decisions program are:

- to have positive, interactive discussions with students regarding alcohol use on campus;
- to provide information that will assist students with their decision-making;
- to educate students about the legal ramifications of using and abusing alcohol on campus.

The Costly Decisions program is the first of its kind at the university, and is a recognized university sanction for alcohol policy offenders. Subsequently, this program has been used as a model for other colleges and universities throughout the United States. Sgt. Souza and Sgt. Dore update the material annually to meet the ever-changing needs of the student community.

PR5 PRACTICES RELATED TO CUSTOMER SATISFACTION, INCLUDING RESULTS OF SURVEYS MEASURING CUSTOMER SATISFACTION

PUBLIC ANNOUNCEMENTS:

The UMass Dartmouth Overall Experience Survey is administered annually by the Office of Student Affairs. In 2012 the survey was sent, via Survey Monkey, to approximately 7600 undergraduate students (in 2012 separate surveys will go to undergraduate and graduate students). 1,203 students responded; 200 more than in 2011.

Since the survey was first administered six years ago, 65-75% of the respondents have rated their overall experience as satisfied or very satisfied. According to Dr. David Milstone, Associate Vice Chancellor for Student affairs, this consistently high satisfaction rate can be attributed to the university's priority of hiring and retaining engaging faculty and friendly, supportive staff. The survey is shared selectively with department heads and senior level faculty. It is used to inform them in their planning processes. Some areas in which the 2012 study show the level of satisfaction increased at least 5% include:

- Student activities, involvement and leadership
- Academic Advising Center
- Helpfulness of university staff
- Opportunities for out-of-class interactions

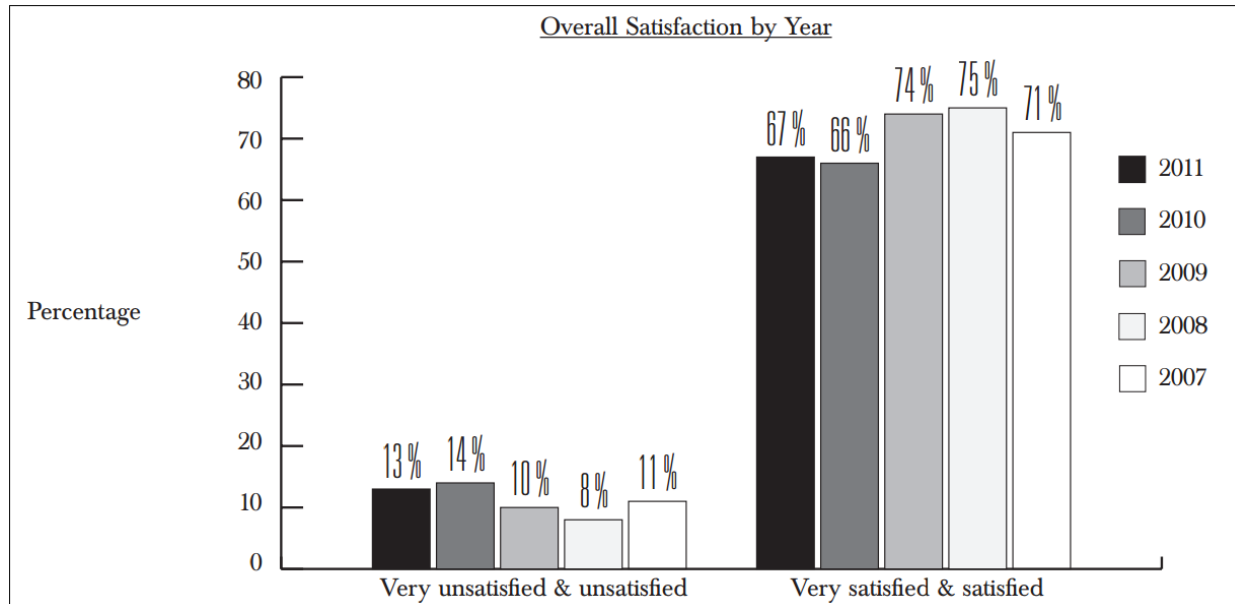
In addition, in August 2012, UMass Dartmouth was ranked 25th in the nation among master's degree-granting universities by Washington Monthly magazine. The university received this

ranking because of its ability to help low-income students earn degrees, the level of research production, the university’s commitment to service in its community, and its cost. According to the article, “Colleges that are both effective and inexpensive get the highest marks.”

KEY SUCCESSES AND SHORTCOMINGS

UMASS DARTMOUTH OVERALL EXPERIENCE

The UMass Dartmouth Overall Experience Survey, conducted in Fall 2011, indicated a slight upward trend in overall satisfaction from 2010, as indicated by the 1,179 survey responses.



ASPECT: MARKETING COMMUNICATIONS

PR6 PROGRAMS FOR ADHERENCE TO LAWS, STANDARDS, AND VOLUNTARY CODES RELATED TO MARKETING COMMUNICATIONS, INCLUDING ADVERTISING, PROMOTION, AND SPONSORSHIP

The university’s marketing initiatives include their own website and pamphlets sent to high schools.

The following is a link to the relevant UMass Dartmouth policies:

www.umassd.edu/policies/activepolicylist/informationtechnologyservices/worldwidewebpolicy/

PR7 TOTAL NUMBER OF INCIDENTS OF NON-COMPLIANCE WITH REGULATIONS AND VOLUNTARY CODES CONCERNING MARKETING COMMUNICATIONS

According to the university’s Public Affairs Office, there have been no such incidents of non-compliance with any standards on marketing communications in 2011.

ASPECT: CUSTOMER PRIVACY**PR8 TOTAL NUMBER OF SUBSTANTIATED COMPLAINTS REGARDING BREACHES OF CUSTOMER PRIVACY AND LOSSES OF CUSTOMER DATA**

According to the university's Public Affairs Office, there have been no such complaints regarding breaches of privacy of customer data during the last reported academic year.

ASPECT: COMPLIANCE**PR9 MONETARY VALUE OF SIGNIFANT FINES FOR NON-COMPLIANCE WITH LAWS AND REGULATIONS CONCERNING PRODUCTS AND SERVICES**

There have been no such fines for non-compliance with confidentiality laws and regulations for fiscal years 2007 - 2011.