



**POLICY TYPE: EXECUTIVE LIMITATIONS EL-2**

***POLICY TITLE: TREATMENT OF COMMUNITY MEMBERS AND STUDENTS***

With respect to staff interaction with community members and students or those applying to be students, the President shall not fail to 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.
2. Use methods of collecting, reviewing, transmitting or storing client information that fail to protect against improper access to the information elicited.
3. Fail to inform the community members and students about what may be expected and what may not be expected from the service offered.
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.
5. Operate without written procedures which clarify the rules for students.
6. Make false claims or withhold required information about any programs, services, or cost of attendance.