



Frederick Community College Board of Trustees

President's Baseline Insight Report

EL 1 – Treatment of Students

Report Date: 10/16/2024

Compliance Status: F/P/N Compliant



Note: Board Policy is indicated in bold typeface throughout the report.

I am submitting this baseline insight report to the Frederick Community College Board of Trustees, focusing on the Board's Executive Limitation Policy: "EL-1 Treatment of Students." This report is submitted for your review. I confirm that the information provided is accurate and establishes a baseline for compliance with the policy as approved by the Board, unless noted otherwise.

10.16.2024

Annesa Cheek, Ed.D.
President

Date

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.

Further, without limiting the scope of the above statement by the following list, the President shall not:

- 1. Allow a learning culture without equity, inclusion, collegiality, and a sense of belonging.**

INTERPRETATION:

Compliance will be demonstrated when:

- a. The College delivered or made available cultural training and ongoing professional development to all employees.
- b. The College evaluated the curriculum to ensure it is unbiased, inclusive and creates a sense of belonging.

- c. The College facilitated student focus groups to increase understanding, connection, and a sense of belonging.

This interpretation is reasonable because it supports the College's mission, vision, and values, and is consistent with practices employed by other higher education institutions.

EVIDENCE:

- a. The Vice President (VP) for Talent and Culture confirmed on 10/1/24 that LinkedIn Learning was offered to all employees during the reporting period. LinkedIn Learning is an award-winning industry leader in online training, with a digital library of over 6,000 courses covering a wide range of technical, business, software and creative topics. Diversity and cultural training are also available on this platform. The Center for Teaching and Learning regularly offers workshops related to diversity, equity, inclusion, and belonging. Workshops from FY24 are listed below.
- Diversity, Equity, Inclusion: The Role of Faculty, Staff, and Administration in Navigating Hot Buttons and Triggers in Interactions Across Difference – 8/16/23
 - Empowering Every Student's Journey: Unlocking Academic Excellence through Academic Support – 9/13/23, 9/19/23
 - ADA & Digital Accessibility for Online Courses – 9/14/23
 - Advocate for Racial Equity on campus – 9/13/23
 - Native American & Indigenous Students – 9/14/23
 - Best Practices for Students who are Neurodivergent – 9/15/23, 9/27/23
 - Help Celebrate and Advocate Hispanic Heritage Month – 9/18/23
 - Alternative Formats and ALLY – 9/18/23
 - Global Learning Coffee Chat – 9/21/23
 - Up Where They Belong: Reaching Students Through Culturally Responsive Teaching – 9/26/23
 - ASL Conversation Group – 9/12/23, 9/19/23, 9/26/ 23, 11/14/23, 11/21/23, 11/28/23, and 12/5
 - ESOL Conversation Group – 9/9/23, 9/16/23, 9/30/23, 11/4/23, 11/11/23, 11/18/23 and 12/2/23
 - Getting Students to Actively Read: Sneaky Techniques 10/16/23, 10/25/23
 - ALLY for Accessibility – 11/30/23
 - International Education Week - 11/13/23 – 11/17/ 23
 - Teaching & Learning Focus: Culturally Responsive Teaching – 04/19/24
 - Challenge: How Inclusive Are You, Really? – 3/8/24
 - Enhancing Psychological Flexibility in the College Classroom with the ACT Matrix – 3/20/24
 - Using the Labyrinth as a Self-Care Tool for Students and Faculty in Higher Education – 3/20/24
 - Indigenous Frederick: Past and Present – 4/22/24

- Understanding and Addressing Linguistic Dominance on Campus – 4/23/24
 - Exposing Benevolent Prejudice in Yourself and on Your Campus – 5/7/24
- b. The Provost and VP for Teaching, Learning and Student Success confirmed on 9/29/24 that a systematic review of the curriculum to ensure it is unbiased and inclusive is not currently being conducted. To address this, the principles of anti-bias and inclusion will need to be embedded into several existing curricular processes: (1) when new or modified programs and/or courses undergo review by FCC’s Curriculum Committee; (2) during the regular periodic cycle of program review; (3) when textbook or course material selections are made; and (4) when course content is reviewed for accessibility. The Provost will work with stakeholders involved in these processes to develop a more systematic evaluation process.
- c. The VP for Student Experience confirmed on 9/16/24 that the College does not currently facilitate student focus groups to gather student feedback. Beginning FY 2025, the Student Experience unit will host four focus groups with various student constituents to gain insight about their perspective on “connection” and sense of “belonging.” Data from the Community College Survey of Student Engagement (CCSSE) will be used to inform the design of the focus groups.

2. 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. The College’s Campus Safety Report is published annually.
- b. Operational policies are established to protect students and provide information about conditions that may impact their health, safety, and well-being.
- c. Safety signage is posted at building entry points, providing contact information to the Office of Public Safety.
- d. Classrooms have emergency reference guides posted for review and guidance.
- e. The Continuity of Operations Plan (COOP) is reviewed annually.
- f. Students were provided access to a text communication system that provides updates about campus closures and cancellations due to weather and emergencies.
- g. The College has a procedure for evaluating safety during weather emergencies.
- h. The College provided mental health services through licensed therapists at no cost to students.
- i. The College provided students mental health first aid certification training at no cost.
- j. Safety Data Sheets (SDS) are current and accessible upon request to students, in compliance with OSHA standard 1910.1200(b)(4)(ii).
- k. Elevators, fire systems, and boiler inspections are conducted annually.

- l. Emergency and safety drills are conducted each semester.

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

EVIDENCE:

- a. The College's [Annual Security Report](#), published every October, is available on the Consumer Information Disclosure page of the College website.
- b. The following College administrative policies and procedures outline the rules and expectations for employees, students, and campus visitors. This information is accessible on the Policies and Procedures page of the College website.
 - [Alcohol, Tobacco, Opioid, and Other Drug Use and Awareness](#)
 - [Behavioral Evaluation and Response Team \(BERT\)](#)
 - [Code of Student Conduct](#)
 - [Code of Conduct for Visitors, Guests and Volunteers](#)
 - [Employee Code of Ethics](#)
 - [Employee Misconduct](#)
 - [Expressive Activity](#)
 - [Title IX](#)
 - [Inclement Weather/College Closing](#)
 - [Non-Discrimination](#)
 - [Religious Accommodations](#)
 - [Solicitation](#)
 - [Weapons](#)
- c. The Chief Financial Officer (CFO) and VP for Administration confirmed on 9/22/24 that safety signage, which includes contact information for the Office of Public Safety, is posted at all building entry points.
- d. The CFO and VP for Administration confirmed on 9/22/24 that an [Emergency Response Guide](#) is available on the Public Safety website under "Important Links" and in all meeting spaces, classrooms, and office suites.
- e. The CFO and VP for Administration confirmed on 9/22/24 that the Continuity of Operations Plan (COOP) was last reviewed in March 2024. Notwithstanding this, a formal review and approval process needs to be documented.
- f. On 9/27/24, the CFO and VP for Administration confirmed that the College's communication system was working, and employees and students were able to register online and/or download a mobile app to subscribe to receive texts, phone calls, and/or email notifications about campus closures and cancellations due to weather and emergencies.
- g. The College's [Inclement Weather/College Closing Policy & Procedures](#) is accessible on the Policies and Procedures page of the College website.
- h. On 9/24/24 the VP for Student Experience verified that students had access to mental health services through the Counseling & Wellness Services Office, located in the Student Center, Suite 103. Students could schedule an appointment [with a](#)

[licensed therapist \(at no cost\) by either](#) stopping by the Office or visiting the Counseling & Wellness Services page of the College [website](#).

- i. On 9/24/2024 the VP for Student Experience confirmed that Mental Health First Aid (MHFA) certification classes were offered (at no cost) five times during FY 2024 on 7/26/23, 10/12 /23, 10/19/23, 1/9/24, and 3/26/24.
- j. The CFO and VP for Administration confirmed on 9/23/24 that the Safety Data Sheets for all cleaning chemicals on campus were current and accessible on the FCC's intranet. Students may contact Plant Operations to request copies.
- k. On 9/23/2024 the CFO and VP for Administration confirmed that elevator inspections were completed on 8/14/24. Fire alarm panel inspections were completed on 12/15/23. Inspections of the suppression systems, which include sprinklers and devices, were completed on 3/29/24. TheT boilers are inspected every two years with the last inspection completed on 11/17/22.
- l. The CFO and VP for Administration confirmed on 9/24/24 that four different types of emergency and safety drills were conducted at the main campus and at the Monroe Center during FY 2024.

2.1. Allow students to be without current, enforced policies 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 current Title IX and Non-Discrimination Policies available.
- b. The College's Campus Safety Report is published annually.
- c. The College has an Incident Reporting Form available.
- d. The College has identified a Title IX Coordinator and a Deputy Title IX Coordinator, whose contact information is accessible.
- e. All employees completed the required annual Title IX training.

This interpretation is reasonable because it complies with federal regulations outlined by the U.S. Department of Education.

EVIDENCE:

- a. The President designated the VP for Student Experience as the Title IX Coordinator for Students. The VP confirmed on 9/18/2024 that the [Title IX Policy & Procedures](#) were accessible on the Policies and Procedures page of the College website. The VP for Talent & Culture is the Title IX Coordinator for employees and confirmed on 9/18/2024 that the [Non-Discrimination Policy & Procedures](#) were also accessible on the College website.

- b. On 9/23/2024 the CFO and VP for Administration verified that the College's [Annual Security Report](#), published every October, is available online on the Consumer Information Disclosure page of the College website.
- c. The VP for Student Experience confirmed on 9/18/24 that a Title IX [Incident Report Form](#) is available online in the Reporting section of the [Title IX page on the College website](#).
- d. The VP for Student Experience confirmed on 9/18/24 that the contact information for the Title IX Coordinator for Students, Deputy Title IX Coordinator for Students, and Title IX Coordinator for Employees is available online under the [Reporting section of the Title IX page on the College website](#).
- e. On 10/4/2024, the VP for Talent & Culture confirmed that 83% of all employees who were considered "active" completed the required annual Title IX training during the reporting period. The College will implement a compliance monitoring plan to ensure all employees are compliant with the training requirements.

3. Deliver programs in a manner that is insensitive to students' culture.

INTERPRETATION:

Compliance will be demonstrated when:

- a. The College provided inclusive programming that allows students to learn more about different cultures.
- b. The College has dedicated space for celebrating the cultural diversity of students.
- c. The College delivered or made available cultural training and ongoing professional development to all employees.
- d. The College evaluated the curriculum to ensure it is unbiased, inclusive and creates a sense of belonging.
- e. The College facilitated student focus groups to increase understanding, connection, and a sense of belonging.

This interpretation is reasonable because it adheres to the Maryland Higher Education Commission regulations for cultural diversity and is consistent with practices employed by other higher education institutions.

EVIDENCE:

- a. On 10/3/24, the VP for Student Experience confirmed that the Making Our Space an Inclusive Community (MOSAIC) Center offered a variety of inclusive workshops and programs during FY24 that allowed students to learn more about different cultures.
 - One Year of the MOSAIC Center Celebration – 8/22/23
 - Painting the MOSAIC Mural with artist Tim Cunningham – 8/29/23
 - Table Games from Around the World – 9/5-8/24
 - Courageous Conversations: Cannabis – 9/13-14/24
 - Hispanic Heritage Equity Habit Building Challenge – 9/22/23

- Mental Health through Art – 9/21/23
 - Campus Day with Destigmatizing Mental Health – 9/25/23 through 9/28/23
 - Courageous Conversations: Power-Based Violence – 10/12/23
 - 1st Amendment – 10/16/23 through 10/19/23
 - Crip Camp: Movie Screening & Discussion – 10/24/23
 - Beyond Strangers: Victims to Victors – 10/25/23
 - Get Out: Film Screening & Discussion – 10/26/23
 - Bafa Bafa – 4/8/23 through 4/11/23 and 10/31/23
 - "Get to Know You" games – 11/2/23
 - Beyond Strangers: Veterans – 11/3/23
 - International Education Week – 11/13/24 through 11/16/24
 - Interfaith Dinner – 11/15/23
 - Roundtable Discussion: Land Acknowledgements – 11/20/23
 - Trans Day of Remembrance – 11/30/23
 - We're Not Really Strangers – 1/29/23 through 2/1/23
 - Lunar New Year/Spring Festival – 2/5/23
 - Mask Decorating for Mardi Gras – 2/12/23, 2/13/23
 - Black History Milestones at FCC – 2/19/23 through 2/22/23
 - Beyond Strangers: Senior Citizens – 2/29/23
 - Mardi Gras with Alliance Française – 3/1/23
 - Courageous Conversations: Suicide and Self Harm- 3/7/23
 - Beyond Stranger: The Formerly Incarcerated – 3/18/2
 - Israel/Palestine Conflict through Graphs – 3/18/23 through 3/21/23
 - Sexual Assault Awareness Month: Cybercrime & Extortion – 4/17/23
 - Courageous Conversations: Transgender-Intersex-Drag – 4/24/23
 - Goal Ball with the Maryland School for the Blind – 4/29/23
- b. On 10/3/2024 the VP for Student Experience confirmed that the [MOSAIC Center](#), a dedicated space for students to celebrate cultural diversity, is operational.
- c. The Vice President (VP) for Talent and Culture confirmed on 10/1/24 that LinkedIn Learning was offered to all employees during the reporting period. LinkedIn Learning is an award-winning industry leader in online training, with a digital library of over 6,000 courses covering a wide range of technical, business, software and creative topics. Diversity and cultural training are also available on this platform. The Center for Teaching and Learning regularly offers workshops related to diversity, equity, inclusion, and belonging. Workshops from FY24 are listed below.
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 - Exposing Benevolent Prejudice in Yourself and on Your Campus – 5/7/24
- d. The Provost and VP for Teaching, Learning and Student Success confirmed on 9/29/24 that a systematic review of the curriculum to ensure it is unbiased and inclusive is not currently being conducted. To address this, the principles of anti-bias and inclusion will need to be embedded into several existing curricular processes: (1) when new or modified programs and/or courses undergo review by FCC's Curriculum Committee; (2) during the regular periodic cycle of program review; (3) when textbook or course material selections are made; and (4) when course content is reviewed for accessibility. The Provost will work with stakeholders involved in these processes to develop a more systematic evaluation process. On 10/4/2024 the VP for Student Experience confirmed that this is an area for improvement. During the reporting period, the College did not facilitate focus groups to increase understanding, connection, and sense of belonging among students. During FY 2024 the Student Experience unit will host two focus groups per semester with various student constituents to gather insight into their perspective on connection and sense of belonging. Additionally, data from the Community

College Survey of Student Engagement (CCSSE) will be used to help develop focus group questions.

4. Permit violation of student confidentiality and privacy, except where specific disclosure is required by legislation or regulation.

INTERPRETATION:

Compliance will be demonstrated when:

- a. The College has current policies that ensure compliance with the Family Educational Rights and Privacy Act (FERPA) and Gramm-Leach-Bliley Act (GLBA).
- b. All College employees who handle student data have completed mandatory training to ensure student confidentiality and privacy.

This interpretation is reasonable because it is consistent with federal law.

EVIDENCE:

- a. On 9/24/24 the VP for Student Experience confirmed that the [Privacy and Access to Education Records Policy and Procedures](#) is available under the Rights & Responsibilities section on the Consumer Information Disclosure webpage. This policy pertains to student information remaining confidential and private as outlined by FERPA. However, the College does not have a policy related to GLBA. A policy will be created in FY25.
- b. On 9/24/24 the VP for Student Experience confirmed that the College is not compliant in this area. The VP had no way to verify that FERPA training had been completed by employees who handle student data. Employees have noted training happened pre-COVID, however there is no way to confirm who participated in the training. A plan will be developed for FY 2025 to ensure all active employees who handle student data complete the mandatory FERPA training by June. New employees must complete FERPA training within the first fourteen (14) days of employment.

4.1. Use forms or procedures that elicit information for which there is no clear necessity.

INTERPRETATION:

Compliance will be demonstrated when:

- a. No requests for data/information were approved without a necessary or legal reason.

The interpretation is reasonable because it ensures compliance with college policies and practices.

EVIDENCE:

- a. On 9/20/24 the VP for Student Experience confirmed that any requests for data/information adhered to the standards established by the [Privacy and Access to Education Records Policy and Procedures](#).

4.2. Use methods of collecting, reviewing, storing, or transmitting student information that inadequately protect against improper access to personal information.

INTERPRETATION:

Compliance will be demonstrated when:

- a. Student information is collected, stored, and transmitted in accordance with the Family Educational Rights & Privacy Act (FERPA) and the Gramm-Leach-Bliley Act (GLBA).
- b. Cybersecurity practices and safeguards are in place and functioning as designed.

The interpretation is reasonable because it is consistent with federal law.

EVIDENCE:

- a. On 9/20/2024, the VP for Student Experience confirmed that the College's Protection of Personally Identifiable Information Policy & Procedures is accessible on the Policies and Procedures page of the College website. This policy specifies the appropriate manner for the collection, storage and transmittal of student information in accordance with FERPA. However, the College does not have a policy related to GLBA. A policy will be created in FY25.
- b. The Interim Chief Information Officer confirmed on 9/30/24 that 100% of administrators and support staff and 65% of full-time and adjunct faculty completed cybersecurity training. In addition, the IT department annually performs reviews of its technology during system and network penetration tests, training and support activities and participation in professional cybersecurity community forums and online exchanges. It performs system upgrades and related refinements in keeping with best IT security practices and controls as evidenced by their use in higher education and other appropriate commercial technology settings.

5. Permit admission, registration, evaluation, or recognition processes that treat students unfairly.

INTERPRETATION:

Compliance will be demonstrated when:

- a. The College has policies and procedures to address incidents where students felt unfairly treated or graded.

- b. The College recognizes students' accomplishments, skills, and abilities.

The interpretation is reasonable because it is consistent with practices employed by other higher education institutions.

EVIDENCE:

- a. On 9/18/24, the VP for Student Experience confirmed that the [Complaint Policy & Procedures for Students](#) is available on the [Consumer Information page on the College website](#).
- b. The VP for Student Experience and Provost confirmed on 9/18/24 that annual events focused on students' accomplishments, skills and abilities are hosted every semester:
 - SALUTE Honors Ceremony – 4/18/23
 - AE&ESOL Graduation & Recognition of Student Excellence – 9/18/23
 - CEWD Health Care Pinning Ceremony – 9/24/23
 - Student Success Programs Awards Ceremony – 4/23/24
 - Phi Theta Kappa Induction Ceremony – 5/10/24
 - Student Leadership Awards Ceremony – 5/13/24
 - Teaching, Learning and Student Success Academic Achievement Awards Ceremony – 5/13/24
 - Hospitality Culinary Tourism Institute End of Year Ceremony – 5/14/24
 - Early College Ceremony – 5/15/24
 - Nursing Pinning Ceremony – 5/15/24
 - Health Sciences Pinning Ceremony – 5/15/24
 - Commencement – 5/18/24

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

INTERPRETATION:

Compliance will be demonstrated when:

- a. The College has policies and procedures with clear timelines to address student complaints.

The interpretation is reasonable because it is consistent with practices employed by other higher education institutions.

EVIDENCE:

- a. On 9/18/24, the VP for Student Experience confirmed that timelines are included in Complaint Policy & Procedures for students for academic and non-academic appeals processes. The VP also confirmed on 9/23/24 that the student must agree to the timeline before submitting the [request form](#) for tuition refund appeals. On

9/30/24, the Interim Director of Financial Aid added timeline notification to the [instructions on the Satisfactory Academic Progress \(SAP\) appeal form](#).

6.1. Permit students to be without a process for registering a complaint or concern, including an appeal process, or to be uninformed of the process.

INTERPRETATION:

Compliance will be demonstrated when:

- a. The College has informed students about the process for registering a complaint or concern, including the appeal process.

The interpretation is reasonable because it is consistent with practices employed by other higher education institutions.

EVIDENCE:

- a. The Student Information Disclosure page on the College website provides a link to the [Complaint Policy & Procedure for Students](#). On 9/24/24, the VP for Student Experience confirmed that during FY 2023, as part of the normal College admission process, students simply agreed to a general statement indicating they agreed to follow all College policies. Moving forward, all students will receive additional information that more specifically informs them about the complaint process.

7. Permit students to be uninformed of student rights and responsibilities, including expectations for student behavior and the consequences of failure to adhere to the expectations.

INTERPRETATION:

Compliance will be demonstrated when:

- a. The College posted student rights and responsibilities on the website and communicated the information to students.

The interpretation is reasonable because it is consistent with practices employed by other higher education institutions.

- a. On 9/22/24, the VP for Student Experience confirmed that the [Code of Student Conduct Policy & Procedures](#) was available on the [Student Handbook page of the College website](#). Prior to FY25, there is no evidence to support that this was communicated to students.

8. Retaliate against any student for non-disruptive expression of dissent.

INTERPRETATION:

Compliance will be demonstrated when:

- a. The College has current policies and procedures in place that protect students when expressing their dissatisfaction or dissent in an appropriate and non-disruptive manner on campus.

The interpretation is reasonable because it is consistent with federal law and interpreted by legal counsel as a practical application.

EVIDENCE:

- a. On 9/17/24, the CFO and VP for Administration confirmed that the College has a [Solicitation Policy & Procedure](#) and on 8/27/24 the [Expressive Activity Policy](#) was created. Both policies are available on the Policies and Procedures page of the College website. Student responsibilities are outlined in the [Code of Student Conduct](#).

9. Permit decisions affecting students to be taken without appropriate notification to students.

INTERPRETATION:

Compliance will be demonstrated when:

- a. The College used multiple communication methods to notify students about those College decisions affecting them.

The interpretation is reasonable because it is consistent with federal law and practices employed by other higher education institutions.

EVIDENCE:

- a. On 9/17/24, the VP for Student Experience confirmed the dissemination of a [weekly Student NewsBlast](#) sent to all enrolled students. On 9/23/24, the VP for Student Experience confirmed that the College has active social media accounts (Facebook, Instagram, YouTube, X, and Linked In) to notify students about College decisions affecting them.