

STANDARD 6—INTEGRITY

CCBC strives to indicate to students, faculty, staff, administration, and through the College's communications and publications that integrity is among our primary concerns.

*Students---*On campus, there are currently a variety of policies and procedures in place to encourage ethical behavior. Student Rights and Responsibilities are listed in the Student Handbook. In addition, the Counseling Office staff is available for students who have questions, or who need help interpreting the policies and procedures. Student conduct and responsibility are clearly outlined in the Student Handbook. Besides addressing conduct, the consequences of failure to observe the general standards are delineated. Students are responsible for conforming to the rules stipulated regarding academic affairs, social conduct, and activities. The disciplinary process includes the formation of an ad hoc board to examine serious violations, which may result in expulsion. This board consists of an administrator, a counselor, and a faculty member. If a student has a complaint, there are grievance procedures in place, and these are outlined in the Student Handbook. Some of the provisions for grievance include grade appeals, alleged sex discrimination, sexual harassment, academic dishonesty, and ethnic intimidation. A review of the grievances filed by students, the actions taken by the Vice President of Enrollment Management, and the settlements produced all indicate fairness and impartiality. **Exhibit 11**

The College does have campus security guards who monitor unacceptable behavior among students and report to the Vice President of Enrollment Management. The College has recently implemented an employee identification program. As of the fall 2003 semester, all employees are to wear a photo id while on campus. This allows security, if necessary, to alert authorities of anything or anyone that may be suspicious on campus.

Many institutions of higher education are encouraging students to explore the role of ethics in their personal lives by introducing ethics courses which explore ethical issues and events in business, in natural science, in social science, and so forth. The College curriculum process is currently considering an ethics course, possibly to be used as a capstone course, titled Personal and Professional Ethics. The ethics course is based upon models at MIT and many business-oriented colleges, which have realized the importance of teaching using a holistic approach to develop student character.

Outside the classroom, the Staff Assistant for Activities and the three counselors work on a one-to-one basis with students encouraging all students to "Stop by the office and talk." They monitor the pulse of the student world, and they are able to aid in the encouragement of ethical behavior by scheduling guest speakers on rape, date rape, identity theft, and other related topics.

Students evaluate these programs and often encourage Student Services to continue those seminars which deal with the difficult issues like drug use, AIDS, date rape, and sexual preference discrimination. Because the College is small, this verbal approval method works well. As a result of their one-to-one contact with students, the Staff Assistant for Activities and the counselors watch for the signals that indicate problems.

Faculty---The bargaining unit contract lists the processes and/or procedures for faculty evaluation, tenure, promotion, termination for cause, and grievance. **Exhibit 7** In addition to the contract, the Human Resources Director acts as the mediator when ethical issues arise. As an employee benefit, faculty members are offered help through the Employee Assistance Program (EAP) if intervention is necessary for substance abuse, domestic problems, mental health, and similar problems. This program is, of course, confidential and is offered through Gateway Rehabilitation Center, which is roughly two miles from the campus. A faculty member can request an assessment through this program.

The Faculty Handbook is used in conjunction with the bargaining unit contract to oversee faculty behavior. This handbook serves as a guide for full-time and part-time faculty. **Exhibit 12**

A recent topic of concern has been academic progress. Faculty members are required to show progress or no progress in the grade book. And, although it is not always possible because of limited space, faculty members are encouraged to keep student work for a year. Most faculty keep some type of student attendance roster, whether or not attendance is an actual course requirement. Also, the College reports below average grades to students at mid-term.

All information and updates are disseminated to keep faculty informed, usually via the College's internal email. However, hard copies of minutes from some faculty committees and Division meetings are distributed. College Catalogs are also given to every full-time faculty member. Any incorrect information is noted and sent to the Director of Marketing and Public Relations for correction in the next edition. Faculty members are required to keep their personnel folders up to date, and memos encouraging faculty to update and check personnel information are sent out annually.

Staff---The agreement between the College and the Educational Support Personnel Association (contract) outlines processes and procedures for staff members. Performance evaluations, job descriptions, duties, responsibilities, qualifications, and grievance procedures are governed by the contract. Any change to the current contract is negotiated in the collective bargaining process. The College does follow a formal process for hiring staff. **Exhibit 13**

Governance & Administration---The College must follow the Pennsylvania Code, and the Board sets policy. The legal, ethical, and moral obligations of a Trustee and of the President are clearly defined in policy statements, as well as the evaluation process of the President and Board. However, prior to the appointment of the new Board in July 2002, none of these policies were in place. When the last Periodic Review Report was prepared in 1999, it was under the previous Board and the previous President's direction. Significant issues that the evaluation teams raised after the 1994 and 1995 visits were never addressed, such as planning, the number of times a trustee could be reappointed to the Board, and outcomes assessment. A recommendation ten years ago, after the last evaluation team's visit, was that the College needed a nepotism policy. One was adopted in 1995, and Board relatives were no longer hired at the College. With the appointment of a new Board, the politics has been removed and policies are now in place to ensure that the management of the College will be under close scrutiny. The policies that have been written by the new Board are quite clear regarding conflicts of interest and the Board's role and responsibility to the College and the community. Performance

appraisals of themselves and the President and administration will be conducted to ensure accountability. **Exhibit 3**

Communications & Publications---The Marketing & Public Relations Department is responsible for preparing all printed materials including the Catalog, program brochures, the course schedule (tabloid), and newsletters. Press releases, cable television ads, and all print and radio advertisements are also prepared by the Marketing & Public Relations Department. In addition, internal information updates are disseminated to College employees through *Connections*, an electronic, internal newsletter distributed via email.

Processes and procedures are published appropriate to all aspects of student life, and these publications are available to every student. An electronic version of the Catalog is available on CCBC's new website. However, the Catalog is currently posted as a PDF file, which requires the user to scroll through the entire 150 pages to find a particular section. However, additional software is required to give the user the option to search for a particular section. Thus, because of the Catalog's size, a PDF version is impractical.

The Catalog does provide current and prospective students with updated information annually, and it is available in several locations on campus. The Catalog is also distributed to local high schools, at college fairs, and community events and includes information on articulation agreements for transfers, financial aid, programs and course descriptions, student services, and tuition. The College's mission statement and goals are listed in the Catalog. **Exhibits 14, 18, 19**

All documents relating to the College's accreditation are kept on file in the Office of the Vice President for Learning, Assessment, and Advancement. All copies of past Self-Study Reports and other similar documents are on reserve in the Library. Any time there has been a change in the College's status, it has been reported to the Commission through the Substantive Change Report. It is evident that every effort is made to ensure that information is made available to the public.

However, currently there is no policy specifically addressing the dissemination of information to the public. Although the Marketing & Public Relations Department tries to be effective and efficient, the absence of a formal policy outlining a procedure for the dissemination of information to the public sometimes leads to inefficiencies.

In addition, there is no documented process or scheduled date for the updated Catalog. The Catalog is produced annually, but its arrival has fluctuated in recent years from early in the fall semester to late in the fall semester. As a result, the Catalog has not been available to students and College support staff at critical times for recruiting events in the late spring, as well as for summer and fall registration.

Recommendations

The College's expectations for the conduct of its employees and its students should be formalized and made available to all employees/students. Adherence to the performance expectations should be incorporated into the evaluative processes.

College publications should be placed on a schedule to ensure availability at critical times.