

2005	Board follows schedule of reviewing – and revising when necessary – Board policies.
	Board follows schedule of annually monitoring treatment of learners and staff.
	Annual evaluation of Board performance is conducted.
2006	Board follows schedule of reviewing – and revising when necessary – Board policies.
	Board follows schedule of annually monitoring treatment of learners and staff.
	Annual evaluation of Board performance is conducted.
	Ethics Law training with Board by Lane's legal counsel.
2007	Board follows schedule of reviewing – and revising when necessary – Board policies.
	Board follows schedule of annually monitoring treatment of learners and staff.
	Annual evaluation of Board performance is conducted.
2008	Board follows schedule of reviewing – and revising when necessary – Board policies.
	Board follows schedule of annually monitoring treatment of learners and staff.
	Ethics Law training with Board by Lane's legal counsel.
	Annual evaluation of Board performance is conducted.
2009	Board follows schedule of reviewing – and revising when necessary – Board policies.
	Board follows schedule of annually monitoring treatment of learners and staff.
	Ethics Law training with managers by Lane's legal counsel.

Figure B.9.1: Key Activities

Standard Nine – Institutional Integrity

How does the institution ensure high ethical standards in its treatment of students, faculty, and staff?

Lane is a value-driven institution with learning at the center of its work. Lane's Core Values are key elements of Lane's Strategic Plan, guiding planning, decision-making and day-to-day activities of the college. They provide a framework of collectively held ideals of practice and conduct that guide work and interactions at Lane. Applying and following the Core Values is one way Lane strives to ensure that high ethical standards are met in its treatment of students, faculty, and staff.

Oregon statutes, policies and procedures provide another part of the framework that serves to guide Lane's governing board members, administrators, faculty, and staff in maintaining high ethical standards. These apply to the areas of college management and operations in all dealings with students, the public, organizations, and external agencies. Oregon law and the policies of Lane's Board of Education set the framework for the college's operational policies and procedures for regarding the learning environment, non-discrimination, faculty and staff treatment, student rights and responsibility, and privacy rights.

The Board must act ethically and professionally and with due respect to confidentiality when appropriate. Board members affirm that they abide by the code of conduct of the college. To ensure adherence to its own policies, board performance is evaluated annually.¹ In addition to self-evaluation by board members, administrators, faculty, and staff also have an opportunity to evaluate Board performance each year.

Lane's board policies for Treatment of Learners

¹ See Appendix B.9.1: Board Policy B.110 Governing Style and Evidence Binder for the summary report of 2009 Board Evaluation.

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and Treatment of Staff provide overarching guidelines for behavior by the board, administrators, faculty and staff in their daily interactions with students and each other.² The Treatment of Learners policy requires the college to be welcoming to and accepting of learners; to provide clear expectations of learners' rights and responsibilities; and to provide for learners' safety, privacy and security. The Treatment of Staff policy ensures that personnel rules are clear: that processes are in place for redress of grievances, staff members are free to express ethical dissent, they operate in a collaborative and participative environment, and that results are a measure of staff success. Annual Board Monitoring Reports evaluate success in achieving these two board policies.³ The college tracks student complaints, providing data about students' own perception of their treatment; the formal student complaint process offers the college an opportunity to fully investigate and record such complaints and develop improvement plans when necessary.

Board Policy B.040 assigns responsibility for the quality and integrity of the institution to the board.⁴ An essential aspect of institutional integrity lies in sustaining alignment between the college's Mission, Vision and Core Values. The board also evaluates the extent to which the college fulfills its mission and is responsible for stewardship of resources. Monitoring Reports inform the Board of important progress and challenges in this area. The Board reviews and discusses different Monitoring Reports during their monthly meetings.

In addition to policies that guide the board's ethical responsibilities to the institution, the president has executive responsibility and oversight in this regard as set out in Board Policy A.010.⁵ The president must assure that every activity, decision, or organizational circumstance is lawful, prudent, and in accordance with commonly accepted business and professional ethics. The president is also responsible for assuring that procedures and decisions are safe, dignified, un-intrusive and confidential (Board Policy A.020, Treatment of Learners). To ensure inclusion of as many points of view as possible, the president is obliged to inform and support the Board by providing wide-ranging information about issues at hand.

Board Policy B.130 requires that the Board follow an annual schedule of review for board policies.⁶ Monitoring reports submitted to the Board each month enable regular review of college performance related to policies and the president is required to advise the Board if it is not in compliance with its own policies. The board also monitors its performance.

Lane's governance councils are responsible for reviewing policies and, when necessary, for developing new policies. College Council has approved a schedule of college policy responsibilities by governance councils. Lane's policies and procedures are regularly evaluated and revised, as necessary, to ensure information is current and maintains integrity throughout the institution. Appropriate staff members across campus review all publications, and the faculty reviews program and revise course and program descriptions annually.

In addition to the state statute and board policies that ensure high ethical standards in the treatment of students, faculty, and staff, special trainings contribute to the knowledge of and

² See Appendix B.9.2: Board Policy A.020 Treatment of Learners and Board Policy A.030 Treatment of Staff.

³ See Evidence Binder for Standard 9 for the Treatment of Learners and Treatment of Staff Reports to Board during 2008-2009.

⁴ See Appendix B.9.3: Board Policy A.040 Board Duties and Responsibilities: Appraisal and Evaluation of Operation.

⁵ See Appendix B.9.4: Board Policy A.010 Global Executive Directions.

⁶ See Appendix B.9.5: Board Policy B.130 Agenda Planning.

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adherence to those ethical standards. For example, when new members join the Board, college legal counsel conducts a training related to Oregon ethics law as they relate to the Board. Legal counsel also makes periodic presentations about Oregon Ethics Guidelines to managers. The most recent training occurred in October 2008 and began with a review of Oregon Ethics Law and pertinent board policies and then developed a series of hypothetical situations that helped participants foresee and avoid ethical dilemmas.⁷

Finally, maintaining privacy of information is an important element of operational procedures that ensure high ethical standards in the treatment of students, faculty and staff. Because access to student and employee information is a regular and necessary part of many Lane employees' work, maintaining the letter and spirit of privacy laws and policies is essential to the college's integrity. By board policy, college policies, and the Family Educational Rights and Privacy Act (FERPA) guidelines, Lane employees and students have the same rights of privacy as any other citizen. Lane's Enrollment and Financial Services Department maintains web links to FERPA guidelines to help clarify important issues about the Act for employees.⁸ The Director of Enrollment and Student Financial Services welcomes requests from departments to make presentations and lead discussions about FERPA.

For students, faculty and staff, the use of Lane's secure student information system (Banner) has provided improved privacy and security of personal information. Rather than using social security numbers as the key identifier of individuals in Banner, the college assigns a randomly generated "L" number as identifying numbers for students and staff. This acts as a deterrent for possible misuse of personal information routinely used in the process of conducting college business.

Summary

Lane continues to place high value on institutional integrity and the ethical treatment of learners and staff. In addition to the policies and procedures that are in place to guide this, there also are procedures for redress of wrongs. The college continues to be committed to open and transparent operations with clear accountability for decision making in its service to the community.

⁷ See Evidence Binder for Standard 9 for the PowerPoint slides used in the presentation made by college legal counsel to all Lane managers on October 17, 2008.

⁸ See <http://www.lanec.edu/cops/release.htm#defs>

Appendix B.9.1 – Lane’s Board Policy B.110 Governing Style

POLICY NUMBER: B.110

POLICY TYPE: GOVERNANCE PROCESS

POLICY TITLE: GOVERNING STYLE

The board will govern with an emphasis on meeting community needs, respecting diverse viewpoints, leading strategically, clearly distinguishing board and president roles, making collective decisions, being future-oriented, and being proactive.

More specifically, the board will:

1. Operate in all ways mindful of its obligation to the people of its district.
2. Enforce upon itself whatever discipline is needed to govern with excellence. Discipline will apply to matters such as attendance, policy-making principles, respect of roles, speaking with one voice, and adherence to ethical practices.
3. Keep adequately informed about relevant global and local educational and other issues, actively gathering information to fulfill this role.
4. Direct, control, and inspire the organization through the careful establishment of the broadest organizational values and perspectives through written policies.
5. Focus chiefly on intended long-term impacts on the world outside the organization (Ends), not on the administrative or programmatic means of attaining those effects.
6. Be an initiator of policy. The board will be responsible for board performance.
7. Use the expertise of individual members to enhance the ability of the board.
8. Monitor and regularly discuss the board's own process and performance.
 - A. Self-monitoring will include an annual comparison of board activity and discipline to its Governance Process and Board-Staff Relationship policies.
 - B. Continual redevelopment will include orientation of new members in the board's adopted governance process and periodic board discussion of process improvement.
9. Acting as a committee of the whole, perform the functions of the Audit Committee including:
 - A. The appointment, compensation and oversight of the work of any public accounting firm employed by the College to audit its financial statements.
 - B. The appointment, compensation and oversight of independent counsel or other advisor as deemed necessary to carry out its audit duties.

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Appendix B.9.1 (cont.) – Lane’s Board Policy B.110 Governing Style

Additionally, the President shall be responsible for establishing and reporting to the Board procedures for:

1. The receipt, retention and treatment of complaints received by the College regarding accounting, internal controls and auditing matters.
2. The confidential, anonymous submission by employees regarding questionable accounting or auditing matters.

ADOPTED: November 9, 1998

REVISED: July 27, 2004

REVISED: March 9, 2005

Appendix B.9.2 – Lane’s Board Policy A.020 Treatment of Learners

POLICY NUMBER: A.020

POLICY TYPE: EXECUTIVE DIRECTIONS

POLICY TITLE: TREATMENT OF LEARNERS

With respect to interactions with learners, the president shall assure that procedures and decisions are safe, respectful and confidential.

Accordingly, the president shall assure that:

1. The institution represents itself accurately and consistently to prospective students through its catalogs, publications and official statements.
2. Admissions information forms avoid eliciting information for which there is no clear necessity.
3. Methods of collecting, reviewing, transmitting, or storing information about learners will be protected against improper access in compliance with federal and state regulations.
4. Facilities provide a reasonable level of privacy, both visual and aural.
5. The college environment is welcoming and accepting to all learners.
6. Learners have a clear understanding of what may be expected from the services offered.
7. Learners are informed of their rights and responsibilities and are provided a process to address grievances.
8. There is adequate provision for the safety and security of learners.

ADOPTED: November 9, 1998

REVISED: April 12, 2000

REVISED: May 12, 2004

REVIEWED: July 11, 2007

Appendix B.9.2 (cont.) – Lane’s Board Policy A.030 Treatment of Staff

POLICY NUMBER: A.030

POLICY TYPE: EXECUTIVE DIRECTIONS

POLICY TITLE: TREATMENT OF STAFF

With respect to the treatment of paid and volunteer staff, the president shall:

1. Operate with written personnel policies that clarify personnel rules for staff, provide for effective handling and redress of grievances, and protect against wrongful conditions.
2. Assure that there is an environment to freely examine and discuss assumptions and data and be guided by evidence.
3. Never discriminate against any staff member for expressing an ethical dissent or retaliate against any staff member for engaging in whistleblowing activities as defined in ORS 659A.200 to 659A.229 or for addressing the Board as provided in subsection 4 of this policy.
4. Not prevent staff from addressing the board when internal grievance procedures have been exhausted and the employee alleges that board policy has been violated to his or her detriment.
5. Operate within a collaborative and participative environment.
6. Acquaint staff with their rights under this policy.
7. Make results a measure of staff success.

ADOPTED: November 9, 1998

REVISED: April 12, 2000

REVISED: May 12, 2004

REVISED: September 8, 2004

REVIEWED: July 11, 2007

**Appendix B.9.3 – Lane’s Board Policy A.040 Board Duties and Responsibilities:
Appraisal and Evaluation of Operation**

POLICY NUMBER: B.040

POLICY TYPE: GOVERNANCE PROCESS

**POLICY TITLE: BOARD DUTIES AND RESPONSIBILITIES: APPRAISAL AND
EVALUATION OF OPERATION**

The board of education is ultimately responsible for the quality and integrity of the institution. It establishes broad institutional policies and delegates to the president the responsibility to implement and administer these policies.

The board of education shall:

1. Regularly review and approve the college’s vision, mission, and core values and ensure that they guide the operation of the college.
2. Evaluate the performance of the organization and the quality of the educational program in terms of the vision, mission, and core values of the college.
3. Ensure that the necessary resources are in place to provide for effective institutional research, evaluation, and planning processes

ADOPTED: November 9, 1998
APPROVED: November 12, 2003
REVIEWED: November 6, 2007

Appendix B.9.4 – Lane’s Board Policy A.010 Global Executive Directions

POLICY NUMBER: A.010

POLICY TYPE: EXECUTIVE DIRECTIONS

POLICY TITLE: GLOBAL EXECUTIVE DIRECTIONS

The president shall assure that every activity, decision, or organizational circumstance shall be lawful, prudent, and in accord with commonly accepted business and professional ethics.

ADOPTED: November 9, 1998

REVISED: April 12, 2000

REVIEWED: September 10, 2003

REVIEWED: June 28, 2007

Appendix B.9.5 – Lane’s Board Policy B.130 Agenda Planning

POLICY NUMBER: B.130

POLICY TYPE: GOVERNANCE PROCESS

POLICY TITLE: AGENDA PLANNING

The board will follow an annual agenda that: (1) reviews all policies and (2) continually improves board performance through board education and enriched input and deliberation. Accordingly, the cycle will start each year on the first of July. (See Policy C.060 – Monitoring President Performance.)

The chairperson in consultation with the president sets the agenda (see B.150, #1.0). At each board meeting, any board member may place items on a future agenda. The item will be added to a future agenda, unless the president states that the item will require an unacceptable amount of staff time or funds, in which case the board must act to place the item on a future agenda. (see C.010, #4). Agenda setting will conform to the requirements of the Oregon public meeting law.

ADOPTED: November 9, 1998

REVISED: March 10, 1999

REVISED: April 14, 1999

REVISED: September 8, 1999

REVISED: February 11, 2004

REVISED: February 13, 2008