




Monitoring Report
EL-01 Treatment of Students
May 8, 2025

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 1 May 2025

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. This survey will be administered again in the spring of 2026. A survey is a reasonable method to measure students' perceptions, and the RNL-SSI is a standard survey used in higher education to measure student perceptions and satisfaction. The Midwestern Colleges for 2022 are used for comparison with Northeast's spring 2022 results to show how we compare to colleges of comparable size, geography, culture, etc. Whether a person feels safe and secure, is treated fairly, feels respected and not intruded upon, are all matters of perception, so asking students to rate

their experiences in these areas is a reasonable way to assess them. 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.
- B. Not unfair to mean a **Responsiveness to Diverse Populations** group satisfaction score greater than or equal to Midwestern cohort.
- C. Not disrespectful to mean a **Concern for the Individual** group satisfaction score greater than or equal to Midwestern cohort.
- D. Not unnecessarily intrusive to mean a **Service Excellence** group satisfaction score greater than or equal to Midwestern cohort.

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).
- 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).
- 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).
- 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).

... 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

Compliance will be demonstrated when:

- a) There are operational procedures in place to protect students from conditions that might threaten health, safety, or well-being, all of which are reviewed at least every five years to ensure they are current. Procedures that require compliance by students are referred to in the Student Code of Conduct, and a link to the Student Code of Conduct is emailed to each student on an annual basis.
- b) Drug Free Communities and Schools Act information is updated and published on the College website annually and sent electronically to all enrolled students during their first term of enrollment each academic year through the Notice to Enrolled Students.
- c) The Annual Campus Safety and Security Survey in compliance with the Clery Act which presents statistics for crimes reported to Northeast Community College as well as fires that occurred on Northeast housing properties during the last three years is shared via email with all students by September 30 each academic year and published on the Northeast website.
- d) Students have access to a communications system which informs of campus closings and cancellations due to weather or other emergency situations.
- e) The College provides students with campus-based mental and physical health services.

This interpretation is reasonable because it ensures compliance with nationally accepted principles for safety and security for institutions of higher education.

EVIDENCE

- a) The applicable operational procedures for purposes of this section #1 are:

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](#)

BP-5227 [Alcoholic Beverages and Controlled Substances](#)

AP-5791.0 [Vaccination](#)

AP-3235.0 [Tobacco and Alternative Nicotine Products Use](#)

AP-5021.0 [Missing Student Notification](#)

AP-5890.0 [Residential Housing Regulations](#)

- b) The Vice President of Student Services confirmed on March 24, 2025 that all students were emailed a link to the [Student Code of Conduct](#) on August 21, 2024 and January 14, 2025 from Northeast Dean of Students and the Code of Conduct referenced operational procedures that would require student compliance.
- c) The Vice President of Student Services confirmed on March 23, 2025 that [Drug Free Communities and Schools Act information](#) was last updated and published on the College website, and sent electronically to all enrolled students in the [Notice to Enrolled Students](#) on September 18-20, 2024 (fall semester), October 30-31, 2024 (second eight week), December 19, 2024 (intersession), February 4, 2025 (spring semester), and March 27, 2025 (second eight week).
- d) The Vice President of Student Services confirmed on April 1, 2025, that the [Annual Security and Fire Safety Report](#) in compliance with the Clery Act with statistics for crimes reported to Northeast Community College during the last three years is published on the Northeast website and shared via email with all students on September 30, 2024.
- e) The Vice President of Student Services confirmed on March 25, 2025, that the College uses 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. In addition, each course syllabus includes information about how the instructor will communicate class cancellations.

- f) The Vice President of Student Services confirmed on March 24, 2025 that: i) Northeast employs a full time licensed mental health practitioner who provides free counseling services to students and whose contact information is posted on the Northeast website; and ii) annual contracts are on file with Faith Regional Health Services which provides health services for students on the Norfolk campus.

...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

Compliance will be demonstrated when:

- a) The College has a Sexual Discrimination/Harassment procedure which is accessible to students on the website and is reviewed at least every five years.
- b) An Incident Reporting Form is easily accessible to students on the College website to report issues of harassment.
- c) The College has identified a Title IX Coordinator, and their contact information is easily accessible to students on the College website.
- d) Initial information is gathered in response to any incident report of harassment and when warranted, the Title IX Officer works with the College investigator and College attorney until there is a resolution.
- e) Results of all investigations are retained by HR.
- f) The College annually files the Clery Act report which includes a report of all harassment incidents.
- g) All employees complete the required periodic training on recognizing harassment.
- h) Administer the Title IX Climate Survey for students as part of the State of Nebraska Legislative Report for Title IX.

EVIDENCE

- a) The College's [Harassment and Nondiscrimination for all Faculty, Students, Employees, and Third-Parties](#) procedure is accessible on the website, is distributed annually to students via email within the [Student of Conduct](#), and was last reviewed on August 5, 2024.
- b) Options available to students to file a report concerning harassment are accessible on the College website on the [Title IX webpage](#), as well as the [Online Reporting Forms](#) webpage under Title IX Inquiry/Incident Report Form.
- c) Contact information for the [Title IX](#) Coordinator is accessible on the College website.
- d) The [Title IX investigation process](#) is accessible on the College website.
- e) The Vice President of Human Resources confirmed on 4/1/2025 that there were 7 reports of harassment during the 2024 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.
- f) Annual harassment prevention and Title IX training is administered to all Northeast employees through the Learning Management System, SafeColleges. The Vice President of Human Resources confirmed on 4/1/2025 that during the 2023-2024 academic year there was 100% employee compliance and 2024-2025 academic year there was 95% employee compliance in completion of this training.
- g) The Vice President of Human Resources confirmed on 4/1/25 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.
- h) The Vice President of Human Resources confirmed on 4/1/25 that Northeast completed its last Title IX Climate Survey for students March 17, 2025 through March 28, 2025 and the last [State of Nebraska Legislative Report](#) was submitted on September 13, 2023. Next report is due September 15, 2025.

...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. Compliance will be shown when:

- a) There are written operational procedures in place, reviewed at least every five years, which outline the College’s expectations regarding nondiscrimination.
- b) The College scores higher than the Midwestern cohort in the RNL-SSI Responsiveness to Diverse Populations group satisfaction score.

EVIDENCE

- a) The following policy and operational procedures outline the College’s expectations regarding nondiscrimination:
 - AP-1010.0 [Nondiscrimination](#)
 - AP-5260.0 [Services for Students with Disabilities](#)
- b) The Vice President of Student Services verified on March 23, 2025, that in the RNL-SSI administered in 2022, Northeast’s Responsiveness to Diverse Populations group satisfaction score of 6.24 was greater than or equal to Midwestern cohort score of 5.91.

...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. This section is more fully interpreted in 3.1 and 3.2 below.

EVIDENCE

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. Compliance will be shown when Northeast's score on the RNL-SSI Service Excellence group satisfaction score is greater than or equal to the Midwestern cohort score. This is reasonable because requiring the use of unnecessary forms or procedures reflects on service, and whether a person feels the College provides excellent service is a matter of perception, so asking students to rate the quality of service is a reasonable way to assess it. The reasonableness of using the RNL-SSI is set forth in the interpretation of the initial global statement of this policy.

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.

...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, and students are informed of these procedures and the rights and responsibilities they have under these procedures.

EVIDENCE

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

AP-3070.0 [Records Management](#)

AP- 3511.0 [Information Security](#)

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 the [website](#).

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 #2 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.

...the President shall not:

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

INTERPRETATION

This section is more fully interpreted in section 5.1 below.

EVIDENCE

Evidence for this section is provided in section 5.1.

...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. All complaints will be reviewed to ensure fair and equitable resolution. All students will be able to file a request for a grade appeal.

EVIDENCE

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

Students are provided on online [Complaint Form](#) for easily submitting their complaints. This process is outlined on the Northeast [Student Complaint](#) webpage. Complaints are tracked in Maxient, an online tracking system, and emailed immediately to the dean of students, vice president of student services, and vice president of educational 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. The Student Complaint Process is 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](#). During the 2023-24 academic year eleven complaints were received. These complaints were regarding academics (9), parking lots (1), and Residence Life (1). Each complaint was resolved, and no grievances were submitted. Northeast also began tracking complaints shared with faculty and staff by students or external constituents during the 2024-25 academic year. 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](#) webpage under Recording Student Complaints. Complaints will be tracked and reviewed annually to identify trends that are affecting the College's ability to effectively serve all students.

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.

A link to the Student Complaint Process is included in 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.

...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 procedures provide students the freedom to non-disruptively express their dissent:

AP-1030.0 [Freedom of Speech](#)

AP-3020.0 [Solicitation on College Premises](#)

AP-3270.0 [Loitering](#)

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.

...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 Preamble within the [Student Code of Conduct](#) outlines the rights and responsibilities of Northeast students, and the remainder of the Student Code of Conduct articulates expected behaviors of students. The following administrative procedure notes the expectation of informing students of their rights and responsibilities:

AP-3330.0 [Publicity of Rules Affecting Students](#)

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

...the President shall not:

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

INTERPRETATION

I interpret “appropriate consultation” with students to mean that students are part of the shared governance process of the College. Compliance will be shown when each Standing Committee of the College’s shared governance structure has a student representative. This is reasonable because standing committees provide opportunities for collaboration to ensure employees are engaged in providing recommendations on curriculum, procedures, and other areas of operational effectiveness.

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.

The Director of Institutional Effectiveness confirmed on April 1, 2025, that all Standing Committees in the Shared Governance Structure had a student representative. This information is included in a dashboard accessible to all employees.

Appendix

- * Difference is statistically significant at the .05 level
- ** Difference is statistically significant at the .01 level
- *** Difference is statistically significant at the .001 level

Northeast Community College - SSI 05/2022												
Northeast Community College - SSI						National Community Colleges - Midwestern Region 2018-2021						
Scale												
Service Excellence												
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	***