

CONFLICT RESOLUTION

Because this program is a cooperative venture between the preschool and the college, it is important to have a process whereby all parties concerned may resolve possible conflicts. This procedure is helpful in resolving not only major but also minor conflicts such as misunderstandings among individuals. Using this method promotes honest and open communication through proper channels and avoids including individuals who are not directly involved.

The students, board, preschool staff, parent educators, director, SCC coordinator, and the Dean of the Social Sciences Division (or designated assistant) are all expected to follow these approved conflict resolution procedures regarding the operation of the established program. No procedure is provided for philosophical differences with the established program. In this case the griever is expected to transfer to a program of compatible orientation. The following is the step-by-step process should a conflict arise.

1. The griever shall contact the person with whom there is a conflict and arrange a private conference. Together, these two persons shall write one summary of the conference, sign it, and each retain a copy.
2. The griever will, if not satisfied with the results of the conference, follow the progression outlined on the next page as far as needed in attempting to resolve the issue. At each step, all parties to this point must be present and minutes shall be kept and signed by all participants. Copies shall be held by all parties in strict confidentiality.
3. Should the conflict require ultimate resolution at a cooperative preschool membership meeting, the details of the conflict will no longer be confidential. The membership will be fully informed in order to arrive at a decision.

Definition of Terms

Student--a parent who is simultaneously enrolled as a member of a parent cooperative preschool and a college parent education class; conflicts may arise in regard to the student's co-op membership requirements or activities as a college student.

Parent/Class Coordinator--the student who is elected as the class representative to the preschool board; known as the class coordinator or parent coordinator.

Director--a professional who is hired by the cooperative preschool as an administrator of a cooperative program. Normally this individual is also a parent education college faculty member; conflicts may arise in regard to either role.

Parent Educator--a professional hired by the college to teach parent education courses at the affiliated parent cooperative site. Conflicts may also be resolved through college grievance procedures applicable to any faculty position. As a college faculty member, the parent educator has faculty union representation.

Preschool Staff—a professional, such as an Outdoor Curriculum Specialist, hired by the preschool to support the preschool program at the affiliated parent cooperative site. This individual is responsible to the Director of the program and the Board.

SCC Coordinator—a professional hired by Shoreline Community College to administer and oversee the parent education program in the cooperative preschool sites. This person is responsible to the Dean of the Social Sciences Division, the Vice-President of Academic Affairs, and the SCC President.

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Griever	After initial grievance conference with	Seeks final resolution by arranging joint conference with	When needed, seeks final resolution by arranging group conference with	When needed, ultimate resolution is determined by all parties to this point meeting with
Student	Student	Parent/Class Coordinator	Director or Parent Educator	Board
Student	Board	Director	SCC Coordinator	Membership*
Student	Director	Board Chair	SCC Coordinator	Membership*
Student	Parent Educator	Director	SCC Coordinator	Dean of Social Sciences
Board	Student (co-op)	Director	SCC Coordinator	Membership*
Board	Student (college)	Parent Educator	Director	SCC Coordinator
Board	Director	SCC Coordinator	N/A	Membership*
Board	SCC Coordinator	Director	Dean of Social Sciences	VP for Academic Affairs
Board	Parent Educator	Director	SCC Coordinator	Dean of Social Sciences
Preschool Staff	Student	Director	Board Chair	Board
Preschool Staff	Board	Director	Board Chair	Board
Preschool Staff	Director	Board Chair	Board	Membership*
Preschool Staff	Parent Educator	Director	Board Chair	SCC Coordinator
Parent Educator	Director	Board Chair	Board	Membership*
Parent Educator	Student (co-op)	Director	Board Chair	Board
Parent Educator	Student (college)	SCC Coordinator	Dean of Social Sciences	VP for Academic Affairs
Parent Educator	Board	Director	SCC Coordinator	Membership*
Director	Student (co-op)	Board	SCC Coordinator	Membership*
Director	Student (college)	SCC Coordinator	Dean of Social Sciences	VP for Academic Affairs
Director	Board	SCC Coordinator	Dean of Social Sciences	Membership*
Director	Dean of Social Sciences	SCC Coordinator	VP of Academic Affairs	SCC President
Director	Parent Educator	SCC Coordinator	Dean of Social Sciences	VP of Academic Affairs
SCC Coordinator	Board	Director	Dean of Social Sciences	Membership*
SCC Coordinator	Director	Board	N/A	Membership*
SCC Coordinator	Parent Educator	Dean of Social Sciences	VP of Academic Affairs	SCC President

*Resolved according to preschool by-laws

