

In all matters dealing with students, the college shall be guided by the principles contained in the Student Bill of Rights adopted by the Board in 2005.

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.

The Student Bill of Rights document shall be posted in appropriate facilities on each campus or outreach center of the college.

Date of Adoption: Manual Adoption: July 2008

References: