

Mohave Community College

Student Bill of Rights

Principle Number One

Students will be given courteous and concerned attention to their needs and values.

Principle Number Two

Students will come before personal goals because students really are our most important customers.

Principle Number Three

The processes, rules and regulations of the college will be created or changed to assure that students are kept at the center of the institution.

Principle Number Four

Students can expect honest communication and will not be patronized.

Principle Number Five

Students will never be an inconvenience.

Principle Number Six

Students can expect a proper match between the product and the customer i.e., courses, the college and the student.

Principle Number Seven

Students deserve an environment that is neat, bright, welcoming and safe.

Principle Number Eight

Students are more than customers. They are professional clients.

Principle Number Nine

Students are not always right; but they are always treated right.

Principle Number Ten

Satisfaction is not enough and never the goal.

Principle Number Eleven

The college will not cheapen its education product or integrity by pandering. No easy grades.

Principle Number Twelve

The students' right to positive customer service will be paramount when staffing decisions are made at the college.