

# 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.