

Standard Nine: Integrity, Transparency, and Public Disclosure

DESCRIPTION

Integrity

WCCC derives its authority through the [Legislature of the State of Maine](#) and operates by the State statute under the direction of the Maine Community College System (MCCS) which is governed by the Board of Trustees of the MCCS. Each [member](#) of the Board of Trustees is nominated by the Governor of the State of Maine and confirmed by the Maine State Legislature. The College has been accredited by the New England Commission of Higher Education (NECHE), either by the Commission on Technical and Career Institutions or the Commission on Institutions of Higher Education, since December 9, 1976, and complies with the Commission's standards and policies.

The MCCS has an established [code of ethics](#) outlining core values that guide all MCCS employees. These values are practiced and supported on our campus. This code enumerates twelve core values, which provide guidance for all employees at the institution. In addition, many faculty and staff belong to professional organizations with detailed ethical policies and procedures relevant to their discipline or area of expertise.

In accordance with the expectations of faculty and staff conduct, the College seeks to protect the rights of its employees honestly and consistently. In the [collective bargaining agreement](#) with the MCCS board of trustees and the MEA: Faculty Unit 2017-2019, the academic freedom and privacy rights of faculty members are established and defined. Administrative and support personnel rights are assured and supported through individual collective bargaining agreements as detailed in Standard 7, Human Resources. These documents include statements of professional ethics and the terms and conditions of employment. In the recruiting and hiring of employees, WCCC strives to enact a non-biased and equitable process in keeping with MCCS policies.

Policies and procedures relating to academic honesty, privacy rights, and fairness dealing with students have also been put into place to ensure the rights of students and are published in the College catalog and are available of the College website and in the student handbook. The Academic Policies section, page 38 of the 2018-2019 [College catalog](#), clearly outlines the College's position on academic integrity, defines plagiarism and explains the consequences of policy violation. Students' academic records are safeguarded by the College. This guarantee of confidentiality is codified in the Family Educational Rights and Privacy Act of 1974 ([FERPA](#)). New adjunct faculty members receive FERPA training at their orientation. Faculty and staff regularly receive FERPA training during professional development sessions. Student records are not released to third parties without the student's written authorization.

Academic programs on campus are regularly reviewed both internally and externally. Program Advisory Committees meet on a regular schedule as detailed further in Standard 4, The Academic Program.

The College recognizes the benefits, both inside and outside of the classroom, of a diverse and representative student body throughout the institution's academic programs. WCCC takes a variety of approaches to ensure gender equity and adherence to the spirit of affirmative action at the institutional level. For example, a Gender Equity Coordinator was contracted to develop a report on the population of the College as part of an initiative designed to increase the participation of male and female students in non-traditional classes and programs. It provides suggestions for those students enrolling in programs not generally considered traditional for their gender. Likewise, the College hosts the Totally Trades program in an effort to encourage middle school and high school girls to consider a nontraditional career/trades program. A similar program has been developed for high school boys. Gender inclusivity is utilized in promotional materials, including electronic media and catalogs, as a means of promoting nontraditional career paths for prospective students. Student recruitment efforts strive for regional demographic diversity as well.

The College [catalog](#) and [Student Handbook](#) provide information about WCCC's policies and procedures in a comprehensive and coherent way. These publications ensure that students are aware of their rights and responsibilities. Attendance, probation and dismissal, the grading system, midterm warnings, the add-drop policy, withdrawal, and several other academic policies are clarified within these documents. The WCCC [Student Code of Conduct](#) explains that students are expected to behave in a manner respectful of the College and members of its community and the penalties for failure to follow the code. The Code also specifies the procedure to be followed by the disciplinary officer. The appeal process, which ensures students their due process rights, is outlined as well. Policies and procedures relating to harassment, sexual harassment, non-discrimination, and affirmative action are explained in the catalog and student handbook. The guidelines spell out the process for filing a complaint. This information is provided in brochures to students during orientation.

Similarly, the grievance procedures for instructors and staff members are detailed in writing and readily available. These procedures are outlined in the union contract between that employee's bargaining unit and the MCCC. Three associations cover six bargaining agreements for WCCC employees: Maine Educators Association (MEA) [Administrators Unit](#), [MEA Faculty Unit](#), Maine State Employees Association (MSEA) [Support Services](#), MSEA [Supervisory Services](#), MSEA [Adjunct Faculty](#) and American Federation of State, County, and Municipal Employees ([AFSCME](#)). Articles in each contract detail procedures for filing grievances and complaints and conducting investigations. These contracts are legally binding, endorsed by WCCC and the MCCC, and are supported by system policy and procedures. Those employees who choose not to join their respective bargaining units are still covered by the provisions of these contracts and are entitled to the services upon payment to the respective Association for reasonable expenses during the grievance procedure.

WCCC adheres to the MCCC [Non-Discrimination, Equal Opportunity and Affirmative Action](#) policy during recruitment, admissions, employment, evaluation, disciplinary action, and

advancement. In addition, the College posts this notice in our catalog and on the [College's website](#).

Policies are made openly with input from appropriate personnel, and every attempt is made to administer policies equitably. The WCCC Community Council meets on a regular basis and is populated with faculty and staff from various departments and a student representative selected by the student senate. This forum is an opportunity for the President and the campus community to discuss current issues and happenings on campus, as well as develop and approve new campus policies and procedures.

The Student Senate is elected each year from the student body. It meets weekly to discuss ideas and concerns and to plan campus activities. The President meets regularly with the Student Senate. In addition, a wide variety of standing and ad hoc committees exist to provide information flow, feedback, and policy creation for the good of the College. Those committees include Affirmative Action, Alumni, Academic and Curriculum, Diversity, Employee Recognition, Graduation, Health and Safety, Scholarship, and Technology. The committees meet to review policy and set plans for implementing policies and procedures.

[Appraisal of Integrity](#)

The assessment and evaluation processes are comprehensive and ongoing. Student satisfaction and engagement have been measured two out of every three years through the CCSSE or Noel Levitz surveys. Academic programs are reviewed regularly on a scheduled rotation. All of the programs have advisory committees that meet at least once a year. The President's advisory committee meets twice a year. Students have the opportunity to evaluate their classes and instructors every semester using the CourseEval software.

During the last accreditation cycle, a comprehensive policy review was initiated and completed. Committees continue to regularly create and review policy with membership from all departments on campus. Senior staff ensures that the review process continues to be ongoing.

The mechanisms in place for employee grievances are agreed to by each bargaining unit's contract. Additionally, some units utilize Faculty Management or Labor Management teams to resolve issues.

There are faculty and adjunct faculty handbooks as well as an adjunct faculty orientation. A new faculty evaluation process was developed two years ago but needs to be regularly conducted. Turnover in the President and Academic Dean positions has slowed this process.

[Transparency & Public Disclosure](#)

WCCC strives to ensure that all college-related materials and publications, both print and digital, are timely, useful, accurate, comprehensive, and readily available. For prospective students, the College's [Catalog](#) and Viewbook is distributed by our Admissions counselors and includes information on programs offered, admissions procedures, tuition costs, financial aid,

support services, and campus life. The [College website](#) which was fully updated in Fall 2014 and undergoes continuous departmental review, also provides a wealth of information. Detailed explanations of admission policies and procedures, financial aid policies and procedures, financial aid resources, curriculum requirements for academic programs, course descriptions, campus facilities and resources, and residential life are featured on the website. The site also gives information on WCCC's continuing education division to business leaders and community members interested in taking a non-credit course, obtaining customized training for their company, or signing up for an online course.

Another resource on the college website for prospective students is a list of contact information for all college personnel. By visiting the "[Contact](#)" or "[About WCCC](#)", section of the site, members of the general public can easily access the campus directory listing, which is organized by personnel type and lists departments, names, email addresses, and phone numbers of college personnel who can respond to any inquiries in a timely manner. The College catalog also provides a listing of all college personnel with information relating to any credentials they may hold as well as the schools granting the credentials. The MCCC website contains a member list of the [Board of Trustees](#), as well as, contact information (listing name, department, email addresses, and phone numbers) [for MCCC personnel](#). [Minutes](#) of Board of Trustee meetings are also located on the MCCC website.

The College provides prospective and current students with necessary information concerning admissions, curriculum, grading, assessment, discipline, and consideration of complaints and appeals via the course catalog and the student handbook. The catalog, published annually, clearly outlines the institution's mission and guiding principles. Policies and procedures relating to admission, financial aid, attendance, and continued enrollment are articulated in this publication. All programs provide program sheets detailing supplementary admission requirements for specific programs at the College. These sheets describe the program, credentials available, expected outcomes as well as the approximate cost for one year of the program and the list of required courses with the expected timeframe. The [Student Handbook](#) is available on the College's website and student portal. The student handbooks contain much of the same information as the Catalog, but with added information on the Student Code of Conduct, residential housing agreement, procedures for conflict resolution, and students' right to privacy via the Family Educational Rights & Privacy Act (FERPA), Save Act, and resources available for students.

Through print and digital communications, WCCC documents and publicizes program excellence, learning outcomes, faculty achievements, and the success and accomplishments of graduates. Graduates are surveyed six months after graduation and information about [employment in their field of study](#) is published in brochures and on the college website. This information is compiled through the Department of Labor for graduate information. Although not typically used in college publications, information regarding student outcomes (i.e., student retention, graduation and licensure passage rates) are available on the [Consumer Information](#) page of the WCCC website. Institutional Information such as the price of attendance, net price

calculator, financial aid and scholarship information, and student loan information are also available on the website on the Consumer Information page.

Relevant, timely information is also accessible to students on the College's online portal. This password-protected website targeted at internal audiences is available to all students, faculty, and staff. The portal provides current students with necessary forms, the ability to add or drop classes, and up-to-date information on their assignments, grades, and attendance.

The Dean of Enrollment Management and Student Services and the department staff review all print and electronic materials related to enrollment services prior to their distribution. The Academic Affairs Office is responsible for the review and publication of the college catalog annually. Department heads are asked to review their segments of the catalog and website annually for accuracy and content.

The college [catalog](#) and individual program brochures are also on an annual cycle. The viewbook is updated and reprinted as needed. The College's semester course schedule is available to the public on the [MyWCCC](#) information portal. Archival editions of the College's course catalog are available in the library. In addition, the College increasingly utilizes social media and mobile applications as communication tools.

The catalog and website information indicate programs, courses, services and personnel available during any given year. The College has a dedicated process to create new programming options and to discontinue programs. Refer to Standard 4, The Academic Process for further information on this process. Updating the catalog annually ensures that the College does not publish outdated information.

[Appraisal of Transparency & Public Disclosure](#)

The College website is "one-stop shopping." Prospective students can access forms required for the admissions process, including application materials and information about financial aid. The College's portal provides an additional layer of information for current students that is readily accessible and easy to navigate. Via the portal students have access to coursework, grades, account balances, and forms. Faculty members can utilize the portal in a variety of ways, including sharing course information, maintaining an online grade book, tracking student attendance, and responding to student questions and concerns. Staff members may use the portal to track student progress, place any necessary holds on student accounts and records, and manage retention module early alerts. The College is presently working to initiate online course registration.

Each department (Enrollment Services, President's Office, Human Resources, Business Office, Financial Aid, and Academic Office) is responsible for updating the website and student portal to reflect current information. Due to this decentralized approach, some information is not updated in a timely manner. The assignment of a centralized webmaster to check for overall consistency and accuracy may alleviate this issue. WCCC's website is the primary "window" to

the College's constituents and should present a consistent and accurate picture of the College and its assets.

PROJECTIONS

Improved and enhanced communication is a top priority for the College. The College has identified several ways to enhance internal and external communications:

- Faculty and staff meetings occur more frequently and consistently. A faculty member has been incorporated in the College's senior administrative staff group. Several listening sessions with various members of the college community have occurred and have proven to be fruitful and spirited exchanges of ideas; brainstorming sessions with the College community occur twice a semester. This flow of information among community members will evolve going forward. The College will consistently post meeting minutes so that the entire community is aware of evolving discussions and potential changes.
- We will continue to develop additional marketing efforts such as utilizing social media for advertising and infographics that compare our tuition, fee, and housing costs to other comparable colleges.
- An Alumni Committee has been formed with the objective of increasing communications with the College's graduates. The College believes that our best resource is the success of students who have attended the College. They are our best advertisement.

The website and student portal are currently maintained by individual departments, the need for a centralized method of reviewing our web presence on a consistent basis is needed. Going forward, the College will investigate methods and possible processes to assure that main information centers are updated. The utilization of a centralized webmaster is a possible solution that will be reviewed.

**Standard 9: Integrity, Transparency, and Public Disclosure
(Integrity)**

?	Policies	Last Updated	?	Website location where policy is posted	Responsible Office or Committee
	Academic honesty	2017		https://www.wccc.me.edu/wp-content/uploads/WCCC-Catalog-2017-2018-Corrected.pdf	Academic Dean
	Intellectual property rights				
	Conflict of interest	2009		https://mymccs.me.edu/ICS/icsfs/Policy_410.pdf?target=76229781-6c75-477f-8687-9ca89ffbc2e5	Human Relations
	Privacy rights	2016		https://www.wccc.me.edu/wp-content/uploads/Notification-of-Rights-under-FERPA-for-Postsecondary-Institutions.pdf	Student Services
	Fairness for students	2017		MCCS Policy 501 Student Code of Conduct	Student Services
	Fairness for faculty	2017		https://mymccs.me.edu/ICS/HR/Collective_Bargaining_Contracts.jnz	Human Relations
	Fairness for staff	2017		https://mymccs.me.edu/ICS/HR/Collective_Bargaining_Contracts.jnz	Human Relations
	Academic freedom	2017		https://mymccs.me.edu/ICS/HR/Collective_Bargaining_Contracts.jnz	Human Relations
	Research				
	Title IX	2017		https://www.wccc.me.edu/non-discrimination-statement/	Student Services
	Other; specify				

Non-discrimination policies

	Recruitment and admissions	2017		https://mymccs.me.edu/ICS/icsfs/Policy_201.pdf?target=e1ea570a-2038-4dc9-99c2-2aa1ec68085f	Student Services
	Employment	2017		https://mymccs.me.edu/ICS/icsfs/Policy_201.pdf?target=e1ea570a-2038-4dc9-99c2-2aa1ec68085f	Human Relations
	Evaluation	2017		https://mymccs.me.edu/ICS/icsfs/Policy_201.pdf?target=e1ea570a-2038-4dc9-99c2-2aa1ec68085f	Human Relations
	Disciplinary action	2017		https://mymccs.me.edu/ICS/icsfs/Policy_201.pdf?target=e1ea570a-2038-4dc9-99c2-2aa1ec68085f	Human Relations
	Advancement	2017		https://mymccs.me.edu/ICS/icsfs/Policy_201.pdf?target=e1ea570a-2038-4dc9-99c2-2aa1ec68085f	Human Relations
	Other; specify				

Resolution of grievances

Students	2018	https://www.wccc.me.edu/wp-content/uploads/Student-Handbook-2018-2019.pdf	Student Services
Faculty	2017	https://mymccs.me.edu/ICS/HR/Collective Bargaining Contracts.jnz	Human Relations
Staff	2017	https://mymccs.me.edu/ICS/HR/Collective Bargaining Contracts.jnz	Human Relations
Other; specify			

**Standard 9: Integrity, Transparency, and Public Disclosure
(Transparency)**

Information	Website location and/or Relevant Publication(s)
How can inquiries be made about the institution? Where can questions be addressed?	http://www.wccc.me.edu/
Notice of availability of publications and of audited financial statement or fair summary	
Processes for admissions	http://www.wccc.me.edu/admissions-aid/admissions/apply-wccc/
Processes for employment	http://www.wccc.me.edu/about-wccc/news-info/employment/
Processes for grading	https://www.wccc.me.edu/wp-content/uploads/Student-Handbook-2018-2019.pdf
Processes for assessment	https://www.wccc.me.edu/wp-content/uploads/Student-Handbook-2018-2019.pdf
Processes for student discipline	https://www.wccc.me.edu/wp-content/uploads/Student-Handbook-2018-2019.pdf
Processes for consideration of complaints and appeals	https://www.wccc.me.edu/wp-content/uploads/Student-Handbook-2018-2019.pdf

List below the statements or promises made regarding program excellence, learning outcomes, success in placement, and achievements of graduates or faculty and indicate where valid documentation can be found.	
Statement/Promise	Website location and/or publication where valid documentation can be found
In 2015 WCCC was been recognized as one of the top 10% of community colleges in the United States by the Aspen Institute.	http://highered.aspeninstitute.org/aspen-prize-program/2017-aspen-prize-finalists-past-winners/

Standard 9: Integrity, Transparency, and Public Disclosure (Public Disclosure)

Information	Website location
Institutional catalog	https://drive.google.com/file/d/1T_HqwSOxLwa-l6SfFxE5FkYjvIIKKVvg/view
Obligations and responsibilities of students and the institution	https://www.wccc.me.edu/wp-content/uploads/Student-Handbook-2018-2019.pdf
Information on admission and attendance	http://www.wccc.me.edu/admissions-aid/
Institutional mission and objectives	http://www.wccc.me.edu/about-wccc/
Expected educational outcomes	http://www.wccc.me.edu/academics/programs/programs-study/
Status as public or independent institution; status as not-for-profit or for-profit; religious affiliation	http://www.wccc.me.edu/about-wccc/ https://www.wccc.me.edu/academics/programs/course-schedule/
Requirements, procedures and policies re: admissions	http://www.wccc.me.edu/admissions-aid/admissions/apply-wccc/
Requirements, procedures and policies re: transfer credit	http://www.wccc.me.edu/admissions-aid/admissions/transfer-wccc/
A list of institutions with which the institution has an articulation agreement	http://www.wccc.me.edu/beyond-wccc/articulation-agreements/
Student fees, charges and refund policies	https://www.wccc.me.edu/academics/programs/course-schedule/
Rules and regulations for student conduct	https://www.wccc.me.edu/wp-content/uploads/Student-Handbook-2018-2019.pdf
Procedures for student appeals and complaints	https://www.wccc.me.edu/wp-content/uploads/Student-Handbook-2018-2019.pdf
Other information re: attending or withdrawing from the institution	https://www.wccc.me.edu/wp-content/uploads/Student-Handbook-2018-2019.pdf
Academic programs	http://www.wccc.me.edu/academics/programs/programs-study/
Courses currently offered	https://www.wccc.me.edu/wp-content/uploads/Student-Handbook-2018-2019.pdf
Other available educational opportunities	http://www.wccc.me.edu/professional-development/continuing-education/
Other academic policies and procedures	https://www.wccc.me.edu/wp-content/uploads/Student-Handbook-2018-2019.pdf
Requirements for degrees and other forms of academic recognition	https://www.wccc.me.edu/wp-content/uploads/Student-Handbook-2018-2019.pdf
List of continuing faculty, indicating department or program affiliation, degrees held, and institutions granting them	https://www.wccc.me.edu/wp-content/uploads/Student-Handbook-2018-2019.pdf
Names and positions of administrative officers	http://www.wccc.me.edu/about-wccc/campus/campus-directory/administration/
Names, principal affiliations of governing board members	https://www.mccs.me.edu/about-mccs/system-office/board-of-trustees/board-membership/
Locations and programs available at branch campuses, other instructional locations, and overseas operations at which students can enroll for a degree, along with a description of programs and services available at each location	N/A
Programs, courses, services, and personnel not available in any given academic year.	N/A
Size and characteristics of the student body	https://nces.ed.gov/collegenavigator/?s=ME&zc=04619&zd=0&of=3&id=161581
Description of the campus setting	http://www.wccc.me.edu/about-wccc/campus/the-campus/
Availability of academic and other support services	http://www.wccc.me.edu/academics/support/academic-support-2/
Range of co-curricular and non-academic opportunities available to students	https://www.wccc.me.edu/wp-content/uploads/Student-Handbook-2018-2019.pdf

Institutional learning and physical resources from which a student can reasonably be expected to benefit	https://www.wccc.me.edu/academics/ https://www.wccc.me.edu/about-wccc/news-info/consumer-info/
Institutional goals for students' education	http://www.wccc.me.edu/about-wccc/
Success of students in achieving institutional goals including rates of retention and graduation and other measure of student success appropriate to institutional mission. Passage rates for licensure exams, as appropriate	https://www.wccc.me.edu/about-wccc/news-info/consumer-info/
Total cost of education and net price, including availability of financial aid and typical length of study	http://www.wccc.me.edu/notice-availability-institutional-financial-aid-information/
Expected amount of student debt upon graduation and loan payment rates	http://www.wccc.me.edu/notice-availability-institutional-financial-aid-information/ https://studentloans.gov/myDirectLoan/index.action
Statement about accreditation	http://www.wccc.me.edu/accreditation-approval-licensure-wccc-programs/