



Jackson College Board of Trustees

Monitoring Report: EL – 01 Treatment of Learners

[FULL COMPLIANCE]

Note: Board Policy is indicated in bold typeface throughout the report.

I present this monitoring report to the Jackson College Board of Trustees which addresses the Board's Policy EL-01: "Treatment of Learners". I certify that the information contained herein is true and represents compliance, within a reasonable interpretation of the established policy, unless specifically stated otherwise below. Please note that all of my interpretations of the policy remain unchanged from the previous report, unless otherwise noted.

10.14.24

Daniel J. Phelan, Ph.D.
President and CEO

Date

POLICY STATEMENT: The CEO shall not cause or allow conditions, procedures or decisions related to the treatment of learners that are unsafe, inequitable, disrespectful, or unnecessarily intrusive.

Further, without limiting the scope of the above statement by the following list, the CEO shall not:

- 1. Permit learners and others who use College property and equipment to be without proper training and reasonable protections against hazards or conditions that might threaten their health, safety or well-being.**

INTERPRETATION:

Compliance will be demonstrated when:

- a) There are operational policies and practices in place to protect learners from any conditions that might threaten their health, safety or well-being, all of which are accessible on the College's web page, which are reviewed every two years to ensure relevancy and currency.
- b) Safety Data Sheets (SDS) are maintained and accessible upon request to employees and learners in compliance with OSHA standard 1910.1200(b)(4)(ii).
- c) There is a current plan in place for snow and ice removal.

- d) A current emergency reference guide is available on-line and new Emergency Posters have been installed on hallway walls throughout all College buildings. The guide content and placement of the guide is consistent with advice from local police and fire departments.
- e) A Drug Free Schools and Campus Plan, which is reviewed every two years and complies with the Drug Free Schools and Campuses Regulation (EDGAR Part 86), is accessible on the website.
- f) A Campus Security Report is published annually and presents statistics for crimes reported to the Office of Campus Safety and Security during the last three years.
- g) A pandemic plan is current, accessible, and on the College's website, together with the most up to date information on COVID-19 for learners and employees.
- h) Learners and employees have reasonably understandable access to a communications system which informs of campus closings and cancellations due to weather or other emergency situations.
- i) Annual elevator inspections, boiler inspections and quarterly fire system inspections are completed.
- j) The College provides campus-based mental, physical, and dental health services for all learners and employees.

This interpretation is reasonable because it ensures compliance with nationally accepted principles for safety and security for institutions of higher education.

EVIDENCE:

- a) The Operations Coordinator confirmed on 10.02.24 that the following policies are accessible online and have been reviewed in the last two years:
 - i. [Tobacco Free Environment 1715](#) - last approved on 06.25.24.
 - ii. [Threats and Violence 2609](#) – last approved on 06.25.24
 - iii. [Student Rights, Responsibilities and Code of Conduct 2701](#) – last approved on 02.07.24.
- b) The Chief Facilities and Logistics Officer confirmed on 10.02.24 that the [Safety Data Sheets](#) are current for all cleaning chemicals on Central Campus and accessible on the Jackson College website.
- c) The Chief Facilities and Logistics Officer confirmed on 10.02.24 that the operational plans are current to take care of snow and ice removal. This is an internal operational plan that is not posted online.
- d) The Operations Coordinator confirmed on 10.02.24 that the [emergency reference guide](#) is available online.
- e) The Operations Coordinator confirmed on 10.02.24 that the [Drug and Alcohol Abuse and Prevention Program \(DAAPP\)](#) is accessible online. The document was updated on August 31, 2024.
- f) The Operations Coordinator confirmed on 10.02.24 that the 2024 [Campus Crime and Fire Report](#) is available online and contains statistics for 2021 to 2023.

- g) The Chief Operations Officer confirmed on 10.02.24 that a pandemic plan is in place and can be reinstated in the event of an emergency.
- h) The Operations Coordinator confirmed on 10.02.24 that the College uses the Nixle alert system which students and employees can sign up for [online](#). Information on Nixle signup is provided during the mandatory new employee orientation, with additional reminders provided throughout the year. Communication regarding emergencies is also sent via email. Additionally, the College is launching a new notification service, LiveSafe, in October 2024 as our primary system for distributing emergency notifications.
- i) The Chief Facilities and Logistics Officer confirmed on 10.02.24 that inspections are up to date. Documentation of inspections for elevator and boiler inspections and the Fire Safety & Extinguisher inspection reports are current and are stored with the Chief Campus Operations Officer and/or his staff.
- j) The Chief Operating Officer confirmed on 10.02.24 that annual contracts are on file with the Chief Operating Officer that define provisions for the College's Oasis Center which provides mental health services to learners and employees, as well as for the College's Health Clinic, which provides medical care and evaluation to students and employees.

1.1. Allow learners to be without current, enforced policies that minimize the potential for exposure to harassment, provide remedy for harassment situations, and provide methods for dealing with individuals who harass.

INTERPRETATION:

Compliance will be demonstrated when:

- a) The College has a current Sexual Discrimination/Harassment Policy which is accessible to learners and employees.
- b) An easily accessible Incident Reporting Form and anonymous tip line, independent of the College, is available to learners to report issues of harassment.
- c) The College has identified a full-time Compliance Officer who also assumes responsibilities of Title IX Coordinator. Their contact information is easily accessible to learners.
- d) Initial information is gathered in response to any incident report or anonymous tip of harassment and when warranted, the Title IX Officer works with the College investigator and the College attorney until there is a resolution.
- e) Results of all sexual discrimination and harassment investigations are retained by Human Resources.
- f) The College annually files the Clery Act report.
- g) All employees complete the required periodic training on recognizing harassment.
- h) New employees review all College policies which includes the Sexual Discrimination/Harassment Policy.

The interpretation is reasonable because it includes all elements required for compliance with legal requirements related to the Clery Act, and it is consistent with the College's Zero Tolerance policy.

EVIDENCE:

- a) The Chief Operating Officer confirmed on 10.02.24 that the [Sexual Harassment Policy 1717](#) was last reviewed on 2/9/24 and is accessible on the website.
- b) The Chief Operating Officer confirmed on 10.02.24 that as described within [policy 1717](#) the following reporting methods are available online for students and employees
 - i. An [incident reporting form](#) is available and located online.
 - ii. Information on how to submit an anonymous tip using an [online tip form](#) online or [via a text message](#) are available online.
- c) The CEO designated the Chief Operating Officer as the Title IX Coordinator. All related contact information is [readily available online](#). This was confirmed by the Operations Coordinator on 10.02.24.
- d) A clear [Title IX Investigation Process](#) is up to date and accessible online. This was verified by the Operations Coordinator on 10.02.24.
- e) The Chief Operations Officer confirmed on 10.02.24 that there have been no sexual discrimination and harassment investigations during this 12-month period (i.e., since the last report of 02.07.24).
- f) The Operations Coordinator confirmed on 10.02.24 that the Clery Act report which was filed on 9/25/24 included a report of all incidents reported and investigated in this monitoring period.
- g) On 10.03.24, the HR Director confirmed that all new Jackson College employees, including student employees, completed the Discrimination Awareness in the Workplace training prior to starting work. Adjuncts with Edustaff completed Sexual Harassment training through their provider. Trainings for all employees include Title IX, FERPA, Implicit Bias and Microaggression Awareness.
- h) The HR Director confirmed on 10.03.24 that 19 employees, who are new to the College during this monitoring period, signed off on a document stating “*I acknowledge that I have read and understand the Jackson College Administrative Policies and related materials which are available on the [JC Policy web page](#). I understand that I am required to abide by college policies as a condition of employment. I am also aware that new policies may be added and that existing policies may be revised, amended or deleted at the discretion of the College and that it is my responsibility to periodically review the manual and policies for updates.*” JC employees are also shown where the Employee Handbook is located and the content (including sexual harassment).

2. Deliver programs in a manner that is insensitive to learners' culture.

INTERPRETATION

Compliance will be demonstrated when:

- a) The College delivers or makes available cultural training and ongoing professional development to all employees.
- b) The College ensures the curriculum is unbiased, inclusive, and creates a sense of belonging.
- c) The College works with focus groups of learners and staff, and Affinity Group Representatives of various populations to increase understanding and connection with the respective local communities.

The interpretation is reasonable because the processes reflect best practices in higher education, as well as current thinking and research regarding sensitivities of various cultures.

EVIDENCE:

- a) On 10.02.24 the Chief of Staff confirmed that the College's Fall 2024 Convocation was dedicated to "Building a Culture of Inclusivity." As with all Convocations, offices are closed and attendance is required of all employees.
- b) On 10.04.24 the Acting Chief Academic Officer confirmed that the Course Review Process requires regular and intentional analysis of course content to be free of bias, represent diversity, and be free of any content that would be a barrier to a sense of belonging. This process is led through the IQC: Curriculum Committee and incorporates review and feedback from the IQC: Assessment Committee, IQC: Guided Pathways, and Inclusive Excellence Committee.
- c) On 09.30.24, the Chief Student Services Officer confirmed that focus groups are conducted by Institutional Research and Effectiveness (IRE) each month with a diverse range of student groups to hear their needs and experiences at the College. The Inclusive Excellence Office and Affinity Liaisons have also held many events throughout the year.

3. Permit violation of learner confidentiality and privacy, except where specific disclosure is required by legislation or regulation.

INTERPRETATION

Compliance will be demonstrated when:

- a) A current policy is in place that demonstrates the college is in compliance with the Family Educational Rights and Privacy Act (FERPA).
- b) Training is mandatory for all new employees, and ongoing training is available for all employees.

The interpretation is reasonable because it ensures compliance with legal requirements via required training for new employees.

EVIDENCE:

- a) On 09.30.24, the Chief Student Services Officer confirmed the [Access to Student Information Policy](#) is current and accessible online. This policy is currently under biennial review (last review was 10.04.22.), but no changes are anticipated.
- b) On 10.08.24, the Director of Compliance/Title IX Investigator confirmed that 94% of all employees completed the annual FERPA training via Vector Solutions for the current monitoring period, and new employees completed the FERPA training within their first week of employment.

3.1. Use forms or procedures that elicit information for which there is no clear necessity.

INTERPRETATION

Compliance will be demonstrated when:

- a) No requests for data/information are approved without having a necessary / legal reason to do so.

The interpretation is reasonable because it ensures compliance with the College's policy 2801 Access to Learner Information, which meets legal requirements.

EVIDENCE:

- a) On 09.30.24, the Chief Student Services Officer confirmed that any requests being made are checked against [policy 2801 Access to Student Information policy](#).

3.2. Use methods of collecting, reviewing, storing or transmitting learner information that unreasonably protects against improper access to personal information.

INTERPRETATION

Compliance will be demonstrated when:

- a) Learner information is collected, stored and transmitted using methods that are consistent with FERPA standards for protecting against improper access as per College policy.
- b) An annual external Information Technology Security audit is conducted every year.

The interpretation is reasonable because these standards are aligned with FERPA standards. The external audit provides transparency and systematically reviews the College's policies and practices to identify any potential security issues.

EVIDENCE:

- a) On 10.04.24, the Chief of Staff confirmed that the College's policy Information Security is available [online](#). This policy provides detailed procedures and processes that are meant to protect College data.

- b) On 10.04.24, the Chief of Staff confirmed that the annual external Technology Security audit was conducted in September of 2023 and the same is currently in progress for 2024.

4. Permit admission, registration, evaluation, or recognition processes that treat learners inequitably.

INTERPRETATION

Compliance will be demonstrated when:

- a) The College accepts all applicants who accurately submit a completed application.
- b) The registration periods open on the same day for all students, without inequitable priority registration periods.
- c) There is an academic complaint process for incidents where learners feel they have been inequitably treated.
- d) The College offers a wide variety of recognition methods which celebrate our learners' differences.

The interpretation is reasonable because it identifies intentional actions which are consistent with the College's Equity statement.

EVIDENCE:

- a) On 09.30.24, the Chief Student Services Officer confirmed that an [Admission Policy](#) is in place and that the process is clearly outlined for students seeking admission to the College.
- b) On 10.03.24, the Chief Student Services Officer confirmed that when the registration period opens for enrollment in the upcoming terms, all students are allowed to register on opening day. Preferential treatment is not provided to students based on academic level (freshmen or sophomores), military status (veterans or active duty), nor dependent status (pregnant or parenting). All students can register immediately after the registration period goes live.
- c) On 09.30.24, the Chief Student Services Officer confirmed that an Academic Complaint process is in place and that the process is clearly outlined online for students.
- d) On 09.30.24, the Chief Student Services Officer confirmed with the Acting Chief Diversity Officer that the above-mentioned recognition methods are still active via the aforementioned Inclusive Excellence and Affinity Liaisons events held. Additional events are hosted by TRIO. See policy item 2 c) evidence.

5. Permit inequitable, inconsistent or untimely handling of learner complaints or appeals, or permit learners to be uninformed of the process for registering either.

INTERPRETATION

Compliance will be demonstrated when

- a) A process and timeline is prescribed for academic, non-academic and financial aid complaints.
- b) The College has a current Learner Appeals policy that is available on the College's webpage.

The interpretation is reasonable because a statement of process and timelines is provided for learners, which is a standard practice among institutions of higher education.

EVIDENCE:

- a) On 09.30.24, the Chief Student Services Officer confirmed that an [Academic Complaint process](#) is in place and that the process is clearly outlined online for students.
- b) On 09.30.24, the Chief Student Services Officer confirmed that the [Student Appeals policy](#) is online. This policy is current and appropriate as it was last reviewed on 07.10.24.

5.1 Retaliate against any learner for non-disruptive expression of dissent.

INTERPRETATION

Compliance will be demonstrated when:

- a) The college has a current Demonstrations Policy in place that protects learner free expression.

The interpretation is reasonable because it is consistent with federal law and interpreted by legal counsel as a practical application.

EVIDENCE:

- a) On 10.03.24, the Chief Student Services Officer confirmed that [Policy 2612 Free Speech, Expressive Activities & Demonstrations](#) is current and accessible online. This policy was last reviewed on 08.07.24.

6. Permit learners to be uninformed of learner rights and responsibilities, including expectations for learner behavior, and the consequences of failure to adhere to the expectations.

INTERPRETATION

Compliance will be demonstrated when:

- a) A current Learner Rights, Responsibilities and Code of Conduct Policy is accessible on the website.
- b) There is standardized communication to new learners regarding the Learner Rights, Responsibilities and Code of Conduct Policy

The interpretation is reasonable because it is based on best practices used by other institutions.

EVIDENCE:

- a) On 09.30.24, the Chief Student Services Officer confirmed that Policy 2701 Student Rights, Responsibilities and Code of Conduct is available on the [website](#), is current and has been reviewed within two years.
- b) On 09.30.24, the Chief Student Services Officer confirmed that each semester, all students receive a link to the Student Rights, Responsibilities and Code of Conduct Policy via their Jackson College email address.

6.1 Permit learners participating in non-traditional programs to be without written acknowledgment of the non-traditional nature of the program, its expectations and contingencies.

INTERPRETATION

Compliance will be demonstrated when:

- a) All learner participants have signed and acknowledged their understanding of the structure and limitations of the non-traditional program within which they have enrolled, as well as the learner's responsibilities and commitments for which they will be held accountable.

The interpretation is reasonable because it ensures written acknowledgement of expectations and contingencies without obligating the College to unexpected operations expenses.

EVIDENCE:

- a) On 09.30.24, the Chief Student Services Officer confirmed that a process is in place to ensure communication to students about the expectations and contingencies of a non-traditional program, which may include programs/services which are grant-funded, experimental, or otherwise temporary in nature or length. This process includes signed acknowledgement of understanding.

7. Permit decisions affecting learners to be taken without appropriate notification to learners.

INTERPRETATION

Compliance will be demonstrated when:

- a) The College maintains and communicates the Learner Consumer Information as required by the Higher Education Opportunity Act of 2008.
- b) The College maintains a Transparency Reporting Web page as required by the State of Michigan Public Act 62 of 2013.
- c) The College maintains multiple methods of communication sent out to learners and social media sites.

The interpretation is reasonable because it ensures the College meets state and national requirements and that communication methods are in place for notifying learners.

EVIDENCE:

- a) On 10.02.24 the Operations Coordinator verified that the [Student Consumer Information](#) page is active and up to date.
- b) On 10.02.24 the Operations Coordinator verified that the [Transparency Reporting](#) page is active and up to date.
- c) On 10.02.24 the Operations Coordinator verified with the Director of Marketing that weekly announcements are sent to all enrolled students. Also verified is that the College has active social media accounts with Facebook, Twitter, YouTube and Instagram.

The Jackson College Board of Trustees assessed this monitoring report and found that it demonstrated compliance with a reasonable interpretation of the policy at the regular Jackson College Board meeting on October 14, 2024.