Mediation is a process in which a neutral third party assists in developing a resolution to a conflict or dispute. The mediation process is structured and guided by a third party, mediator, in order for a mutually acceptable settlement to be reached. Those involved in mediation must voluntarily enter the process.

Confidentiality Statement

Mediation sessions and agreements are confidential and mediators will only release information with the approval of all participants or if it is believed a threatening situation exists. Participants will be asked to keep all information and agreements confidential.

The single biggest problem in communication is the illusion it has taken place.

George Bernard Shaw

Mediation Services
Provided by the Office of Student Conduct

Office of Student Conduct
230 Natali Student Center
Division of Student Development and Services
724-938-4439
Mediation is intended to help resolve conflicts and problems in a civil manner to avoid situations escalating into larger problems. The mediation process is designed to allow both sides to express their views and develop an understanding of the needs and opinions of others. Individuals going through mediation will be guided in listening and compromising in order to reach a resolution.

**How can I request mediation?**

Mediation Services is offered through the Office of Student Conduct which is located in 230 Natali Student Center. To request mediation, there is a simple Request for Mediation Services form that needs to be completed describing the situation and identifying those involved. The form can be picked up at 230 Natali Student Center or downloaded from the Office of Student Conduct website at [http://sai.calu.edu/judicial/index.jsp](http://sai.calu.edu/judicial/index.jsp).

**Who can use Mediation Services?**

Mediation Services is primarily intended to assist students in disputes with other students. However, the services can be used by anyone at California University.

**What if the others involved don’t want to participate?**

After a Request for Mediation Services has been submitted, all parties will be contacted to see if they agree to participate. However, since mediation is voluntary, the process won’t be able to continue if any of the parties don’t want to participate. Mediation Services will explain the goals and benefits of going through mediation at this point, but any one asked to participate has the right to decline.

**What if an agreement can’t be reached?**

If an agreement can’t reached to resolve the issues behind the mediation request, the mediator will attempt to at least develop an agreement that will avoid any escalation of the situation.

**Who would be the mediator?**

The Assistant Dean for Student Conduct has attended mediator training and will act as mediator for any requests. The mediator’s role is to guide and facilitate the parties in reaching an agreement, not to take sides or make decisions.

**What would I get out of participating in mediation?**

The goal of mediation is to reach an agreement to resolve a problem or conflict and is the main benefit of participating in mediation. There are personal skills that can be improved by going through the mediation process such as listening skills, the ability to compromise, empathy and the ability to identify alternative solutions.

**How would mediation be set up?**

The mediator will provide the structure for a mediation session by following a format that allows all participants to speak and recommend solutions. The mediator will set up rules for the mediation session to make sure it is civil.

**What if the mediated agreement is broken?**

Since mediation is voluntary, participants can’t be punished for not abiding by the agreement. If an agreement doesn’t work out, the participants can return to mediation to work out a new agreement which corrects any weaknesses or problems with the original agreement.