



Fall 2026

Title IX Training

Informal Resolution

Facilitators

Agenda

- **Review Role and Responsibilities**
- **2020 Title IX Final Rule: Informal Resolution Process**
- **Review Documents**
- **Discuss Common Pitfalls**
- **Q&A**

How Do We Get to the Informal Resolution Process?



Anticipated Timeframe

- Collin College will endeavor to expedite all informal resolutions.
- Absent extenuating circumstances, such as a request by a law enforcement or regulatory agency for Collin College to delay its investigation, the Informal Resolution Process should be completed within a reasonably prompt time frame.
- Collin College may temporarily delay or grant a limited extension of the time frame for good cause as long as both parties are notified in writing of the delay or extension and the reason(s) for the action.
- The anticipated time frame from receipt of the formal complaint through the Informal Resolution Process, culminating with both parties signing the Informal Resolution Agreement form, is **30 College District business days**.

Receipt of Complaint

- **A signed Title IX Formal Complaint Form **must** be on file before the Informal Resolution Process can be initiated.**
 - Only the Complainant or the Title IX Coordinator, Deputy Title IX Coordinator, or designee can submit a signed Title IX Formal Complaint Form.
- **Once a signed Title IX Formal Complaint Form is received, the Title IX Coordinator, Deputy Title IX Coordinator, or designee will:**
 - Provide the parties with the required written notice of the allegation(s).
 - Meet with the parties to explain and describe the parameters of the Title IX Formal Resolution Process and Title IX Informal Resolution Process.
 - Offer supportive measures and resources to both parties.
 - Inform the parties of their right to voluntarily participate in the Informal Resolution Process, if applicable.

Voluntary Consent to Informal Resolution Process

- Title IX permits the **voluntary** use of an Informal Resolution Process after a formal complaint is filed at any time prior to a final determination being reached in the case.
- **Both** the Complainant and Respondent must provide their voluntary consent in writing to participate in the Informal Resolution Process.
 - They do this by signing the Voluntary Consent to Informal Resolution form.
- Informal Resolution is **prohibited** in any case where an employee is accused of engaging in prohibited conduct against a student.
- Collin College **will not** require the parties to waive their rights to a formal process and agree to Informal Resolution as a condition of enrollment or employment.

Withdrawal from Informal Resolution Process

- Either party is permitted to **withdraw** from the Informal Resolution Process at any time prior to a final determination being reached in the case.
 - They do this by signing the Withdrawal from Informal Resolution Process form.
- If either party withdraws from the Informal Resolution Process, the case will be moved back to the Formal Resolution Process and will pick up at the point where it left off in that process.
 - For example, if the case was at the Live Hearing stage of the Formal Resolution Process when both parties consented to initiate the Informal Resolution Process, the case will go back to the Live Hearing stage if either party subsequently chooses to withdraw from the Informal Resolution Process.

Assigning an Informal Resolution Facilitator to the Case

- Title IX Coordinators, Deputy Title IX Coordinators, Investigators, Removal Challenge Officers, Live Hearing Advisors, Live Hearing Officers, and Appeal Decision Makers cannot serve as Informal Resolution Facilitators.
- Collin College maintains a pool of trained Informal Resolution Facilitators.
- When an Informal Resolution Facilitator is needed to serve on a case, a call will be sent by the Title IX Coordinator, Deputy Title IX Coordinator, or designee to the entire pool through Collin College email.
- The Title IX Coordinator, Deputy Title IX Coordinator, or designee will assign an Informal Resolution Facilitator from the individuals who respond stating they are available.
- Please respond to **all** call to serve emails **as soon as possible**.

Informal Resolution Facilitator's Role

- The Informal Resolution Facilitator **must** be free from conflicts of interest or bias for or against the parties.
- The Informal Resolution Facilitator must conduct a **prompt, fair, impartial, unbiased, and equitable** process from the beginning of the Informal Resolution process to the submission of the final Informal Resolution Agreement.
- Through **mediation**, the Informal Resolution Facilitator will work separately with both parties to formulate terms for an agreement that are amenable to both parties.
- The Informal Resolution Facilitator **will not** conduct an investigation, gather evidence, or meet with witnesses.

Advisors' Roles During the Informal Resolution Process

- In accordance with Title IX, both parties will have **equal right** to be accompanied by an advisor of their choice (e.g., family member, friend, legal counsel) to meetings with the Informal Resolution Facilitator.
 - However, **only** the party may speak on their own behalf.
 - Collin College retains the right to limit the role of both parties' advisors in meetings with the Informal Resolution Facilitator.
 - Should a party's advisor continuously speak on the party's behalf, become combative, or otherwise disrupt the proceedings, the Informal Resolution Facilitator reserves the right to ask them to leave or to end the proceedings and reschedule for a later date.
- Collin College **will not** provide an advisor for either party during the Informal Resolution Process.

Meeting with the Parties

- The Informal Resolution Facilitator will meet **separately** with both parties and their respective advisors (if the parties elect to provide their own advisors during the Informal Resolution Process).
- It is at the discretion of the Informal Resolution Facilitator to determine whether meetings should be held in person or via Zoom or other web conferencing software approved by Collin College.
- The informal resolution facilitator will conduct as many meetings with the parties as necessary to ascertain terms for the Informal Resolution Agreement.

Contacting the Parties

- **The Informal Resolution Facilitator will contact the parties to request they schedule meetings.**
- **This communication will be made through one (1) or more of the following methods:**
 1. A written communication sent to the individual's Collin College email account;
 2. A written communication sent to the individual's personal email account, if the individual is not a Collin College student or employee and/or the individual requests that communication be sent through this method;
 3. A letter mailed to the individual's address as listed with the Student and Enrollment Services Office or Human Resources Department;
 4. A letter hand-delivered to the individual on campus by the Informal Resolution Facilitator. The Informal Resolution Facilitator will document the date, time, and place of hand-delivery; and/or
 5. A phone call to the individual's number as listed with the Student and Enrollment Services Office, Human Resources Department, or provided to the Informal Resolution Facilitator.

Contacting the Parties (Cont.)

- If a party does not respond to the Informal Resolution Facilitator's communication within 10 College District business days, the Informal Resolution Facilitator will attempt to contact the individual one (1) more time through at least one (1) of the methods listed on the previous slide.
- If a party does not respond to this second communication within 10 College District business days, the Informal Resolution Facilitator will notify the appropriate Title IX Coordinator, Deputy Title IX Coordinator, or designee that the party is not responding.
- The appropriate Title IX Coordinator, Deputy Title IX Coordinator, or designee will then re-evaluate the matter and determine whether to initiate the Title IX Formal Resolution Process or refer the matter to another Collin College process for appropriate resolution.

Meeting with the Parties (Cont.)

- **During the meetings, the Informal Resolution Facilitator will:**
 - Ensure the parties understand the Title IX complaint and Informal Resolution process.
 - Remind the parties that an informal resolution is permissible if both parties choose to participate in and willingly consent to this type of resolution in writing.
 - Remind the parties that either party is permitted to withdraw from the Informal Resolution Process and resume the Formal Resolution Process at any time prior to a final determination being reached in the case.
 - Ascertain the parameters for the Informal Resolution Agreement.

Meeting with the Parties (Cont.)

- **The Informal Resolution Facilitator *should*:**
 1. Make sure both parties understand the parameters of the Informal Resolution Process and that it will not be punitive or result in a disciplinary sanction.
 2. Listen to the needs and requests of both parties.
 3. Offer suggestions for resolution terms that may be beneficial and agreeable to both parties.
 4. Begin thinking about the terms of the Informal Resolution Agreement.
 5. Refer the parties to appropriate on- and off-campus resources (e.g., Counseling Services, Employee Assistance Program, TimelyCare), if needed.
- **The Informal Resolution Facilitator *should not*:**
 1. Come into the meeting with the terms of the Informal Resolution Agreement already set.
 2. Force either party to agree to terms with which they are uncomfortable or disagree.
 3. Guarantee resolution terms that may not be feasible.

Potential Informal Resolution Agreement Terms

- **Potential terms the Informal Resolution Facilitator can offer to a [student](#) include, but are not limited to:**

1. Campus Change
2. Class Schedule Change
3. Drop a Course Without an Academic Penalty
4. Increased Security and Staff Monitoring of Certain Areas of the Campus
5. Information Regarding and Referrals to the Appropriate Agency for a No-Contact Order, Order of Protection, Restraining Order, or Similar Lawful Order through a Civil, Criminal, or Tribal Court
6. Late Withdrawal from a Course
7. No-Contact Directive Issued by Collin College
8. Referral to Appropriate Medical Facility
9. Referral to Appropriate Off-Campus Resources
10. Referral to Collin College Police Department and/or Local Law Enforcement Agency
11. Referral to Counseling Services and/or TimelyCare
12. Specific Educational Programming for an Individual or Group
13. Student Employment Assignment Change
14. Student Housing Change (If Residing in Collin College Student Housing)

Potential Informal Resolution Agreement Terms (Cont.)

- Potential terms the Informal Resolution Facilitator can offer to an **employee** include, but are not limited to:

1. Increased Security and Staff Monitoring of Certain Areas of the Campus
2. Information Regarding and Referrals to the Appropriate Agency for a No-Contact Order, Order of Protection, Restraining Order, or Similar Lawful Order through a Civil, Criminal, or Tribal Court
3. No-Contact Directive Issued by Collin College
4. Referral to Appropriate Medical Facility
5. Referral to Appropriate Off-Campus Resources
6. Referral to Collin College Police Department and/or Local Law Enforcement Agency
7. Referral to Employee Assistance Program (EAP) and/or TimelyCare
8. Specific Educational Programming for an Individual or Group
9. Work Schedule Reassignment

Informal Resolution Agreement

- After meeting with both parties and their respective advisors (if the parties elect to provide their own advisors during the Informal Resolution Process), the Informal Resolution Facilitator will complete the Informal Resolution Agreement form
- The Informal Resolution Facilitator will present the Informal Resolution Agreement form to both parties and clearly explain the informal resolution terms.
- The Informal Resolution Facilitator will notify both parties and their respective advisors (if the parties elect to provide their own advisors during the Informal Resolution Process) **simultaneously** in writing of the completed Informal Resolution Agreement form.
- The parties will be allowed **10 College District business days** to review and respond to the document prior to finalizing it.

Calculating “College District Business Days”

- **College District business days exclude:**
 1. Weekends (i.e., Saturdays and Sundays)
 2. National holidays recognized by Collin College
 3. College District closures
- **Do not count the day you send the documents.**
- **Examples:**
 1. If you send the documents on **Monday, October 5, 2026**, the parties will have until **4:30 p.m. on Monday, October 19, 2026**, to sign the Informal Resolution Agreement.
 2. If you send the documents on **Tuesday, December 22, 2026**, the parties will have until **4:30 p.m. on Thursday, January 14, 2027**, to sign the Informal Resolution Agreement due to the Winter Break.

Informal Resolution Agreement (Cont.)

- Any edits made to the Informal Resolution Agreement form by either party and/or the Informal Resolution Facilitator will be **simultaneously** sent in writing to both parties and their respective advisors (if the parties elect to provide their own advisors during the Informal Resolution Process).
- If, after 10 College District business days, both parties agree to the informal resolution terms, including any edits made by either party and/or the Informal Resolution Facilitator during the review period, they will sign the final Informal Resolution Agreement form.
- The Informal Resolution Facilitator will provide both parties and their respective advisors (if the parties elect to provide their own advisors during the Informal Resolution Process) with **an electronic or hard copy** of the signed Informal Resolution Agreement form.
- Once the final Informal Resolution Agreement form is signed by both parties, the matter will be **closed**, the informal resolution will be **non-appealable**, and the Formal Resolution Process will not be re-initiated.

Informal Resolution Agreement (Cont.)

- If, after 10 College District business days, either party does not sign the final Informal Resolution Agreement form, the Formal Resolution Process will resume at the point where it was stopped when both parties agreed to pursue the Informal Resolution Process and signed the Voluntary Consent to Informal Resolution form.
 - The Informal Resolution Facilitator will notify both parties and their respective advisors (if the parties elect to provide their own advisors during the Informal Resolution Process) **simultaneously** in writing that the Informal Resolution Agreement form was not signed.
 - The appropriate Title IX Coordinator, Deputy Title IX Coordinator, or designee will contact both parties to **re-initiate** the Formal Resolution Process.
- The Informal Resolution Facilitator's obligation ends once the final Informal Resolution Agreement form is signed or the Formal Resolution Process is re-initiated.

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