

**Jackson College
Board of Trustees**

**MONITORING REPORT FOR EL – 01 TREATMENT OF STUDENTS
DATE: 10/12/2020**

Board Policy is indicated in bold typeface throughout.

I hereby present this monitoring report regarding your Executive Limitations Policy: “Treatment of Students”, according to the schedule previously defined. I certify that the information contained in herein is true and represents compliance with a reasonable interpretation of the policy, unless specifically stated otherwise. Interpretations are unchanged from the previous report, unless otherwise noted.



10/12/20

Daniel J. Phelan, Ph.D.
President and CEO

Date

POLICY STATEMENT: The President shall not cause or allow conditions, procedures or decisions related to the treatment of students that are unsafe, unfair, disrespectful, or unnecessarily intrusive.

INTERPRETATION:

I declare full compliance with this policy statement unless specified within the following report.

Further, without limiting the scope of the above statement by the following list, the President shall not:

- 1. Permit students and others who use College property to be without reasonable protections against hazards or conditions that might threaten their health, safety or well-being.**

INTERPRETATION:

Compliance will be demonstrated when:

- a) There are operational policies in place to protect students from any conditions that might threaten their health, safety or well-being, all of which are accessible on the College’s web page, which are reviewed every two years to ensure relevancy and currency. Specifically, these policies are:
 - a. Tobacco Free Environment 1715.
 - b. Threats and Violence 2609.
 - c. Student Rights, Responsibilities and Code of Conduct 2701.

- b) Safety Data Sheets (SDS) are maintained and accessible to employees and students in compliance with OSHA standard 1910.1200(b)(4)(ii) *College maintains copies of any SDS that are received with incoming shipments of the sealed containers of hazardous chemicals, The College obtains a safety data sheet as soon as possible for sealed containers of hazardous chemicals received without a SDS. The College shall ensure that the safety data sheets are readily accessible during each work shift to employees when they are in their work area(s)*".
- c) There is a current plan in place for snow accumulation and ice removal.
- d) A current emergency reference guide is available on-line and new Emergency Posters have been installed on hallway walls throughout all College buildings. The guide content and placement of the guide is consistent with advice from local police and fire departments.
- e) A Drug Free Schools and Campus Plan, which is reviewed every two years and complies with the Drug Free Schools and Campuses Regulation (EDGAR Part 86), is accessible on the website. Additionally, Institutions of Higher Education (IHEs) receiving Federal funds or financial assistance are required to maintain programs which prevent the unlawful possession, use, or distribution of illicit drugs and alcohol by students and employees.
- f) A Campus Security Report is published annually and presents statistics for crimes reported to the Office of Campus Safety and Security during the last three years. This meets the requirement of Clery Act that colleges and universities publish a Campus Crime Annual Report.
- g) A pandemic plan is current and accessible on the College's website together with the most up to date information on COVID-19 for students and employees. All pandemic related efforts, including prototyping and reintroduction of College activities are reviewed by the College's Reintegration Task Force (RTF), and subsequently by the College's Leadership Council.
- h) Students and employees have easy access system which communicates campus closings and cancellations due to weather or other emergency situations and are aware of how to access the system.
- i) Annual elevator inspections, boiler inspections and fire system inspections are completed.
- j) Mental and physical health services, through Family Services & Children's Aid, and Henry Ford Allegiance Health respectively, provide related services for all students and employees.

This interpretation is reasonable because it ensures compliance with some key legal requirements to ensure the safety of all who are on campus.

EVIDENCE:

- a) The Chief of Staff confirmed on 9/30/20 that the following policies are accessible online and have been reviewed in the last two years:

- a. [Tobacco Free Environment 1715](#) - last approved on 9/24/20.
 - b. [Threats and Violence 2609](#) – last approved on 10/1/2020
 - c. [Student Rights, Responsibilities and Code of Conduct 2701](#) – last reviewed and approved by the Leadership Council on 7/10/19.
- b) The Vice President for Facilities and Information Technology confirmed on 9/30/20 that the [Safety Data Sheets](#) are current for all cleaning chemicals on Central Campus and accessible on the Jackson College website.
 - c) The Vice President of Facilities confirmed on 9/30/20 that the operational plans are current to take care of snow accumulation and ice removal, which has been modified over prior years, due to a reduced college operation schedule, due to COVID. This is an internal operational plan that is not posted online.
 - d) The Safety and Security Manager confirmed on 10/2/2020 that the [emergency reference guide](#) is available online.
 - e) The Safety and Security Manager confirmed on 10/2/2020 confirmed that the [Drug and Alcohol Abuse and Prevention Program \(DAAPP\)](#) is accessible online. The document was last updated in 2018 which is within the two year review period.
 - f) The Safety and Security Manager confirmed on 10/2/2020 that the [2020 Campus Crime and Fire Report](#) is available online and contains statistics for 2017 to 2019.
 - g) The Sr. Vice President/Chief Operating Officer confirmed on 9/30/2020 that the College's [Pandemic Plan](#) is located online and that the [COVID-19](#) information was current as of 9/15/2020.
 - h) The Safety and Security Manager confirmed on 9/30/20 that the College still uses the Nixle alert system which students and employees can sign up for [online](#). Information on Nixle signup is provided during the mandatory new employee orientation. Communication regarding emergencies is also sent via email and the College has a software called Alertus, which has the ability to take over College owned devices with pop up messaging.
 - i) The Vice President of Facilities and Information Technology and Safety and Security Manager confirmed on 9/30/20 and 10/2/2020 respectively that these inspections are up to date. Documentation of inspections for elevator and boiler inspections are stored as hard copy files with the Vice President of Facilities and Information Technology and the Fire Safety inspection reports are stored in the Safety and Security Manager's office.
 - j) Annual contracts are issued and are on file with the Senior Vice President that define provisions for the College's [Oasis Center](#), which provides mental health services to students and employees, as well as for the College's [Health Clinic](#), which provides medical care and evaluation to students and employees.

1.1. Allow students to be without current, enforced policies that minimize the potential for exposure to harassment, provide remedy for harassment situations, and provide methods for dealing with individuals who harass.

INTERPRETATION:

Compliance will be demonstrated when:

- a) The College has a Sexual Discrimination/Harassment Policy which is accessible to students and employees that is reviewed every two years, including legal review.
- b) An Incident Reporting Form and anonymous tip line are available to students to report issues of harassment and is easily accessible.
- c) The College has identified a full-time Compliance Officer who also assumes responsibilities of Title IX Coordinator and their contact information is easily accessible to students.
- d) Initial information is gathered in response to any incident report or anonymous tip of harassment and when warranted, the Title IX Officer works with the College investigator and the College attorney until there is a resolution.
- e) Results of all sexual discrimination and harassment investigations are retained by Human Resources.
- f) The annual federal filing of the Clery Act report includes a report of all harassment incidents.
- g) All employees complete the required periodic training on recognizing harassment.
- h) New employees review all College policies which includes the Sexual Discrimination/Harassment Policy.

The interpretation is reasonable because it includes all elements required for compliance with legal requirements required by the Clery Act and it is consistent with College's zero tolerance focus.

EVIDENCE:

- a) The Sr. Vice President/Chief Operating Officer confirmed on 9/30/20 that the [Sexual Discrimination/Harassment Policy 1717](#) was last reviewed on 8/12/20 and is accessible on the website.
- b) The Sr. Vice President/Chief Operating Officer confirmed on 9/30/20 that as described within [policy 1717](#) the following reporting methods are available online for students and employees
 - a. The Sr. Vice President/Chief Operating Officer confirmed on 9/30/20 that [An incident reporting form is online](#).
 - b. The Sr. Vice President/Chief Operating Officer confirmed on 9/30/20 that information on how to submit an anonymous tip using an [online tip](#) form online or via a [text message](#) are available online.
- c) The President designated the Sr. Vice President as the Title IX Coordinator. All related contact information is [readily available online](#). This was confirmed by the Chief of Staff on 9/30/20.
- d) A clear [Title IX Investigation Process](#) is up to date and accessible online. This was verified by the Chief of Staff on 9/30/20

- e) The Sr. Vice President/Chief Operating Officer confirmed on 10/2/20 that there were 0 investigations conducted in the monitoring period related to sexual discrimination or harassment, so no investigations for the current monitoring period are on file.
- f) The Safety and Security Manager confirmed on October 2, 2020 that the Clery Act report which was filed on October 2, 2020 included a report of all incidents reported and investigated in this monitoring period.
- g) The Sr. Vice President/Chief Operating Officer confirmed on 10/2/2020 that out of 299 permanent full and part time employees, 169 have completed mandatory training. Employees have until October 31, 2020 to complete the training. Effective 2020, this is now a mandatory annual training for all employees. Partial compliance is being reported given the timing of this training. For the 2021 report, data for the 2020 training will be used.
- h) The Sr. Vice President/Chief Operating Officer confirmed on October 2, 2020 that 16 employees who are new to the College during this monitoring period signed off on a document stating *"I acknowledge that I have read and understand the Jackson College Administrative Policies and related materials which are available on the JC Policy web page. I understand that I am required to abide by college policies as a condition of employment. I am also aware that new policies may be added and that existing policies may be revised, amended or deleted at the discretion of the College and that it is my responsibility to periodically review the manual and policies for updates."*

2. Deliver programs in a manner that is insensitive to students' culture.

INTEPRETATION

Compliance will be demonstrated when:

- a) The College delivers or makes available equity training, cultural training and ongoing professional development to all employees.
- b) The Chief Diversity Officer ensures the curriculum is unbiased, is inclusive, and creates a sense of belonging.
- c) The College works with focus groups of students and staff, Affinity Group Representatives of various populations to increase understanding and connection with the respective local communities. This helps the College to better serve these diverse populations, and encourages a more welcoming institution. These affinity groups include African American, LatinX, Asian/Pacific Islander, Pakistani and East Indian. Additional groups to be added will LGBTQI+, Faith Based and Foster Care are in progress of starting up.

The interpretation is reasonable because the processes reflects of best practices and current thinking and research.

EVIDENCE:

- a) The Chief Diversity Officer confirmed that on 5/18/20 Dr. Frank Harris from San Diego State University presented diversity and equity training to all employees during the College's Spring 2020 Convocation.
- b) The Chief Diversity Officer confirmed that he has been added to the Curriculum meeting membership beginning in September 2020. He also confirmed that the Foundation Studies Committee is being changed to the Committee on Equity and Completion, and will focus on equity within the curriculum, pedagogy and diversity of those teaching. This is still in progress work, so I am reporting partial compliance on this item.
- c) The following affinity groups were held on their respective dates:
 - May 14, 2019 Asian Pacific Islander Affinity Group
 - Nov 21, 2019 Hispanic Affinity Group
 - April 23, 2020 Hispanic Affinity Group
 - April 16, 2020 African American Affinity Group
 - May 21, 2020 Pakistani/Indian Affinity Group
 - June 25, 2020 African American Affinity Group
 - June 18, 2020 Student Focus Group

3. Permit violation of student confidentiality and privacy, except where specific disclosure is required by legislation or regulation.

INTEPRETATION

Compliance will be demonstrated when:

- a) A policy is in place and current (reviewed every two years) that demonstrates the college is in compliance with the Family Educational Rights and Privacy Act (FERPA).
- b) Training is mandatory for all new employees and ongoing training is available for all employees.

The interpretation is reasonable because it ensures compliance with legal requirements and is a required training for new employees.

EVIDENCE

- a) On 10/2/20 the Chief of Staff confirmed that the [Access to Student Information policy](#) is current and accessible online. The date of last review was 12/12/2018.
- b) All 16 new employees in the current monitoring period completed FERPA training within their first 14 days of employment. Each year during the fall faculty learning days, the Registrar provides training for faculty on FERPA. In 2019, this date was 8/28/2019.

3.1. Use forms or procedures that elicit information for which there is no clear necessity.

INTERPRETATION

Compliance will be demonstrated when:

- a) No requests for data/information are approved without having a necessary reason to do so as outline in policy 2801 Access to Student Information policy.
- b) Internal forms that undergo content change are reviewed by respective committees.

The interpretation is reasonable because it ensures compliance with the Colleges policy, which meets legal requirements.

EVIDENCE

- a) On 10/6/2020, the Chief of Staff confirmed that any requests being made are checked against policy 2801 Access to Student Information policy.
- b) Minutes are kept for all integrity committees as a check and balance for action taken.

3.2. Use methods of collecting, reviewing, storing or transmitting student information that inadequately protects against improper access to personal information.

INTERPRETATION

Compliance will be demonstrated when:

- a) Student information is collected, stored and transmitted using methods that are consistent with FERPA standards for protecting against improper access. These practices are defined through policy 1614 Information Security.
- b) An annual external Information Technology Security audit is conducted every year.

The interpretation is reasonable because these standards are aligned with FERPA standards and that external audit provides transparency and helps systematically review the colleges policies and practices to identify any potential security issues.

EVIDENCE:

- a) The College's policy Information Security is current and available [online](#). This policy provides detailed procedures and processes that are meant to protect College data that is generated, accessed, transmitted and stored by the college. The College has implemented the use of IronBox which allows the college to send and receive sensitive data securely.
- b) On 10/2/2020 the Chief of Staff and the College's Chief Financial Officer both confirmed with the College's Internal Auditor that the annual external Information

Technology Security audit for 2020 was completed. This practice has been in place since 2017.

4. Permit admission, registration, evaluation, or recognition processes that treat students unfairly.

INTERPRETATION

Compliance will be demonstrated when:

- a) There is an academic complaint process for incidents where students feel they have been unfairly graded with successive levels of complaint.
- b) The College offers a wide variety of recognition methods which celebrate our students' differences. These include the Kente Celebration, Ready Set Jet ceremony, academic achievement celebration, Phi Theta Kappa honors, outstanding student award, student excellence awards, and academic and athletics scholarships.

The interpretation is reasonable because it identifies intentional actions which are consistent with the philosophical foundation in College's Equity statement.

EVIDENCE:

- a) On 10/2/2020 the Chief of Staff confirmed that an [Academic Complaint process](#) is in place and that the process is clearly outlined online for students.
- b) On 10/2/2020 the Chief of Staff confirmed with the Chief Diversity Officer and Vice President of Academics and Student Services that the above-mentioned recognition methods are still active.

5. Permit unfair, inconsistent or untimely handling of student complaints.

INTERPRETATION

Compliance will be demonstrated when

- a) A timeline that is prescribed for [non-academic](#) and [financial aid](#) appeals is in place and these timelines are included in the respective forms.
- b) Regarding academic complaints, the faculty follow a process that is outlined [online](#).

The interpretation is reasonable because timelines are provided for students.

EVIDENCE:

- a) On 10/6/2020 the Chief of Staff confirmed that timelines are still included on [non-academic](#) and [financial aid](#) appeals.
- b) On 10/6/2020 the Chief of Staff confirmed that the Academic Complaint process is [online](#) and includes timelines.

5.1. Permit students to be without a process for registering a complaint or concern, including an appeal process, or to be uninformed of the process.

INTERPRETATION

Compliance will be demonstrated when:

- a) College employs a fulltime Ombudsman whose identity and contact information are on the website and accessible by students.
- b) Academic Complaint, Financial Aid Appeal and Non-Academic Appeal forms are accessible online with timelines
- c) Student Appeals policy and processes are reviewed every two years.

The interpretation is reasonable because the practices and policies have been developed over time with experience and with reference to practices by other Colleges and are subject to a third-party audit that verifies their appropriateness.

EVIDENCE:

- a) On 10/2/2020 the Chief of Staff confirmed that a fulltime Ombudsman is employed and that her contact information is [online](#) and easily accessed.
- b) On 10/2/2020 the Chief of Staff confirmed that all the Academic Complain, Financial Aid Appeal and Non-Academic Appeal [forms](#) are on the Ombudsman's webpage and that they all provide the student with a timeline.
- c) On 10/2/2020 the Chief of Staff confirmed that the [Student Appeals policy](#) is online and has been reviewed within the last two years.

6. Permit students to be uninformed of student rights and responsibilities, including expectations for student behavior, and the consequences of failure to adhere to the expectations.

INTERPRETATION

Compliance will be demonstrated when:

- a) The Student Rights, Responsibilities and Code of Conduct Policy is accessible on website and reviewed every year.
- b) There is standardized communication to new students regarding the Student Rights, Responsibilities and Code of Conduct Policy

The interpretation is reasonable because it is based on best practices used by other institutions.

EVIDENCE:

- a) The Chief of Staff confirmed on 10/2/2020 that Policy 2701 Student Rights, Responsibilities and Code of Conduct is posted on the website. <https://www.jccmi.edu/wp-content/uploads/2701.pdf> is current and has been reviewed within two years. The last date of review is 7/10/2019.

- b) At the time of acceptance, new students receive a link to the Student Rights, Responsibilities and Code of Conduct Policy.

7. Retaliate against any student for non-disruptive expression of dissent.

INTERPRETATION

Compliance will be demonstrated when:

- a) The college has a Demonstrations Policy in place and up to date that protects student free expression.

The interpretation is reasonable because it is consistent with federal law and interpreted by legal counsel as a practical application

EVIDENCE:

- a) On 10/6/2020, the Chief of Staff confirmed that [Policy 2612 Demonstrations is current and accessible online](#). This policy was last reviewed on 2/6/2019.

8. Permit decisions affecting students to be taken without appropriate notification to students.

INTERPRETATION

Compliance will be demonstrated when:

- a) The College maintains Student Consumer Information as required by the Higher Education Opportunity Act of 2008 and notifies students three times per academic year that this information is available.
- b) The College maintains a Transparency Reporting Web page as required by the State of Michigan Public Act 62 of 2013.
- c) The College maintains multiple methods of communication to include a weekly announcement sent out to students and social media sites.

The interpretation is reasonable because it ensures the College meets state and national requirements and that communication methods are in place for notifying students.

EVIDENCE:

- a) On 10/6/2020 the Chief of Staff verified that the [Student Consumer Information](#) page is active and up to date.
- b) On 10/6/2020 the Chief of Staff verified that the [Transparency Reporting Web page](#) is active and up to date.
- c) On 10/6/2020 the Chief of Staff verified with the Director of Marketing that weekly announcements are sent to all enrolled students. Also verified is that the College has active social media accounts with Facebook, Twitter, YouTube, Instagram and Shapchat.