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.