

# Graduate Rate Survey – Student Right to Know

## **STUDENT COHORT: 2005 Fall – 172**

Cohort Group Fall, 2005- First Time/Full Time Degree/Certificate Seeking Students (As reported to IPEDS using Cohort 2005 due for 2009 IPEDS Reporting – adjusted)

\* 2005 Cohort Graduation Rate:  
(Completers with 100% of Normal Time) 13%

\* 4-Year Average Student-Right-to-Know Completion or Graduation Rate Calculation (Total Completers within 150% / Adjusted Cohort) 23%

\* 4-Year Average Student-Right-to-Know Transfer-out Rate Calculation  
(Total Transfer-out Students / Adjusted Cohort) 31%

### **REPORT INFORMATION:**

4-Year Average Rates found on IPEDS report, last page. Available through the Office of the Registrar are the following:

- Glen Oaks' full statistical report, with ethnicity, gender and program breakdowns
- Complete definitions and date delineations, which are part of the full report.
- All information required by the Student Right-to-Know legislation
- Information on the student cohorts back to Fall, 1991

### **BRIEF DEFINITIONS:**

The Student Cohort contains all students who:

1. Enrolled for the first time in the indicated semester
2. Took 12 or more credit hours of course work in their first Fall semester/term (identified as full-time) or less than 12 credit hours of coursework in their first Fall semester/term (identified as part-time).
3. Indication they are seeking a Certificate or Degree,
4. Are enrolled in majors that have a certificate or degree awarded at the completion of an equivalent number of credit hours.

- "Transferred students" are those we are aware of who have changed their enrollment to another institution.
- "Still Attending" includes all students who are enrolled for at least 1 credit hour in the reporting semester/term indicated and are not counted in any other category.
- Graduation Rate (Graduated) (Initial Cohort-Transferred)
- 150% Time Period is set by the Federal Government at three (3) semesters for one-year certificate programs, six (6) semesters for two-year certificate/degree programs.

Note: This counts two (2) semesters per year as a normal load.

- Unduplicated Count – This report represents an unduplicated count by category of students in the cohort. If a student can be counted in more than one category, they are ONLY in the lowest number category listed (i.e. graduated takes priority over transferred).

(Institutional Information/Grad Rates-IPEDS/IPEDS 09 Grad Rates.doc)

## **Student Information - 2009/2010**

### *Glen Oaks Community College: Crime Awareness, Campus Security Information and Statutory Regulations*

#### **A. Report Procedures**

When criminal actions, other emergencies or substantial rumors occur on campus, contact: The President's Office or designee, (269) 467-9945 or toll free (888) 994-7818 ext. 233 or 221. If additional assistance is needed, Glen Oaks will contact the St. Joseph County Sheriff's Office: (269) 467-9045.

GOCC will take action to protect the safety of students/employees and deal with the occurrence.

#### **B. Access to Campus Facilities**

Glen Oaks is open Monday-Thursday, 6:30 a.m.-10:30 p.m., and Fridays, 6:30 a.m.-4:00 p.m. The Building is closed most Saturdays and Sundays. When the building is closed and there's an event on campus, Maintenance provides access to the appropriate area. (Campus closed each Friday, May-July, for summer hours).

Reservations for the Nora Hagen House can be made by calling the Director of the Center for Business Services.

#### **C. Authority of Campus Security**

Campus Security personnel have the authority to confront individuals related to any occurrence, require identification, and when necessary, contact the St. Joseph County Sheriff or Michigan State Police.

When incidents occur on campus, an Incident Report is forwarded to the Chief Operations Officer.

#### **D. Information Programs**

Students and employees receive a campus security flyer or are invited to a presentation concerning campus security, annually.

#### **E. Crime Prevention**

Crime prevention posters will be displayed throughout the building in high-traffic areas.

#### **F. Occurrence Statistics**

Data is available from the Chief Operations Officer on any criminal offense reported on campus.

# Student Information - 2009/2010

## Student Code of Conduct

### Policy 3.42

The code of conduct as set forth below applies specifically to student and visitor behavior while at any College facility or while attending any College function. Rights are basic to the freedom to learn and must be based upon both mutual respect and responsibility.

When a student enrolls at Glen Oaks Community College, he or she agrees to abide by all College regulations. Therefore, violations of any rule of the following code of conduct will result in appropriate disciplinary action. Infractions of the code include, but are not limited to, the following:

1. Disrupting the rights or freedom of others in any manner or by physical or verbal abuse.
2. Failure to comply with directions of College officials who are acting in the performance of their duties.
3. Failure to show proper identification to requesting College officials who are acting in the performance of their duties.
4. Cheating, plagiarism or any other form of academic dishonesty.
5. Falsifying information, e.g. forgery, alteration, or intentional misuse of College documents, records or identification, or failure to provide required records.
6. Theft or damage to College property.
7. Violation of College policies or regulations.
8. Disorderly, lewd, indecent, or obscene conduct or expressions.
9. Attendance in class or at any College functions while under the influence of alcoholic beverages or narcotics or other drugs.
10. Illegal possession, use, sale or exchange of narcotics or other drugs.
11. Unauthorized possession, use, sale exchange of alcoholic beverages.
12. Unwelcome sexual advances, requests for sexual favors, or verbal or physical conduct of a sexual nature that unreasonably interferes with another and creates an intimidating, hostile or offensive environment.
13. Failure to adhere to rules and regulations governing the use of vehicles on campus. (Park only in student areas).
14. Conduct in the classroom which precludes professors/instructors from performing their functions.
15. Unauthorized use of the name of the College or a College-related agency.
16. Use of tobacco products in College facilities.
17. Tampering with safety equipment, including but not limited to fire alarms, fire extinguishers, emergency exits.
18. Unauthorized possession of firearms or other weapons on campus.
19. Unauthorized presence on campus during non-instructional hours or failure to properly supervise his or

21. Any act of whatsoever nature that interferes with normal operation of the College or which adversely affects his or her suitability as a member of the College community.
22. Possession or attempted use of any weapon or terror or mass destruction.
23. Gambling by a student on College campus or while attending a College sponsored event.
24. Failure to pay fines, fees or other debt to the College.
25. Failure to return College property loaned to the student.

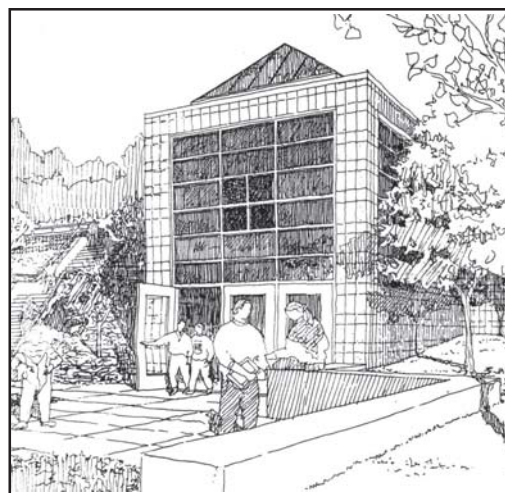
Students and visitors are subject to immediate removal from College property when, in the sole discretion of the President, or his/her representative, removal is necessary to protect the rights and safety of College students or employees.

Students shall have the right to be accorded due process in all disciplinary actions resulting in a change of their social and/or academic status at Glen Oaks Community College. It is with this spirit that procedures have been established. For a complete outline of the Due Process Procedure students are advised to contact the Dean responsible for the area of Code of Conduct violation. Responsibility for the disciplinary procedure shall rest with the Dean of the area affected. Students may be suspended from College classes and/or activities pending due process procedures by the President or his/her representative when, in his or her sole discretion, such action is necessary to protect the rights and safety of College students or employees.

Visitors are subject to criminal charges or civil liability for improper conduct on College property.

Readers of this policy are also referred to a related Policy 3.51, Student Policies General.

[Adopted by the Glen Oaks Community College Board of Trustees, March 10, 1993, revised June 9, 1999, Oct. 9, 2002, and Sept. 14, 2005].



# Student Information - 2009/2010

## Student Concern Procedures

### Policy 3.65

#### **Informal Process**

1. Listen to students talk about their problems. Most student concerns can be resolved informally. Students will discuss their concerns with faculty or staff that they know well. Often this means listening to students informal concerns.
2. Propose the mediation process to students. After discussion has taken place, there might be an opportunity to talk about the mediation process as a way to get to a win-win solution. (Mediators are available in Counseling Office at Student Services).

If the conflict is not resolved, students should be referred to the Dean of the College's Administrative Assistant.

#### **Administrative Assistant to the Dean of the College**

If the issue is an infraction of the Student Code of Conduct, refer the student to the appropriate Dean to complete an Incident Report. If not, do the following.

1. The Administrative Assistant will provide students with a packet of information that describes the Student Concern process and outlines steps in mediation.
2. The Administrative Assistant will ask students if they had discussed this issue with the other party.
  - a. If yes, and the issue is not resolved, students should complete the **Student Concern Report**
  - b. If no, students should be encouraged to talk with the other party. If they are reluctant to do so, the Administrative Assistant will help students complete the **Student Concern Report**.  
(**Note: Completion of the Student Concern Report formalizes the process.**)
3. The Administrative Assistant will log in the concern and refer the **Student Concern Report** to the Dean of the College. A copy of the **Student Concern Report** will be forwarded to the employee's supervisor.

#### **Formal Process**

The Dean of the College will review the **Student Concern Report**. Based upon the nature of the concern, the Dean of the College will determine how the concern should be handled.

#### **Mediators**

The mediator needs to have received training in mediation. The mediator needs to be a neutral party and does not have the authority to impose a solution nor render a judgment. The mediator must use the mediation process to help both parties resolve the concern so that there is a win-win solution.

When a **Student Concern Report** is referred, the following role is expected of the individual doing the mediation.

1. Contact both parties within a week of the filed date.
2. Meet separately with each party and identify central issues.
3. Schedule a meeting to initiate the mediation process. This might require more than one meeting.
4. Assist both parties in identifying a win-win solution.
  - a. If the concern is resolved, indicate the resolution on the **Student Concern Report**.
  - b. If the concern is not resolved, refer the concern to the **Mediation Review Committee** to render judgment.

#### **Mediation Review Committee**

This committee will be comprised of three faculty or staff who are not involved with the concern. The Committee would be appointed by the Dean of the College and rotate annually. The role of the Committee would be to review the facts and render judgment about the concern.

If the student wants to appeal the decision of the **Mediation Review Committee**, the appeal can be brought to the **Appeal Committee**.

#### **Appeal Committee**

A special Appeal Committee will be formed to review the appeal and render a judgment. Possible members of this Appeal Committee include the President of the Faculty Senate, the Dean of the College, the President of Glen Oaks.

#### **Procedures**

##### **Administrative Assistant to the Dean of the College**

The Administrative Assistant should assist the student in completing the **Student Concern Report** and should provide the student with a copy of the procedures.

Unresolved concerns should be highlighted and drawn to the attention of the Dean of the College on a weekly basis.

[Adopted by Board of Trustees January 12, 2000,  
revised 2/9/00, revised 9/14/05]

# Student Information - 2009/2010

## Alcohol/Drug Abuse Policy

### **Policy 3.40**

The Glen Oaks Community College Board of Trustees certifies and pledges that it will provide a drug-free workplace and learning environment for its employees and students. This pledge is in compliance with the Drug-Free Workplace Act of 1988, 34 CFR Part 85, Subpart F and the Drug-Free Schools and Communities Act Amendments of 1989 (Public Law 101-226).

Glen Oaks Community College recognizes that clear evidence exists that the misuse and abuse of alcohol and the use of illegal drugs can erode the foundation of the College's goals and objectives and can diminish the attainment of intellectual, social, physical and moral growth and development. Glen Oaks is committed to a healthy and productive college environment by providing free literature and abuse referral services.

Additional information about the physical and psychological consequences of substance abuse is available in the Glen Oaks Library and through the Glen Oaks Community College Substance Abuse Counselor in Student Services, as well as various substance abuse agencies in St. Joseph County.

### Standards of Conduct

The Glen Oaks Community College Board of Trustees prohibits the possession, use, distribution, dispensing and unlawful manufacturing of illegal drugs, narcotics or controlled substances on the College campus or at any College-approved student activity (i.e., College-approved student travel and for overnight stays).

### Legal Sanctions

Glen Oaks Community College abides by all local, state and federal laws and may ask an appropriate law enforcement agency to impose appropriate sanctions if a violation of any local, state or federal law shall take place on the College campus or at any College function.

When there is probable cause, which is based upon credible information, Glen Oaks Community College may require that a student or employee be tested for alcohol or illegal drugs. The failure to submit to a breathalyzer test for alcohol or a urinalysis test for illegal drugs may result in disciplinary action. The words "probable cause" as used herein shall be defined as a reasonable basis for the formulation of a belief that an individual is using and/or abusing alcoholic beverages or illegal drugs. The words "credible information" is defined as

including, but not limited to, the following "warning signs":

- (1) Excessive absenteeism or tardiness;
- (2) Excessive illness;
- (3) Deteriorating or inconsistent work performance;
- (4) Increased carelessness;
- (5) Decrease in attention span, especially after breaks or lunch;
- (6) Frequent brushing of the teeth or use of mouthwash, breath spray, breath mints or other breath fresheners, especially before conferences with instructors or administrators;
- (7) Substantial increase in use of the rest room or water cooler;
- (8) Avoidance of instructors, administrators or other students, especially if this is a recent change in behavior;
- (9) Deteriorating or inconsistent attention to personal grooming and neatness;
- (10) Financial problems, especially if the student has not previously had such problems;
- (11) Frequent licking of the lips;
- (12) Nervousness, especially when discussing work performance or personal life;
- (13) Gastric disturbances or change in appetite;
- (14) Insomnia;
- (15) Moody behavior or "mood swings";
- (16) Unexplainable bruised and/or puffy skin, especially in the face;
- (17) Dilated pupils;
- (18) Slurred or incoherent speech;
- (19) Lack of dexterity;
- (20) Uncontrollable crying or laughing.

Glen Oaks Community College students and employees can assist in the detection of the use and/or abuse of alcoholic and illegal drugs by looking for these "warning signs". Students or employees who use and/or abuse alcoholic beverages and/or illegal drugs while on campus or while attending a College-approved student activity shall be subject to sanctions that may include any of the following: verbal warning, written letter of censure, suspension or immediate dismissal (should the behavior be both improper and a potential threat to the College or the College community).

College employees or students who exhibit "warning signs" of drug/alcohol misuse or abuse in the workplace and who refer themselves for assistance will be supported, educated, and referred to appropriate agencies for treatment. Those employees or students who are diagnosed as drug or alcohol misusers or abusers shall receive the same consideration and opportunity for treatment that is extended to persons with any other type of illness. Confidentiality shall be maintained and no adverse effects to an employee or a student shall result based upon a request for treatment or a diagnosis of misuse or abuse.

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If a student has been referred to the Substance Abuse Counselor by an instructor or a College administrator and if treatment is recommended and treatment is refused or terminated, the fact of such refusal or termination of treatment shall be made known to the individual who referred the employee or student to the Substance Abuse Counselor. If a student (1) refuses to accept diagnosis and treatment, or (2) fails to respond to treatment, and if the result of such refusal or failure is such that behavior on campus or learning ability is affected, that person shall be considered in violation of College policies and shall be subject to discipline.

Glen Oaks Community College works closely with the Substance Abuse agencies in the area. Glen Oaks Community College will review its Drug and Alcohol Prevention Program every two (2) years in an attempt to determine its effectiveness and to implement changes as needed.

[Adopted by Board of Trustees June 12, 1991, revised 9/14/05]

## Campus Security

### **Policy 3.41**

When criminal actions, other emergencies or substantial rumors occur on the Glen Oaks campus, contact the President's Office or designee at 467-9945, ext. 233 or 221. If additional assistance is needed, Glen Oaks will contact the St. Joseph County Sheriff's Office (467-9045).

Glen Oaks will take the necessary action to protect the safety of students and employees and to deal with the occurrence.

For information on access to campus facilities, authority of Campus Security, and statistics on criminal offenses on campus, contact the Chief Operations Officer of the College.

[Adopted by the Board of Trustees, 3/11/92, revised 9/14/05]

## Policy on Campus Unrest, Dissent, and Protest

### **Policy 3.44**

Glen Oaks Community College is categorically committed to the concept of individual and group freedom - so long as freedom of thought and/or action does not infringe upon or abuse the freedoms, rights and privileges of other individuals or groups. It is within the context of this commitment that the following statement is issued.

Campus violence already threatens some colleges and universities in a way that could cripple their freedom for many years. Even so we must be mindful of the dangers in laying out inflexible guidelines about unacceptable conduct or in specifying the precise moment when a hazard to the institution is such that civil authority must be called upon.

If one central theme or thread can be extracted from the fabric of campus and student unrest, it would reveal problems occur when communication breaks down or is lacking. Students should not

only be given substantial autonomy, but also participate in matters of general educational policy, especially in curricular affairs. Since increased participation contributes to effective decision making, students should serve in a variety of roles on committees. Effective student representation will not only improve the quality of decisions, but also ensure their acceptability to the student body.

Every attempt must be made to establish effective communications so that policy questions, grievances and/or disciplinary problems can be aired by the college community. To this end, violations and/or violators of individual or group freedom will be referred to the President to hear, weigh, evaluate, and recommend as is necessary by the evidence at hand in solving the problem and attaining the objective.

Students must know that they cannot be shielded from the consequences of their behavior, especially when it violates the laws of society at large. They must recognize and respect the rights of other students as they seek rights and privileges for themselves. Threats, violence, coercive disruption of classes and events, and similar acts that tread on the rights of others are intolerable.

Mindful of the concerns of the general public as well as the state legislature the following information, entitled Act #26 of the Public Acts of 1970 of the State of Michigan, is reproduced herein.  
ACT #26 OF THE PUBLIC ACTS OF 1970

AN ACT to provide penalties for certain conduct at public institutions of higher education.

The People of the State of Michigan enact:

Sec. 1. A person is guilty of a misdemeanor, punishable by a fine of not more than \$500.00, or by incarceration in the county jail for not more than 30 days, or both:

(a) When the chief administrative officer of a publicly owned and operated institution of higher education, or his designee, notifies the person that he is such officer or designee and the person is in violation of the properly promulgated rules of the institution; and

(b) When the person is in fact in violation of such rules; and

(c) When, thereafter, such officer or designee directs the person to vacate the premises, building or other structure of the institution; and

(d) When the person thereafter willfully remains in or on such premises, building or other structure; and

(e) When, in so remaining therein or thereon, the person constitutes (1) a clear and substantial risk of physical harm or injury to other persons or of damage to or destruction of the property of the institution, or (2) an unreasonable prevention or disruption of the customary and lawful functions of the institution, by occupying space necessary therefore or by use of force or by threat of force.

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Sec. 2. A person is guilty of a misdemeanor, punishable by a fine of not less than \$200.00 and not more than \$1,000.00 or by incarceration in the county jail for not more than 90 days, or both, who enters on the premises, building or other structure of a publicly owned and operated institution of higher education, with the intention to, and therein or thereon does in fact, constitute (a) a clear and substantial risk of physical harm or injury to other persons or of damage to or destruction of the property of the institution, or (b) an unreasonable prevention or disruption of the customary and lawful function of the institution, by occupying space necessary therefore or by use of force or by threat of force.

Sec. 3. This act shall take effect August 1, 1970.

This act is ordered to take immediate effect.

The following act or acts could or might necessitate invoking the trespass law but not be necessarily limited to it:

Destruction of or willful damage to institutional property, grounds or facilities:

Where responsibility can be ascertained, resultant action should evolve through "due process" with local and/or state agencies. Restitution if and when practicable will be considered. Suspension and/or dismissal action may be instituted by proper authority.

Disruption of or undue distractive influences within an organized classroom situation:

Any person or persons when in the opinion of the instructor are not contributing to or are distracting from the educational atmosphere of the class or logical pursuit thereof shall be removed and/or denied access thereto with resultant notification to the Dean of the College and the Dean of Student Services.

Barricading or causing to prevent free access to or egress from any area of the campus including but not exclusive of classrooms, office areas, corridors, stairways, library areas, student center, maintenance and service areas, and roadways:

After ample opportunity and notification by proper authority has been afforded to and no response and/or action resulted there from, physical apprehension and eviction by proper authority shall be affected. Length of time interval from notification to desist from, to notification of proper authority not to exceed three (3) minutes duration. Suspension and/or dismissal action may be instituted by proper authority.

Disruptive action prior to, during or subsequent to an address, performance, event or ceremony:

Any person who interferes with access to or egress from a performance of an address, ceremony, athletic event, or any college sanctioned activity and/or interferes with the continuity of an address, performance or event shall be

considered to be preventing or disrupting the customary and lawful function of the institution. Suspension and/or dismissal action may be instituted by proper authority.

Readmission to a class or function after having been removed or suspended there from:

Any student has the absolute right to attend a class in which he is duly enrolled unless he/she has abrogated that right. Final permission for readmission rests with the instructor and/or designated responsible person involved acting in conjunction with the Dean handling the incident. Offenders in this regard should be handled in the same manner as a disruptive or distractive influence.

The right of student dissent or protest within the confines of a building or on the grounds of Glen Oaks Community College:

The right of peaceful dissent and protest should be and will be honored as long as it does not interfere in the rights of others to pursue an education, access to normal working stations, or bring discredit upon the institution and the customary and lawful functions of the institution.

The possession, use of, or causing to bring firearms, dangerous weapons, or explosive agents within the confines of a building or onto the grounds of Glen Oaks Community College is expressly prohibited:\*

Any person or persons who are in violation of the above shall, through due process, be subject to suspension and/or dismissal action and will necessitate immediate notification of violation and of proper legal authority of said violation.

Violations of Act #26 of the Public Acts of 1970; The Employees Trespass Law or any of the above rules and regulations of Glen Oaks Community College will result in immediate suspension of said employee and if substantiated through due process by duly constituted legal authority will be grounds for termination of said employment. Student violations will result in suspension and if substantiated, possible expulsion in the future from college classes and events.

\*See Resolution and Policy Amendment 3.32.

In the event that it is necessary to inform certain individuals they are in violation of Act #26 of 1970, the following format is to be used:

"My name is \_\_\_\_\_ and I am the designee of the Chief Administrative Officer of Glen Oaks Community College and I am also the agent of the owner of the property upon which you are now standing. I hereby notify you, and each one of you individually, that all

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persons in this group are in violation of the properly promulgated rules of Glen Oaks Community College, specifically that \_\_\_\_\_. Any right that you have to use these premises is hereby suspended, whether you are a student or not, and acting on behalf of Glen Oaks Community College and on behalf of the owner of this property, I hereby instruct each and every one of you, whether or not you are a student, to immediately vacate and depart from this property. If you fail to do so, you will immediately be arrested and prosecuted for violating the laws of the State of Michigan relative to trespassing and to conduct upon the property of institutions of higher education.”

(Adopted by Board of Trustees 11/18/70, revised 9/14/05.)

## Bulletin Board Policy

### **Policy 3.46**

It is the general policy of Glen Oaks Community College to provide its buildings and provide information as a service to the community, employees and students. Some bulletin boards are for institutional use only. These are classroom boards, the boards located in the gymnasium, the Job Opportunity Board, the PTK Board, Financial Aid Board, Testing and Tutoring Center Board and Main Entry Hallway Board.

The College provides general information posting areas. All non-College postings are to be approved and dated by Student Services before being placed on the posting areas. The following are guidelines for approval:

1. The information or advertisement must not contain statements detrimental to the College or its services and policies.
2. The information or event must not be in conflict to the Values of the College in its Code of Ethics (Policy 2.15), the Glen Oaks Code of Conduct (Policy 3.42) or the general community values of Glen Oaks Community College District.
3. Notices or advertisements may be posted for a maximum period of 1 (one) month.
4. Notices not bearing an official “APPROVED” from the Student Services Office will be removed and discarded.
5. Approval of posting does not mean that Glen Oaks Community College supports or endorses the product, services or event. [July 1992, revised July 2002, revised 9/14/05]

## EQUAL OPPORTUNITY AND NON-DISCRIMINATION POLICY STATEMENT

### **I. Purpose:**

Glen Oaks Community College is committed to a policy of providing equal access to education for all persons regardless of race, color, sex, age, religion, national origin, sexual orientation, disability, veteran status, or other status as protected by law.

Equal employment opportunity is a legal, social and economic responsibility of the college and is provided in accordance with applicable federal and state laws and Glen Oaks Community College policy. The college policy and practice at all levels assures the active and positive implementation of federal and state equal employment opportunity laws, executive orders, rules and regulations and college equal employment opportunity policies and guidelines.

The college prohibits retaliation or reprisals against any individual because she/he has filed a complaint or report, participated in an investigation, or otherwise opposed unlawful discrimination.

### **II. Scope:**

This nondiscrimination policy applies to admissions, employment, and access to college programs and activities. This policy applies to all persons employed by Glen Oaks Community College, enrolled as a student, seeking admission to the college, requesting employment at, or having contracts with the college.

### **III. General:**

The college is committed to and reaffirms support of equal opportunity in employment, education, and non-discrimination in employment and academic policies, practices and procedures and will examine periodically all employment and academic policies for discrimination on the basis of race, color, religion, sex, national origin, sexual orientation, disability, veterans status, or other protected status and take remedial action to correct such discrimination if it is found to exist.

The college values diversity and seeks talented students, faculty and staff from diverse backgrounds. The college does not discriminate in the administration of educational policies, programs or activities; admissions policies; scholarship and loan awards; or other college administered programs or employment.

Failure to follow this policy may result in disciplinary action up to and including termination of employment or expulsion.

(Adopted by Board of Trustees September 14, 1983, revised June 12, 2001, October 13, 2004, November 14, 2007.)

## **Grievance Procedures**

FOR: TITLE VI OF THE CIVIL RIGHTS ACT OF 1964  
TITLE IX OF THE EDUCATION AMENDMENT ACT OF 1972  
SECTION 504 OF THE REHABILITATION ACT OF 1973  
AGE DISCRIMINATION ACT OF 1975  
TITLE II OF THE AMERICANS WITH DISABILITY ACT OF  
1990

### **Section I**

Any person believing that Glen Oaks Community College or any part of the organization has inadequately applied the principles and/or regulations of (1) Title VI of the Civil Rights Act of 1964, (2) Title IX of the Education Amendment Act of 1972, (3) Section 504 of the Rehabilitation Act of 1973, (4) the Age Discrimination Act of 1975, and (5) Title II of the Americans with Disability Act of 1990 may bring forward a complaint, which shall be referred to as a grievance to:

Dr. Ana Gaillat  
Civil Rights Coordinator  
62249 Shimmel Rd  
Centreville, MI 49032  
(269) 467-9945

### **Section II**

The person who believes a valid basis for grievance exists shall discuss the grievance informally and on a verbal basis with the Civil Rights Coordinator, who shall in turn investigate the complaint and reply within five (5) business days. If the complainant feels the grievance is not satisfactorily resolved, they may initiate formal procedures according to the following steps.

#### **Step 1**

A written statement of the grievance signed by the complainant shall be submitted to the Civil Rights Coordinator within five (5) business days of receipt of answers to the informal complaint. The coordinator shall further investigate the matters of grievance and reply in writing to the complainant within five (5) business days.

#### **Step 2**

A complainant wishing to appeal the decision of the Civil Rights Coordinator may submit a signed statement of appeal to the President of the College within five (5) business days after receipt of the Coordinator's response. The President shall meet with all parties involved, formulate a conclusion, and respond in writing to the complainant within ten (10) business days.

Anyone at any time may contact the U.S. Department of Education/Office for Civil Rights for information and/or assistance at (216)522-4970. If the grievance has not been satisfactorily settled, further appeal may be made to the Regional U.S. Department of Education, Office for Civil Rights, 600 Superior Avenue East, Bank One Center, Suite 750, Cleveland, OH 44114-2611.

Inquiries concerning the nondiscriminatory policy may be directed to Director, Office for Civil Rights, U.S. Department of Education, 400 Maryland Avenue, SW, Washington, D.C. 20202.

The local Coordinator, on request, will provide the complainant with a copy of the College's grievance procedure and investigate all complaints in accordance with this procedure.

A copy of each of the Acts and the regulations on which this notice is based may be found in the Civil Rights Coordinator's office. (*Adopted by the Board of Trustees on February 20, 2008.*)



## **Closing due to weather or other emergency**

When inclement weather or an emergency warrants the possibility of closing day and/or evening classes at Glen Oaks Community College, the following procedure is implemented. The President, after consulting with the Director of Buildings and Grounds, Dean of the College, and local law enforcement authorities, will make the decision on whether or not to begin classes later in the day or cancel school. Notification of the decision is generally made by 6:00 a.m. over radio stations WLKM (96FM), WMSH (99.3FM/1230AM), WNWN (98.5FM), WNDU (U93FM and Channel 16), WKFR (103.3FM), WLKI (100FM), WRKR (107.7FM) and WMEE (97.3FM) and television station WWMT (Kalamazoo, Channel 3) and WOOD-TV (Grand Rapids, Channel 8). Notification will also be placed on the Glen Oaks website: [www.glenoaks.edu](http://www.glenoaks.edu) It is often difficult to get an accurate report on the weather conditions overall. In the final analysis, students should use their best judgment regarding driving to campus.