

**MONITORING REPORT FOR EL-2 Treatment of Community Members and Students**

**Board Policy is indicated in bold typeface throughout.**

I present this monitoring report to the Columbia Basin College Board of Trustees that addresses the Board's Executive Limitations Policy: "EL-2 Treatment of Community Members and Students." I certify that the information contained herein is true and represents compliance, within a reasonable interpretation of the established policy, unless specifically stated otherwise below.



Rebekah S. Woods, J.D., Ph.D.  
President, Columbia Basin College

October 2, 2023

Date

**POLICY STATEMENT: With respect to staff interaction with community members and students or those applying to be students, the President shall set and maintain organizational expectations and norms that ensure their safe treatment, respect, dignity, confidentiality and privacy. Accordingly, the President shall not:**

- 1. Use application forms or procedures that elicit unnecessary information or violates confidentiality and privacy.**

INTERPRETATION: I interpret this to mean that the College will use the SBCTC system-approved admissions application. All CBC-specific applications and forms will only ask for information that is needed. Access to the information will be limited to those employees that need access to complete their job responsibilities.

Compliance will be demonstrated when the College uses SBCTC system-approved admission application and all other CBC-specific applications and forms only ask for information needed. Access to the information is then limited to only those employees who need to know to complete their job responsibilities.

EVIDENCE: Access to the SBCTC admissions application and all CBC-specific applications and forms are available within Student Services. Employees are granted access within the SBCTC ctcLink system after approval is received from the Registrar's Office, based on their job description and the access needed to perform their job responsibilities.

**2. Use methods of collecting, reviewing, transmitting or storing client information that fail to protect against improper access to the information elicited.**

INTERPRETATION: I interpret this to mean that the College will have policies and procedures in place that protect the confidentiality of records and data.

Compliance will be demonstrated by the College having policies, procedures, and training in place that protect the confidentiality of records and data, these policies are reviewed on a regular basis, and appropriate action is taken in response to any substantiated violations.

EVIDENCE: The College has several policies and procedures in place to protect the confidentiality of records and data including -

- a) Identity Theft Prevention Policy,
- b) Records Management – Records Retention and Disposition Policy, and
- c) Data Governance Policy.

The College also has FERPA (Family Educational Rights and Privacy Act) information and training that is required of all employees prior to receiving electronic access to student records within the Student Management System. All policies are reviewed on a regular cycle and no violations of these policies have been substantiated.

**3. Fail to inform the community members and students about what may be expected and what may not be expected from the service offered.**

INTERPRETATION: I interpret this to mean that information is clearly communicated to students and community members through multiple methods regarding the services available and the applicable details regarding those services.

Compliance will be demonstrated when the College communicates to students and community members through multiple methods regarding the services available and the applicable details regarding those services.

EVIDENCE: The College website, student catalog, student viewbook, and various other publications articulate the various services available. Many include a Frequently Asked Questions section as well as contact information for those who need additional information regarding each service. Prospective and current students also receive information directly from various employees at formal events such as on-campus recruitment visits, First Year Information (FYI) for new students, individual meetings with Hawk Central Specialists, Completion Coaches and Counselors, and more.

**4. Withhold a grievance process from students who believe that they have not been accorded a reasonable interpretation of rights established pursuant to this Policy.**

INTERPRETATION: I interpret this to mean that the College will have documented complaint and appeal procedures available and communicated to students.

Compliance will be demonstrated when the College has documented complaint and appeal procedures available and communicated to students through a variety of methods.

EVIDENCE: The College has a documented Student Complaint process available for students to express dissatisfaction with the performance or action of an employee plus several other processes available including appeals from student conduct decisions, grade appeals, discrimination or harassment complaints based on protected class status, appeals for parking citations, and debt review appeals. These are communicated to students through a variety of methods including the website, college catalog, and through in-person communication directly from various employees at formal events such as on-campus recruitment visits, First Year Information (FYI) for new students, individual meetings with Hawk Central Specialists, Completion Coaches and Counselors, and more.

**5. Operate without written procedures which clarify the rules for students.**

INTERPRETATION: I interpret this to mean that information is clearly communicated to students through multiple methods regarding College rules including applicable written procedures and forms.

Compliance will be demonstrated when the College communicates to students through multiple methods regarding College rules and any applicable procedures and forms.

EVIDENCE: The College website, student catalog, course syllabi, student rights and responsibilities and various other publications articulate the various College rules and applicable procedures and forms.

**6. Make false claims or withhold required information about any programs, services, or cost of attendance.**

INTERPRETATION: I interpret this to mean that information about programs, services, and cost of attendance is accurately communicated to community members, students, and other stakeholders through multiple methods.

Compliance will be demonstrated when the College communicates accurate information about programs, services, and cost of attendance through multiple methods to community members, students and other stakeholders.

EVIDENCE: The College website, student catalog, program brochures and various other publications, as well as in-person communication directly from various employees at formal events such as on-campus recruitment visits, First Year Information (FYI) for new students, individual meetings with Hawk Central Specialists, Completion Coaches and Counselors, and

more, communicates accurate information about programs, services, and cost of attendance to community members, students and other stakeholders.