

## **HANDLING EXTERNAL COMMUNICATIONS RECEIVED BY MEMBERS OF THE BOARD**

In those instances when letters, faxes, emails, phone calls, or other external communications are received by members of the Board of Trustees regarding College matters, it shall be the policy of the Board to refer such communications to the College President for handling and follow-up. Any investigation or other collection of pertinent facts and/or information necessitated by the communication shall be pursued through the College administration at the direction of the President.

After advising the President and, when possible, after transmitting the original or a copy of such communication, the President shall send the originator of the correspondence an acknowledgment of its receipt. It should indicate that a more detailed and, possibly, a more conclusive response will be forthcoming as soon as possible.

A final response, with sufficient explanatory data behind any related decision, shall be communicated to the originator in as expeditious a manner as possible. Copies of related correspondence shall also be sent to that individual trustee involved in the original communication and to the Board Chairperson. In some instances, at the determination of the President, the entire Board may be copied and/or advised in regard to a particular matter. The President shall advise the Board member(s) when it has been determined that closure has been achieved.

Any such communications that involve allegations of institutional or staff violations of law and/or governmental regulations shall be subject to handling through appropriate and applicable College procedures and/or committees.

Board of Trustees  
January 9, 2003