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.

Adopted by the MCC Board of Governors October 12, 2004
Inspired by Neal Raisman, Ph.D., LRPPublications - Horsham, Penn.