

BOARD POLICY

WESTERN IOWA TECH COMMUNITY COLLEGE

Series Number 307

Title Communication Channels

Questions and problems shall be resolved at the lowest organizational level in relation to the origin of the question or problem. It is expected that all persons will feel free to express their opinions and voice their concerns through open, frank, and honest dialogue and without fear of retribution.

School employees are encouraged to confer with their immediate supervisor on questions and concerns. If issues remain unresolved, employees may contact the Human Resources Office for advice, counsel, and clarification of policies, etc., and/or elect to formalize their concerns through the appropriate Grievance Procedures as described in the Series 400 Board Policies.

Students with questions and concerns relating to their program(s) of study should discuss these issues with their instructor(s) and/or academic advisor. The Student Affairs staff is always available to assist and answer questions.

All patrons, visitors, and members of the general public are encouraged to make direct contact with the person or persons having responsibility for the program area or other activity of the College, if known. Every employee of the College is expected to offer assistance in directing inquiries to the appropriate person or office.

The President shall be responsible for insuring that open lines of communication are maintained throughout the College and that administrative procedures are in place to facilitate efficient utilization.

Date of adoption 1/8/96

Legal Reference: (Code of Iowa)

Date of last revision _____

260C.14; 279.8

Date of current revision 1/8/96

Related Administrative Procedures and Cross References _____

804.3 Public Complaints About College Personnel; 400.11 Grievance Procedures;

205.8 Agenda for Board Meetings; 205.12 Public Participation in Board Meetings