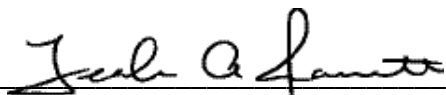


Monitoring Report
EL-01 Treatment of Students
April 18, 2024

I hereby present my monitoring report on the **Executive Limitations Policy EL-01: Treatment of Students** according to monitoring report schedule (BPD-04). I certify that the information contained in this report is true and represents compliance with a reasonable interpretation of all aspects of the policy unless specifically stated otherwise.

Signed 
Leah A. Barrett, President

Date 11 April 2024

The President shall not cause or allow conditions, procedures or decisions related to the treatment of students that are unsafe, unfair, disrespectful, or unnecessarily intrusive.

INTERPRETATION

Students' satisfaction with their college experience is inextricably linked to student success, including higher student retention and graduation rates. To measure student satisfaction with their college experience, Northeast Community College administers the Ruffalo-Noel-Levitz Student Satisfaction Inventory (RNL-SSI) every four years, allowing students to share how satisfied they are with their student experience as well as what issues are most important to them. The most recent results are presented here (spring of 2022—see Table 1), along with the previous survey 2018 results (see Table 2), to show how Northeast has improved or needs improvement. The Midwestern Colleges for 2022 are used for comparison with Northeast's spring 2022 results to show how we compare to colleges of similar size, geography, culture, etc. Therefore, I interpret "conditions, procedures or decisions related to the treatment of students that are":

- A. Not unsafe to mean a **Safety and Security** group satisfaction score greater than or equal to Midwestern cohort (see Table 1). If any of the questions in this group (see Appendix) does not meet or exceed the Midwestern one, even if the overall score does, they require further attention.

- B. Not unfair to mean a **Responsiveness to Diverse Populations** group satisfaction score greater than or equal to Midwestern cohort (see Table 1). If any of the questions in this group (see Appendix) does not meet or exceed the Midwestern one, even if the overall score does, they require further attention.
- C. Not disrespectful to mean a **Concern for the Individual** group satisfaction score greater than or equal to Midwestern cohort (see Table 1). If any of the questions in this group (see Appendix) does not meet or exceed the Midwestern one, even if the overall score does, they require further attention.
- D. Not unnecessarily intrusive to mean a **Service Excellence** group satisfaction score greater than or equal to Midwestern cohort (see Table 1). If any of the questions in this group (see Appendix) does not meet or exceed the Midwestern one, even if the overall score does, they require further attention.

In addition to scale and question scores, questions may also fall into “strengths” and “challenges” categories. This occurs when that item is important to the students (upper 25%) and either met satisfactorily as a strength (upper 25%) or not met satisfactorily as a challenge (lower 25%). Strengths are to be celebrated and modeled, while challenges need to be addressed. If a question falls into either category plus part of the scale groups described above, they will be noted in the evidence section below. Note: scores could fall within the range of 1 (lowest) to 7 (highest).

As mentioned on the previous page, comparisons between 2022 and 2018 are also discussed, to show where improvements have occurred, or satisfaction might have slipped. The next RNL-SSI administration is planned for spring 2026.

EVIDENCE

- A. The **Safety and Security** group satisfaction score of 6.05 was greater than or equal to Midwestern cohort score of 5.71. (6.05 was also greater than 5.45 reported in 2018). There was one question, however, that while it had a score greater than the Midwestern one (5.98 vs. 5.32), “#39—The amount of student parking space on campus is adequate,” it fell into the challenge category. (While not a challenge in 2018, it was still an issue in 2018 with a score less than the Midwestern one: 4.72 vs. 5.01.) On the other hand, there was one question that rose to the top as a strength, “#31—The campus is safe and secure for all students.” (This was a top strength in 2018, fourth from top in 2022.) This is something to continue to celebrate and model.
- B. The **Responsiveness to Diverse Populations** group satisfaction score of 6.24 was greater than or equal to Midwestern cohort score of 5.91 (6.24 was also greater than 6.10 reported in 2018). There were no questions that had scores less than the Midwestern ones.
- C. The **Concern for the Individual** group satisfaction score of 6.11 was greater than or equal to Midwestern cohort score of 5.70 (6.11 was also greater than 5.78 reported in 2018). There were no questions that had scores less than the Midwestern ones, however, there was one question that fell into the “challenge” category, “#29—Faculty are fair and unbiased in their treatment of individual students.” This was also a challenge in 2018 and will require further attention.
- D. The **Service Excellence** group satisfaction score of 6.13 was greater than or equal to Midwestern cohort score of 5.76 (6.13 was also greater than 5.93 reported in 2018). There were no questions that had scores less than the Midwestern ones, however, there was one question that fell into the “strength” category, “#62—Bookstore staff are helpful.” This is something to celebrate and model.
- E. The evidence provided throughout the rest of the report also supports compliance with the President not causing or allowing conditions, procedures or decisions related to the treatment of students that are unsafe, unfair, disrespectful, or unnecessarily intrusive.

Table 1 – Spring 2022 Scales groups and scores

Scale	Northeast Importance	Northeast Satisfaction / SD	Performance Gap*	Midwestern Cohort Importance	Midwestern Cohort Satisfaction / SD
Concern for the Individual	6.39	6.11 / 0.91	0.28	6.30	5.70 / 1.24
Safety and Security	6.33	6.05 / 0.98	0.28	6.29	5.71 / 1.17
Service Excellence	6.30	6.13 / 0.84	0.17	6.20	5.76 / 1.11
Responsiveness to Diverse Populations		6.24 / 1.02			5.91 / 1.25

**Notice how performance gaps (between importance and satisfaction) in 2022 are much smaller than they were in 2018. This indicates we’ve better met students’ satisfaction on matters that are important to them.*

Table 2 – Spring 2018 Scales groups and scores

Scale	Northeast Importance	Northeast Satisfaction / SD	Performance Gap	Midwestern Cohort Importance	Midwestern Cohort Satisfaction / SD
Concern for the Individual	6.44	5.78 / 1.19	0.66	6.22	5.52 / 1.23
Safety and Security	6.40	5.45 / 1.31	0.95	6.16	5.44 / 1.19
Service Excellence	6.39	5.93 / 1.00	0.46	6.08	5.57 / 1.09
Responsiveness to Diverse Populations		6.10 / 1.14			5.72 / 1.25

... the President shall not:

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

INTERPRETATION

I interpret “reasonable protections” to mean the College provides administrative procedures and documentation that describe the expectations of behaviors on campus as well as the consequences of not meeting those expectations, thus demonstrating that student health, safety and well-being is a priority for the institution. Students and College employees must be made aware of these procedures.

EVIDENCE

The following College operational procedures outline the rules and expectations of employees, students, and campus visitors:

- AP-3020.0 [Solicitation on College Premises](#)
- AP-3210.0 [Safe and Secure College Environment](#)
- AP-5221 [Standards of Student Conduct](#)
- AP-3270.0 [Loitering](#)
- AP-3231.0 [Communicable Diseases Procedures](#)
- BP-5227 [Alcoholic Beverages and Controlled Substances](#)
- AP-5791.0 [Vaccination Procedures](#)
- AP-3235.0 [Tobacco and Alternative Nicotine Products Use Procedures](#)
- AP-5021.0 [Missing Student Notification](#)
- AP-5890.0 [Residential Housing Regulations](#)

All employees are made aware of these policies and operational procedures as described in Monitoring Report EL-09, Organizational Integrity. Students are informed of policies and operational procedures during New Student Registration sessions, New Student Orientation, Residential Life Orientation, and through an email sent to their Northeast email address during their first term of enrollment annually, with a link to the [Notice to Enrolled Students](#). This Notice, as required by the Higher Education Act, is being sent to any new students enrolling throughout the academic year, including the start of second eight-week courses and summer courses. Northeast has an online [Student Handbook](#). Beginning this academic year, every course syllabus includes a link to this webpage. This allows students to have one easily accessible location to get all important College information. On the Student Handbook webpage students can find links to the [Academic Calendar](#), [Student Code of Conduct](#), [Academic Support](#), and more. Students who live in on-campus housing are informed of conduct expectations and provided the [Residence Life Handbook](#), which is also available on the Northeast website. In addition, as a recommendation from last year's Monitoring Report all students were emailed a link to the Student Code of Conduct on August 23, 2023 from Northeast Dean of Students. Enforcement of these expectations are done through Campus Security, and through students and employees who report violations. Students not following the Student Code of Conduct or expectations outlined in the Residence Life Handbook are referred to the Director of Residence Life and Student Conduct. The Director will investigate and apply sanctions to students found in violation of the Code of Conduct, College policies, or procedures.

The following academic programs have academic program handbooks that outline academic and conduct expectations for students in their programs: Physical Therapy Assistant, Nursing, Health Information Management, Paramedic, Veterinary Technology, Education, and Early Childhood. Students are informed of these program safety and behavior expectations upon acceptance into the academic program and provided a copy of the program handbook. Enforcement of these expectations is managed through academic program faculty, program directors, and academic deans. As a result of an improvement identified in last

year's Monitoring Report, it has been communicated to all academic deans that academic program handbooks must be available on the Northeast website by fall of 2024 for transparency and ease of access to potential and current students.

In addition, [Drug Free Communities and Schools Act information](#) is updated annually and published on our website and sent electronically to all enrolled students during their first term of enrollment annually through the Notice to Enrolled Students. This includes information about Northeast's drug-free initiatives, health risks of drugs, standards of conduct and disciplinary information, legal sanctions, as well as drug and alcohol counseling and treatment information. Additional information regarding drug and alcohol abuse and prevention resources can be found on the [Northeast website](#).

A campus security report is published annually and presents statistics for crimes reported to Northeast Community College during the last three years. This meets the requirements of the Clery Act, requiring colleges and universities to publish a Campus Crime and Security report annually. Northeast also reports fires in on-campus housing facilities each year. All of this information is updated annually and included in the [Annual Security and Fire Safety Report](#) and shared via email with faculty, staff, and students by September 30 each academic year and published on the Northeast website.

Students and employees can be notified immediately in the event of a College emergency, including College closures due to inclement weather via a [Campus Alert](#) system for campus emergencies or closures. Students and employees are automatically signed up to receive Campus Alerts through their Northeast email address and can update their preferences to include a cell phone number or multiple cell phone numbers. Students and parents/guardians are informed of this service during New Student Registration and Orientation. The [Campus Alert](#) webpage also includes information regarding plans for inclement weather announcements.

Northeast is concluding year three of a four-year journey to become a JED Campus. The Jed Foundation (JED) is a national nonprofit organization dedicated to preventing suicide and protecting the emotional health of our nation's youth and young adults. JED works with colleges across the country to provide expert support, evidence-based best practices, and data-driven guidance to protect student mental health and prevent suicide. The process of becoming a JED Campus requires Northeast to go through JED's fundamentals program, partner with JED experts to assess the College's needs, develop a customized strategic plan to build on existing strengths, and implement tools, strategies, and techniques that lead to measurable improvements in student mental health and a more connected community.

Beginning in the spring of 2024 the director of risk management started conducting Physical Facility Risk Assessments of College buildings. In addition, because of the JED Campus strategic plan recommendations, a means restriction evaluation will be added to the Physical Facility Risk Assessment to reduce access to lethal methods for a person considering suicide or planning a suicide attempt. A member of the Student Life Team will accompany the director of risk management when conducting these risk assessments throughout College property.

This evidence demonstrates the College has administrative procedures and documentation that describes the expectations of behaviors on campus as well as the consequences of not meeting those expectations, thus demonstrating that student health, safety and well-being is a priority for the institution. This evidence also demonstrates how students and College employees are made aware of these procedures.

AREAS FOR IMPROVEMENT

- It is recommended that BP-5227 [Alcoholic Beverages and Controlled Substances](#) regarding students be combined with AP- 3233 [Alcoholic Beverages and Controlled Substances](#) regarding employees and BP-5227 be deleted.

...the President shall not:

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

INTERPRETATION

Students need to be provided with adequate protection from harassment and bias because inadequate protection from harassment and bias could result in severe consequences for the victims and those who witness it. Additionally, harassment and/or bias in an educational environment can have a direct effect on a student's access to education, increasing their absenteeism and decreasing their ability to complete their degree. I interpret adequate protection from harassment and bias to mean the organization has policies and procedures in place to address harassing conduct and holding students and employees accountable at the earliest possible stage, before the conduct becomes so "severe and pervasive, and/or objectively offensive". Source: Procedure AP-1010.1 [Harassment](#).

EVIDENCE

The following College operational procedures outline the rules and expectations of employees, students, and campus visitors:

AP-1010.0 [Nondiscrimination](#)

AP-1010.1 [Harassment](#)

Information can be found on the Northeast [website](#) clearly outlining what Title IX is, Northeast's procedure around Title IX, as well as multiple reporting options for students. Review of Title IX files on harassment confirmed there were eighteen (18) reports of harassment during the 2023 calendar year. All reports were investigated, but none of the reports rose to the level of a formal investigation. On- and off- campus support options were requested by one or more students for each reported case, and support was provided as requested. Maxient Software was implemented in the summer of 2022 for reporting and tracking misconduct, harassment and/or discrimination reports. The addition of Maxient provides a formal process for students to submit a claim of harassment and for cases to be tracked and managed.

Annual harassment prevention and Title IX training is administered to all Northeast employees through the Learning Management System, SafeColleges. During the 2023-24 academic year there was 100% employee compliance in completion of this training. In addition, Northeast ensures that Title IX training for the Title IX Coordinator, Deputy Title IX Coordinators, and other Title IX team members such as investigators, hearing officers, decision makers, and advisors is up to date. These trainings are attended bi-annually or prior to the certification expiration dates. Northeast is a member of the Association of Title IX Administrators (ATIXA) and the Student Affairs Administrators in Higher Education Association (NASPA) and both provide virtual and in-person training options for Northeast

Title IX team members to complete for compliance. Multiple Title IX team members are trained in more than one role for added versatility for investigations and grievance processes. Prior to the 2022-23 academic year, only residential students were asked to complete the “Essentials” online course through mystudentbody.com focused on identifying and reporting sexual harassment and/or violence. During the fall 2022 semester, all students were sent the mystudentbody.com “Essentials” online course. This software was replaced by Vector Solutions online training this academic year, and on August 30, 2023 all enrolled students were sent an online course focused on gaining consent, identifying sexual harassment or violence, bystander intervention information, and resources for seeking help. This demonstrates an effort by the College to educate all students and employees on identifying, reporting, and investigating harassing behaviors and the consequences of that behavior.

Northeast completed its last Title IX Climate Survey for students during the 2022 spring semester. A new, additional Title IX Climate Survey for employees was developed and administered in the spring of 2022 to include harassment and discrimination for additional compliance as it relates to Title IX federal and state laws. Work is underway to finalize and distribute the 2024 Employee Title IX and Safety Survey to employees this spring semester. The results of both the student and employee surveys are reviewed by the Title IX Team, and any necessary education or action needed due to the survey responses will be managed by this Team. The only action identified as a result of the 2022 student and employee climate surveys was to find an electronic way to inform all students of Title IX related information, and this has been done. These surveys are a necessary component of the bi-annual State of Nebraska Legislative Report for Title IX subject to §85-608. Our last State of Nebraska Legislative Report can be found [here](#). This demonstrates a commitment to discovering any unreported Title IX related incidents and gauging how comfortable students and employees are with reporting incidents to College officials.

...the President shall not:

2. Deliver programs in a manner that is insensitive to students’ culture.

INTERPRETATION

I interpret “not insensitive” to mean programs and program materials are offered in ways that are accessible, nondiscriminatory, welcoming, and respectful of all cultures.

EVIDENCE

The following policy and operational procedures outline the College’s expectations regarding nondiscrimination:

AP-1010.0 [Nondiscrimination](#)

BP-1020 [Equal Opportunity](#)

AP-5260.0 [Services for Students with Disabilities](#)

In the RNL-SSI, the **Responsiveness to Diverse Populations** group satisfaction score of 6.24 was greater than or equal to Midwestern cohort score of 5.91 (6.24 was also greater than 6.10 reported in 2018). There were no questions that had scores less than the Midwestern ones. Specifically, questions #81 through #86 deal with the institution's commitment to part-time students; evening students; older, returning learners; under-represented populations, commuters, and students with disabilities. In all six questions, Northeast scored higher than the Midwestern cohort from 0.05 (2 questions), 0.01 (3 questions) to the 0.001 (1 question) significance levels. Students are satisfied with Northeast's commitment to diverse populations.

In the RNL-SSI, the **Concern for the Individual** group satisfaction score of 6.11 was greater than or equal to Midwestern cohort score of 5.70 (6.11 was also greater than 5.78 reported in 2018). There were no questions that had scores less than the Midwestern ones, however, there was one question that fell into the "challenge" category, "#29—Faculty are fair and unbiased in their treatment of individual students." This was also a challenge in 2018 and will require further attention. Specific to program delivery, "#2—Faculty care about me as an individual," was greater in satisfaction score than the Midwestern cohort (6.00 vs. 5.69) at the 0.01 significance level. Thus, not only is Northeast responsive to diverse student populations, but faculty members are also caring toward all students and their unique qualities. It will be an action item to discover why some students feel that they are being treated unfairly or in a biased manner (#29). In addition to student discovery on this challenge area, Northeast has implemented strategies and plans additional strategies in our guided pathways work to address this area. Early College has updated contracts with area high schools to include a statement that all faculty must use the Canvas LMS to communicate with students. This allows Deans and Directors to assess interaction when a complaint is made. Full-time faculty are currently expected to use Canvas for student communication. In summer 2023 academic deans and Educational Services leadership focused on several professional development topics including the dean role and responsibilities, hiring and evaluation, effective communication, conflict management, onboarding new faculty, conducting investigations, as well as several other topics.

Guided Pathways strategies include: "Develop professional development and initiatives to assist faculty on integrating best practices for online student engagement into teaching" and "Up-to-date course and grade information is accessible to students". A series of modules in Canvas were created in the summer of 2023 to offer as just in time professional development for faculty on a variety of topics including developing instructional strategies, engagement in the classroom, and classroom equity. Topics in the modules include Universal Design Learning, which focuses on using teaching methodologies that accommodate the needs and abilities of different learners, and Multiple Intelligences, which explores the different ways the brain takes in and processes information during learning. To date, two Northeast faculty members have completed the modules. The Center for Teaching and Learning provided information during the Adjunct Summer Professional Development session as well as a session during the August 2023 In-Service that touched on how faculty can utilize Artificial Intelligence (AI) to incorporate diverse examples and experiences into course materials that align with our general education goal of teaching relational perspectives.

In 2021 Northeast participated in the Community College Survey of Student Engagement (CCSSE) Race and Ethnicity pilot survey. Overall, 17% of participating students reported they have very/often participated in activities or discussions designed to introduce them to cultural experiences other than their own. This survey is currently being distributed to students (spring of 2024). To address these low numbers, Northeast has broadened opportunities for student engagement to include topics such as understanding disabilities, disability supports, variety of visiting author presentations, and presentations by faculty.

In addition, College students and employees regularly participate in opportunities focused on increasing our relational perspective or our awareness and connection to the world. These opportunities for training/awareness opportunities demonstrates the College's commitment to bring awareness to multiple cultures and perspectives. Recent examples of this professional development include:

College-Wide Training/Awareness Opportunities:

- Asian American and Pacific Islander Heritage Month Books Display, May 2023
- A Proactive Approach to Supporting the Mental Health of Students and You Can Help a Student, Fall In-Service, August 16, 2023
- Welcoming Week Engagement Activities, September 13-24, 2023
- Question, Persuade, Refer (QPR) Suicide Prevention Training, September 13 & November 8, 2023
- Constitution Day Golf Cart Trivia, September 18, 2023
- Latino Youth Summit Norfolk Campus, September 29, 2023
- Latino Family Day South Sioux City Extended Campus, October 22, 2023
- Latino Family Day Norfolk Campus, November 5, 2023
- Collaborative Community Art Project with local Pride Festival, September 2023
- National Hispanic Heritage Month Books Display & Trivia, September 15 – October 15, 2023
- Banned Books Week Display, October 1-7, 2023
- Mental Health First Aid, October 5, 2023
- Silent Witness Display, Domestic Violence Awareness Month, October 2023
- Day of the Dead/Dia de los Muertos Offrenda, October 19-November 7, 2023
- TRIO – First Generation College Student Day, November 8, 2023
- Veterans Day Book Display, week of November 11, 2023
- Native American Heritage Month Books & Flags Display in Union 73, November 2023
- Coffee & Conversation: Powwow Dancing & Beadwork, November 8, 2023
- Winter Holidays Display: Bodhi Day, Christmas, Hanukkah, Kwanza, Pancha Ganapati, November 2023 and December 2024
- Dr. Cristobal Salinas, Jr., Encouraging Educators to Help all Feel Included, Spring In-Service, January 4, 2024
- Mental Health First Aid, February 1, 2024
- Question, Persuade, Refer (QPR) Suicide Prevention Training, February 13, 2024
- Women’s History Month Books Display & Coffee & Conversation: Tammy Day, Philanthropy for All, March 2024
- Latino Youth Summit in South Sioux City, March 15, 2024
- Women of Color Museum Exhibit, March 18, 2024
- Human Library, April 9, 2024

AREAS FOR IMPROVEMENT

- This suggestion remains from last year and continues as an area of improvement: To ensure coursework and academic examples are representative of the variety of cultures of our students, we would expect that a larger number than 17% of students would report participating frequently in activities or discussions designed to introduce them to new cultural experiences. Northeast needs to work to continue to provide faculty with additional professional development opportunities that would introduce examples of multiple cultural or diverse experiences to utilize in their coursework.
- This suggestion remains from last year and continues as an area of improvement: To ensure students feel that faculty are fair and unbiased in their treatment of individual students, questions around this topic should be included in the Student Assessment of Instruction that is completed by students for each course.

...the President shall not:

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

INTERPRETATION

I interpret “student confidentiality and privacy” to mean the College must provide administrative procedures that outline the expectations and consequences of disclosing personally identifiable information from student records.

EVIDENCE

No complaints have been submitted by students regarding a known or suspected breach of their confidentiality or privacy. See the various policies, procedures, and processes outlined in 3.1 and 3.2 below for evidence.

...the President shall not:

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

INTERPRETATION

The College will not ask students to complete unnecessary tasks and will reduce redundancy and inefficiencies in student processes.

EVIDENCE

In the RNL-SSI **Service Excellence** group satisfaction score of 6.13 was greater than or equal to Midwestern cohort score of 5.76 (6.13 was also greater than 5.93 reported in 2018). There were no questions that had scores less than the Midwestern ones. More specifically to item 3.1 is, “#63—I seldom get the “run-around” when seeking information on this campus.” Northeast’s satisfaction score of 6.09 was greater than the Midwestern one of 5.56 at the 0.001 significance level. This acknowledges a process that removes necessity/redundancy in information requests.

In 2021 Northeast participated in the Community College Survey of Student Engagement (CCSSE) Race and Ethnicity pilot survey. Overall, 92% of students say there is a culture of caring at Northeast, while non-white/Hispanic students (21%) do not believe there is a culture of caring (4% for non-white; 17% for

Hispanic). Again, if students feel that there is a culture of caring at Northeast, that would demonstrate that the College doesn't have students go through procedures that elicit information for which there is no clear necessity.

In addition, the College website explains the student [Complaint Process](#) and has an online [Complaint Form](#) available for students to voice their concerns regarding college policies and procedures that they are dissatisfied with. For more information on the College Complaint Process, see items #5 and #5.1 below.

The vice president of educational services and student services have led guided pathways work during the last academic year that has included multiple process reviews and identifying opportunities for continuous quality improvement. This included a thorough review of Northeast processes and procedures from the student's perspective and allows gaps to be identified and processes streamlined. An example of this is the implementation of Advise and Recruit customer relationship management software. Through the implementation of these two new software systems, processes have been streamlined to improve the student experience. On big improvement is in the application for admission, which is being updated and simplified, improving our incoming students' experience. In addition, as departments conduct annual Administrative Assessments, they identify areas of improvement.

AREAS FOR IMPROVEMENT

- This suggestion remains from last year and continues as an area of improvement: While it is clear that the majority of students feel that there is a culture of caring at Northeast, there needs to be exploration into why non-white/Hispanic students do not feel that culture of caring at the same level as the overall student population. This will be a task assigned to the IDEA Team (described in Section 4) for additional discovery.

...the President shall not:

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

INTERPRETATION

The College will have administrative procedures and processes in place to ensure students' personal information is stored and shared safely and securely.

EVIDENCE

The following policy and operational procedures outline the College's expectations regarding student confidentiality and privacy:

AP-3070.0 [Records Management Procedure](#)

AP- 3511.0 [Information Security Administrative Procedure](#)

AP-3511.1 [Acceptable Use – Technology Resources](#)

AP-3511.3 [Privacy and Release of Information \(Federal Education Rights and Privacy Act \(FERPA\)\)](#)

Students are explained their rights under the Family Education Rights and Privacy Act (FERPA) during New Student Registration sessions, and also through an email sent to their Northeast email each academic year during their first term of enrollment in the [Notice to Enrolled Students](#). FERPA is explained in more detail to parents during a parent session at New Student Registration. Based on feedback from last year’s Monitoring Report, FERPA information is now included in the Northeast Families Newsletter. Northeast also has information regarding FERPA and the information Northeast considers “Student Directory Information” including a brief informational video on our [website](#). Students can withhold “Directory Information” from being shared by submitting a form to the Admissions and Registration Office. In addition, students can give permission to have their educational record released to specific individuals or entities. Students can complete a [Release of Information form](#), available on the Northeast website to have their educational record released.

Faculty and staff are required to complete an annual training regarding FERPA and data security through SafeColleges online. As a result of last year’s Monitoring Report, one employee non-disclosure form was created that will be completed by all College employees. Previously Technology Services, Human Resources, and then Student Services each had a different confidentiality form for employees to sign. The new universal employee non-disclosure form went through the Human Resources Standing Committee on November 12 and President’s Council on December 6th. It is currently being built into PeopleAdmin, the human resources electronic information system, for ease of tracking and to allow all current and new employees to sign. Having all employees sign a confidentiality statement demonstrates Northeast’s commitment to protecting student information.

In addition, see the Monitoring Report, EL-09 Organizational Integrity.

...the President shall not:

4. Permit admission, registration, evaluation, or recognition processes that treat students unfairly.

INTERPRETATION

I interpret “not treat students unfairly” to mean the College has administrative procedures and process that are transparent and clearly outlined to ensure equitable treatment of all students.

EVIDENCE

See the evidence provided for item #3 above. Northeast does not discriminate based upon any status protected by law or College policy. This information is stated on the Northeast website and on Northeast publications. It includes a link to the [Nondiscrimination](#) page of our website, that outlines additional information as well as where to direct inquiries or concerns.

In the RNL-SSI, item 4 notes, “#5—The personnel involved in registration are helpful,” “#26—Library staff are helpful and approachable,” and “#27—The campus staff are caring and helpful.” This demonstrates that overall, students feel our staff are treating them fairly. There was one question that fell into the “challenge” category, “#29—Faculty are fair and unbiased in their treatment of individual students.” This was also a challenge in 2018, will require further attention, and could speak toward unfair evaluation processes.

In 2021 Northeast participated in the Community College Survey of Student Engagement (CCSSE) Race and Ethnicity pilot survey. Overall, 99% of students have felt that their instructors care about their success in their courses at Northeast. Hispanic students have felt that instructors care about their success (97% non-white/Hispanic; 99% white). Regarding Instructor Expectations, overall, 89% of students report that their instructors expressed high expectations of them, 21% of Hispanic students said their instructors did not express high expectations of them (9% white; 12% non-white/Hispanic), and students who are 30 years and older are more than twice as likely than those between the ages of 18-21 to say instructors did not express high expectations of them (17% vs. 8%). In addition, see evidence in #2 above.

During the 2022-23 academic year Northeast added Maxient Software to assist in tracking student complaints. The software has been used since June 2022 for misconduct, harassment and/or discrimination reports. During the 2023-24 academic year, Northeast began using this software for academic integrity reports as well. Maxient allows students to enter a complaint and the complaint can be sent to the appropriate department lead, dean, and/or the vice president for further investigation. Training was provided in July 2023 for all academic deans and program directors on responding to complaints and conducting investigations. Ensuring quality educational experiences and accountability are also academic priorities for the 2023-24 academic year.

AREAS FOR IMPROVEMENT

- 1) This suggestion remains from last year and continues as an area of improvement: The IDEA Team, established to provide direction for the college around understanding and appreciating differences and developing a culture of inclusion and belonging, needs to be reinvigorated. There was a pause in the work of the IDEA Team as a restructuring was underway during the previous academic year. The Team moved under the Student Services Standing Committee for the 2023-24 academic year with the Vice President of Student Services chairing the team. This Team will review the Campus Climate Reports, RNL Student Success Indicator Survey Results, the CSSE Race and Ethnicity Pilot Results, HLC Accreditation requirements as well as program accreditation requirements and recommendations, program reviews, and other reports and assessments as applicable to help determine a plan to work towards two primary goals: 1) Providing students and employees opportunities to explore differences in safe and supportive environment; and 2) Create a community of inclusion and belonging.
- This suggestion remains from last year and continues as an area of improvement: Continue to provide professional development opportunities for faculty to assist them in creating academic environments that are fair and unbiased.

...the President shall not:

5. Permit unfair, inconsistent or untimely handling of student complaints.

INTERPRETATION

The College will have a clear process outlined for students to follow in order to submit a complaint, including timelines, communication regarding the complaint, and handling of the complaint to ensure consistency, transparency, and equity in the Student Complaint process. The College will ensure that submitted complaints and their respective outcomes are reviewed by administration to ensure fair and equitable resolution of complaints.

EVIDENCE

AP- 5230.0 [Student Complaints and Grievances](#)

Students are encouraged to solve a complaint at the lowest level possible, for example attempting to address an academic concern with their instructor before going to the academic dean. Students are provided on online [Complaint Form](#) for easily submitting their complaints. This process is outlined on the [Student Complaint Process](#) webpage. Complaints are tracked in Maxient, an online tracking system, and emailed immediately to the dean of students and vice president of student services when they are submitted. The dean of students follows up on all complaints, meeting with the parties involved with the goal of coming to a positive resolution. As a result of last year's Monitoring Report, the Student Complaint Process steps were more clearly outlined and connected with the Student Grievance process. If the student feels the response to the complaint is not satisfactory, the formal Student Grievance Process can be initiated as outlined in the [Student Code of Conduct](#). Also a result of last year's Monitoring Report, Northeast has expanded the complaint process to track not only complaints self-reported by students, but also complaints shared with faculty and staff by students or external constituents. If faculty or staff receive a complaint from a student, parent, or member of the public, these complaints can now be recorded and tracked. This process is outlined on the [Student Complaint Process](#) webpage, towards the bottom of the page. This process is new this spring of 2024 and is currently being piloted with the Student Services division before being shared with all College employees during Fall In-Service in August of 2024. Complaints will be tracked and reviewed annually to identify trends that are affecting the College's ability to effectively serve all students, and address the concerns identified.

...the President shall not:

5.1 Permit students to be without a process for registering a complaint or concern, including an appeal process, or be uninformed of the process.

INTERPRETATION

The College will have a clear process outlined for students to file a complaint and appeal the outcome of the complaint. Students will be able to easily access information about the process and complaint submission and be informed of the process.

EVIDENCE

The Student Complaint process described above outlines the process for a general complaint and an appeal in the form of a grievance. Additionally, the following policy and operational procedures outline the College's expectations regarding student grade appeals:

AP- 5290.0 [Final Grade Appeal](#)

Students are informed of the Grade Appeal process through the [College Catalog](#) and the Northeast [Grading](#) webpage, where a link to the [Final Grade Appeal Form](#) is available.

Students can find information on the Northeast website about the [Student Complaint Process](#). As a result of last year’s Monitoring Report, this spring (2024) a link to the Student Complaint Process was added to the Student Support Section of all course syllabi. Students are also informed about filing complaints through the [Student Code of Conduct](#), which is emailed directly to students during their first term of enrollment each academic year. For additional information about the Student Complaint Process see the evidence in #5 above. As a result of last year’s Monitoring Report, the Student Grievance process is now clearly articulated as the next step in the student complaint process if students are not satisfied with the outcome of their complaint. In addition, both the Student Complaint Process and Student Grievance process are fully outlined within the Code of Conduct. During the 2023-24 academic year 10 complaints have been received to date. These complaints were regarding academics (5), parking lots (2), an event (1), technology (1), and athletics (1). Each complaint was resolved and no grievances have been submitted.

In the RNL-SSI, item 5.1 notes, “#67 Channels for expressing student complaints are readily available.” Northeast’s satisfaction score of 5.81 was greater than the Midwestern one of 5.35 at the 0.001 significance level. This acknowledges a process for registering a complaint and students being significantly satisfied with it.

AREAS FOR IMPROVEMENT

- This suggestion remains from last year and continues as an area of improvement: Turn the Final Grade Appeal and Grievance forms into forms that can be submitted electronically through northeast.edu. Conversations are currently underway to make the Final Grade Appeal form one that can be submitted electronically into Maxient.
- This suggestion remains from last year and continues as an area of improvement: Create an online submission form for students to complete when filing a student grievance. Conversations are currently underway to create an electronic form to collect grievances through Maxient.

...the President shall not:

5.2 Retaliate against any student for non-disruptive expression of dissent.

INTERPRETATION

The College will ensure that procedures and processes are in place to protect students from retaliation by faculty, staff, or administration when expressing their dissatisfaction or dissent in an appropriate and non-disruptive way on campus.

EVIDENCE

The following administrative procedure provides students the freedom to non-disruptively express their dissent:

AP-3270.0 [Loitering](#)

This procedure notes that “The College will not infringe upon the right of any person or group to conduct orderly picketing or make other lawful forms of protest.”

In addition, the [Student Code of Conduct](#) in Article IV: Student Conduct Code Procedures, D. Freedoms, notes that “students have the right to discuss and express by orderly means any view in support of any cause, providing it does not disrupt the operation of the institution or infringe on the rights of other members of the College community.” Also, in the Student Code of Conduct, Student Grievance Procedures, Section F. Retribution or Retaliation notes, “Under no circumstances will any person who in good faith files a grievance or assists in a hearing and/or investigation be subject to any form of retribution or retaliation.” It goes on further to state that disciplinary action will apply to anyone who participates in retribution or retaliation.

AREAS FOR IMPROVEMENT

- This suggestion remains from last year and continues as an area of improvement: BP 1030 [Freedom of Speech](#) speaks to the freedom of speech for College employees but does not address freedom of speech for students. It would be much clearer to students if they were included in this policy instead of having their freedom of speech information within the Loitering procedure, where it is difficult to find. This policy is currently up for review.

...the President shall not:

- 6. Permit students to be uninformed of student rights and responsibilities, including expectations for student behavior, and the consequence of failure to adhere to expectations.**

INTERPRETATION

The College will outline the rights, responsibilities, and expected behaviors of students. The College will inform students of these expectations and ensure the information is available and easily accessible to all students.

EVIDENCE

The following administrative procedure and board policy notes the expectation of informing students of their rights and responsibilities, including expectations for student behavior and consequence of failure to adhere to expectations:

AP-3330 [Publicity of Rules Affecting Students](#)

BP- 5210 [Statement of Student Responsibility](#)

In addition, see evidence provided for item #1 above.

AREAS FOR IMPROVEMENT

- Also recommended last year, BP-5210 needs to be moved to an administrative procedure.

...the President shall not:

7. Permit decisions affecting students to be taken without appropriate consultation with students.

INTERPRETATION

Students will be a part of the shared governance process of the College. The College has a responsibility to inform students of decisions affecting them and provide students the opportunity to voice their opinions and concerns regarding those decisions.

EVIDENCE

The “Guidelines for Shared Governance”, updated in January of 2024 and available to employees in SharePoint, notes that to ensure a broad perspective in all committee recommendations, the committee structure should have members representing all employee groups and College divisions and include a student representative. Each of the standing committees as well as President’s Council, which is the primary recommending body to the President for all standing committees, is to include a student representative.

In addition, a few weeks into the start of the fall semester, the vice president of student services and vice president of educational services meet with students in an open forum to gather feedback and hear student concerns. I, along with the vice president of student services, have a monthly luncheon with student leaders where students have the opportunity to share thoughts on any current issues and feedback is sought on timely campus topics. Beginning in the fall of 2023, the dean of students hosts monthly “Dine with the Dean” luncheons where students are selected randomly from across campus and asked to provide feedback with the Student Life team on their student experience.

In the RNL-SSI, item 7 notes, “#44—I generally know about what’s happening on campus.” Northeast’s satisfaction score of 5.80 was greater than the Midwestern one of 5.47 at the 0.01 significance level. Thus, not only do students feel cared for, but they also feel significantly “in the know.” This may speak toward their representation in various committees and participation in forums and luncheons mentioned in the previous paragraph.

Appendix

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Northeast Community College - SSI 05/2022

Scale _____

Concern for the Individual

Northeast Community College - SSI						National Community Colleges - Midwestern Region 2018-2021						
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	2	Faculty care about me as an individual.	6.35	6.00	1.18	0.35	6.17	5.69	1.41	0.48	0.31	**
	16	The college shows concern for students as individuals.	6.36	6.06	1.14	0.30	6.26	5.57	1.53	0.69	0.49	***
	25	My academic advisor is concerned about my success as an individual.	6.40	6.21	1.21	0.19	6.31	5.61	1.65	0.70	0.60	***
	29	Faculty are fair and unbiased in their treatment of individual students.	6.44	6.12	1.14	0.32	6.43	5.82	1.45	0.61	0.30	**
	48	Counseling staff care about students as individuals.	6.38	6.20	1.24	0.18	6.34	5.84	1.41	0.50	0.36	**

Northeast Community College - SSI 05/2022

Scale _____

Responsiveness to Diverse Populations

Northeast Community College - SSI						National Community Colleges - Midwestern Region 2018-2021						
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	81	Institution's commitment to part-time students?		6.30	1.07			5.96	1.33		0.34	**
	82	Institution's commitment to evening students?		6.22	1.12			5.83	1.43		0.39	**
	83	Institution's commitment to older, returning learners?		6.24	1.09			5.94	1.38		0.30	**
	84	Institution's commitment to under-represented populations?		6.19	0.98			5.91	1.35		0.28	*
	85	Institution's commitment to commuters?		6.13	1.16			5.85	1.40		0.28	*
	86	Institution's commitment to students with disabilities?		6.38	0.98			6.01	1.32		0.37	***

Northeast Community College - SSI 05/2022



Scale _____

Safety and Security

Northeast Community College - SSI

National Community Colleges
- Midwestern Region
2018-2021

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	4	Security staff are helpful.	6.03	5.73	1.51	0.30	6.06	5.69	1.48	0.37	0.04	
	11	Security staff respond quickly in emergencies.	6.20	5.70	1.53	0.50	6.32	5.70	1.43	0.62	0.00	
	24	Parking lots are well-lighted and secure.	6.39	6.31	1.00	0.08	6.27	5.70	1.52	0.57	0.61	***
★	31	The campus is safe and secure for all students.	6.56	6.32	0.96	0.24	6.53	6.09	1.20	0.44	0.23	**
★	39	The amount of student parking space on campus is adequate.	6.41	5.98	1.39	0.43	6.25	5.32	1.83	0.93	0.66	***

Northeast Community College - SSI 05/2022



Scale _____

Service Excellence

Northeast Community College - SSI

National Community Colleges
- Midwestern Region
2018-2021

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	5	The personnel involved in registration are helpful.	6.43	6.27	0.98	0.16	6.34	5.83	1.43	0.51	0.44	***
	22	People on this campus respect and are supportive of each other.	6.27	6.06	1.12	0.21	6.28	5.83	1.32	0.45	0.23	*
	26	Library staff are helpful and approachable.	6.22	6.20	1.08	0.02	6.22	6.02	1.29	0.20	0.18	
	27	The campus staff are caring and helpful.	6.34	6.28	0.98	0.06	6.33	5.97	1.24	0.36	0.31	***
	44	I generally know what's happening on campus.	6.05	5.80	1.38	0.25	5.82	5.47	1.57	0.35	0.33	**
	57	Administrators are approachable to students.	6.38	6.18	1.09	0.20	6.27	5.80	1.42	0.47	0.38	***
★	62	Bookstore staff are helpful.	6.44	6.39	0.95	0.05	6.21	5.95	1.38	0.26	0.44	***
	63	I seldom get the "run-around" when seeking information on this campus.	6.31	6.09	1.21	0.22	6.18	5.56	1.59	0.62	0.53	***
	67	Channels for expressing student complaints are readily available.	6.21	5.81	1.51	0.40	6.19	5.35	1.71	0.84	0.46	***