



## WESTERN CAROLINA UNIVERSITY REQUEST FOR MEDIATION

Name: \_\_\_\_\_

Campus Address: \_\_\_\_\_

Major: \_\_\_\_\_

Phone #: \_\_\_\_\_

E-mail: \_\_\_\_\_

Best time to call: \_\_\_\_\_

*Brief description of the issue to be mediated:*

### GOT DRAMA IN YOUR LIFE?

**ARE YOU INVOLVED IN** an ongoing argument, a battle with rowdy roommates, a feud among friends, a dispute with classmates – that you would like to see resolved through the use of unbiased, neutral staff located right here on campus? If so, mediation may be the answer. Complete the request for mediation form and return to Jayne Zanglein at 202 Forsyth or call 828.227.7234.

**DO YOU WANT TO BECOME A MEDIATOR?** You can take the 21 hour mediation course for credit (LAW 285) or you can take the course for free over two weekends in the spring. Contact Jayne Zanglein at 828.227.7191 for more information.

#### PLEASE RETURN FORM TO:

**Jayne Zanglein, Mediation Grant Coordinator**  
202 Forsyth | Cullowhee, NC 28723  
jzanglein@wcu.edu | 828.227.7191

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DIVISION OF STUDENT AFFAIRS

## CAMPUS MEDIATION PROGRAM & SOCIETY





## GOT CONFLICT? GET MEDIATION!

Disputes are going to happen. Disagreements are a fact of life, and sometimes, opposing parties find it nearly impossible to reach an amicable solution – a solution that is fair, appropriate, and arrived at through diplomatic, peaceful means.

Ongoing troubles between roommates, teammates, classmates, and mates can be at the very least a distraction, and can sometimes be so burdensome as to lead to high amounts of stress, anxiety, and depression.

Here at Western Carolina, a dedicated staff of trained, talented mediators are available to students – free of charge – who can work alongside all persons involved in a dispute, with the goal of finding reasonable, realistic, positive solutions that suit the needs of everyone. And can bring your conflict to an end.

**WHAT IS MEDIATION?** Mediation provides a safe and private environment for students to resolve their differences with other members of the WCU community. During the mediation, the disputing parties meet with trained mediators who help structure the conversation so that both parties can be heard. The mediator is not a judge and cannot impose a solution on the parties. Instead, the mediator, through active listening skills and facilitative techniques, helps the parties work toward resolution. If an agreement is reached and reduced to writing, the written agreement can be enforced as a contract.

Our trained mediators help the parties seek solutions that meet the parties' respective needs. Mediation can help parties enhance their working relationships and solve their disputes at no cost. And most importantly, everything that is discussed with the mediator is completely confidential. With mediation as an option, you can rest assured that your conflict can be quickly resolved, allowing you to focus on the more important things you face as a student. To schedule mediation at no cost, or to find out if mediation is right for you, call the Campus Mediation Program at 828.227.7234. from 8:30 am until 2:30 pm daily.

## CAMPUS MEDIATION PROGRAM

**WHAT IS THE CAMPUS MEDIATION PROGRAM (CMP)?** CMP is a joint effort between the College of Business and the Department of Student Community Ethics (DSCE). Our goals are conflict resolution education, student development and retention, and behavioral change. Our case coordinator schedules mediations and coordinates mediation training. CMP was launched in April 2007, and has helped many WCU students reach mutually beneficial resolutions to their disputes. The CMP office is located at 110 E Scott Hall.

Campus Mediation is not designed to investigate alleged violations of university rules and regulations, and will not refer these types of cases to the university judicial system or other appropriate venue for sanctions. However, if the parties later breach the mediation agreement or engage in similar conduct with a different party, the complaint will be forwarded to the Department of Student Community Ethics (DSCE) for follow-up.

## CAMPUS MEDIATION SOCIETY

**WHAT IS THE CAMPUS MEDIATION SOCIETY (CMS)?** CMS is a student organization that promotes conflict resolution and mediation. CMS trains mediators through a 21-hour course approved by the state Mediation Network and provides continuing mediation education throughout the academic year. CMS also participates in national mediation and client advocacy competitions. In addition, experienced mediators co-mediate campus mediation cases and observe county criminal mediations. The CMS offers leadership opportunities to students. We meet twice a month for continuing mediation education. We also meet at local apartment complexes to offer mediation for off-campus roommate and neighbor disputes.

**DO YOU WANT TO JOIN CAMPUS MEDIATION SOCIETY?** Mediation prepares you to become a North Carolina Community Mediator and gives you skills to that can be used in everyday life, and that will be a great benefit in your career. As an added benefit, the training looks great on your resume. For more information, contact Jayne Zanglein at 828.227.7191.