

**SOUTHERN WEST VIRGINIA COMMUNITY AND TECHNICAL COLLEGE
BOARD OF GOVERNORS
SCP-1003**

SUBJECT: Consumer Information

REFERENCE: The Higher Education Act of 1965 (HEA), as amended and reauthorized by the Higher Education Opportunity Act of 2008 (HEOA); Family Educational Rights and Privacy Act (FERPA); the Clery Act; West Virginia Council for Community and Technical College Education Legislative Rule, entitled *Initial Authorization of Degree-Granting Institutions*, 135 C.S.R. 20; the Drug-Free Schools and Campuses Act; the Student-Right-To-Know Act; West Virginia Code § 18B-1B-7, *Student Mental Health Policies; Suicide Prevention - Jamie's Law*; Higher Learning Commission (HLC) CRRT.C.10.010, *Recruiting, Admissions, and Related Institutional Practices*, and West Virginia Council for Community and Technical College Education Legislative Rule, entitled *Annual Reauthorization of Degree-Granting Institutions*, 135 C.S.R. 52.

ORIGINATION: January 30, 2019

EFFECTIVE: September 20, 2019

REVIEWED: September 5, 2023

SECTION 1. PURPOSE

1.1 The policy's purpose is to describe consumer information that must be available to students, prospective students, employees, and others, how information will be disclosed, and how complaints can be filed.

SECTION 2. SCOPE AND APPLICABILITY

2.1 This policy applies to all departments of the College, employees, students, prospective students, and the general public.

SECTION 3. DEFINITIONS

3.1 None

SECTION 4. POLICY

4.1 Southern West Virginia Community and Technical College will comply with the federal and state guidelines by providing required information on the College's website and through other means of communication, as specified in the federal and/or state guidelines, to prospective students, current students, employees, and the general public.

4.1.1 General disclosure requirements:

4.1.1.1 Basic financial aid information.

4.1.1.2 General information about the College, such as the honest disclosure to students in the

areas of recruitment, admission, contractual agreements, student financial assistance, obligations to repay student loans, placement assistance and job placement rates, advertising, refund policies, the meaning and recognition of different types of accreditation, the transferability of the institution's credits to other post-secondary institutions, the offering of quality instructional programs, and other appropriate performance measures.

- 4.1.1.3 Availability of employees for information dissemination.
 - 4.1.1.4 Description of services and facilities available to students with disabilities.
 - 4.1.1.5 Constitution and Citizenship Day.
 - 4.1.1.6 The College's retention rate.
 - 4.1.1.7 Drug and alcohol abuse prevention information.
 - 4.1.1.8 Equity in Athletics Disclosure Act.
 - 4.1.1.9 The College's completion or graduation rate and, if applicable, its transfer-out rate. (Student-Right-To-Know Act)
 - 4.1.1.10 The placement and types of employment obtained by graduates of the school's degree or certificate programs. (Student-Right-To-Know Act)
 - 4.1.1.11 Clery (Campus Security) Act.
 - 4.1.1.12 Family Educational Rights and Privacy Act (FERPA).
 - 4.1.1.13 Annual Fire Safety Report.
 - 4.1.1.14 Suicide Prevention and Information (Jamie's Law).
 - 4.1.1.15 Others, as required.
- 4.1.2 Consumer information will be posted on the College's webpage. Information that must be sent directly to students will be communicated through the student's email, which is an official method of communication between the College and students.
- 4.1.3 Complaints can be filed with the Chief Student Services Officer.

SECTION 5. BACKGROUND OR EXCLUSIONS

- 5.1 The following general disclosures are not required by the College:
- 5.1.1 Equity in Athletics Disclosure Act is not required because competitive sports programs are not allowed at community and technical colleges in West Virginia as provided in the Council's rule entitled *Sports Programs at Community and Technical Colleges*, 135 C.S.R. 36.
 - 5.1.2 The types of graduate and professional education in which graduates of the school's four-year degree programs enroll. (Student-Right-To-Know Act).

5.1.3 Annual Fire Safety Report is only required for colleges with on-campus housing.

SECTION 6. GENERAL PROVISIONS

6.1 None.

SECTION 7. RESPONSIBILITIES

- 7.1 The Compliance, Safety and Risk Management Committee will be responsible for an annual review of consumer information disclosures.
- 7.2 The Chief Student Services Officer will be responsible for posting the consumer information disclosures on the College's website and will work with all other responsible units to ensure the information is accurate and posted within the regulated deadlines.
- 7.3 The Finance Unit will be responsible for disclosing campus safety information and other required general information, which includes, but is not limited to, tuition and fees, textbooks, open educational resources, and refund policy.
- 7.4 The Student Services Unit will be responsible for disclosing basic financial aid information, "shopping sheet" for all students, Title IV funds, and HEA loan information; Title IX information, general contact information for student services; activities; clubs and curricular and co-curricular support; Constitution and Citizenship Day information; Student-Right-to-Know information, Clery Act, facilities and services available to students with disabilities; student records; gainful employment; drug and alcohol abuse prevention; voter registration forms; and "shopping sheet" for veterans, service members, and/or their family members.
- 7.5 The Academic Affairs Unit will be responsible for disclosing general information about academic programs, admissions, transfer credits, articulation agreements, and copyright infringement.
- 7.6 The Chief Information Officer will be responsible for disclosing information about student profiles, use of technology, email communication, and penalties for violations.
- 7.7 When a person believes that a condition exists that is in violation of his or her rights, college policies, rules, standards, or procedures, the student may file a complaint in writing with the Chief Student Services Officer.

SECTION 8. CANCELLATION

8.1 None

SECTION 9. REVIEW STATEMENT

- 9.1 This policy shall be reviewed on a regular basis with a time frame for review to be determined by the President or the President's designee. Upon such review, the President or President's designee may recommend to the Board that the policy be amended or repealed.

SECTION 10. SIGNATURES

President

Date

Attachments: None.

Distribution: Board of Governors (12 members)
www.southernwv.edu

Revision Notes: Originated - January 30, 2019

September 8, 2023 – Minor revisions are grammatical in nature and reflect corrections to job titles and committee names and references.