

Minutes

Lake Michigan College Board of Trustees

March 29, 2022 Meeting

CALL TO ORDER

Vice-Chair Grover called the Meeting of the Lake Michigan College Board of Trustees to order at 5:00 p.m. Vice-Chair Grover opened the meeting with the Pledge of Allegiance.

ROLL CALL: Present: John Grover, Debra Johnson, Dr. Michael Lindley, Joan Smith, Vicki Burghdoff
Absent: Jeff Curry, Mary Jo Tomasini

SETTING OF THE AGENDA

Dr. Kubatzke asked to move Kyle Kelly to the beginning for his presentation on esports

APPROVAL OF MINUTES

Minutes of the February 22, 2022 Board meeting were approved as presented with a Voice Vote.

PETITIONS AND COMMUNICATIONS FROM THE FLOOR

None

PRESIDENT'S REPORT

None

OLD BUSINESS

None

NEW BUSINESS

A partnership with
[Lake Michigan College](#)

[Brennan McDevitt](#)

[Feb 14, 2022](#)



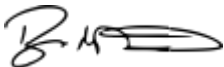
Nygil Likely
Vice President of
Student Affairs Lake
Michigan College
2755 E Napier
Avenue
Benton
Harbor, MI
49022

Dear Nygil,

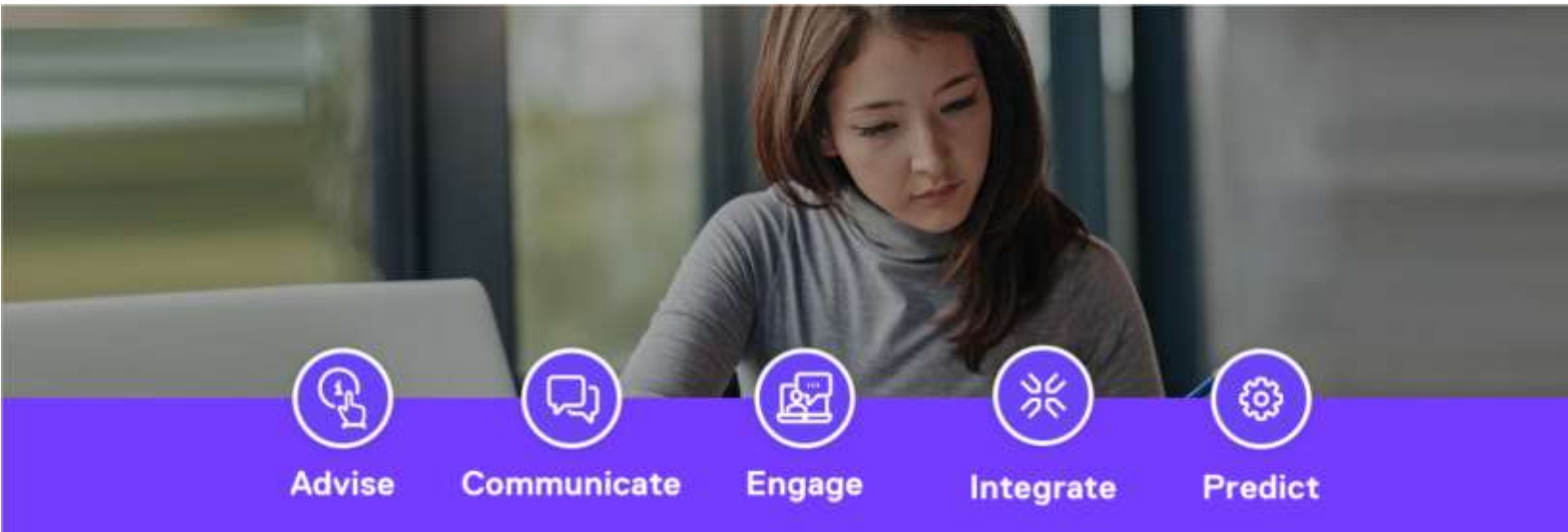
TargetX is excited for the opportunity to expand our partnership with Lake Michigan College. Since 1998, TargetX has been the leading provider of interactive marketing technology and services to more than 400 colleges and universities. Since 2007, TargetX's CRM has been helping universities lower their costs and strengthen their connections with prospective and current students. We believe our direct experience with higher education will provide LMC the foundation for success in your short and long-term goals.

Our experience in higher education management systems provides us with the knowledge base and technology capabilities to exceed your expectations. We are proud to say we are helping colleges and universities meet today's significant challenges. We welcome the opportunity to count you among them.

Sincerely,



Brennan McDevitt
Client Success
Manager
TargetX
Liaison
bmcdevitt@liaisonedu.com



RETENTION SUITE

The TargetX Retention Suite is designed to ensure that current students successfully progress through school with the right support. Many institutions face a retention problem with as many as 1 in 3 students not returning for their sophomore year.

TargetX's solution is made up of **five Impact Areas** - Advise, Communicate, Engage, Integrate, Predict - all integrated into one powerful suite for supporting your students in their college journey.

The solution compiles critical student data so institutions can take a proactive approach to student needs. Advisors, faculty, and other campus members who support student success can engage students earlier and quickly identify areas of concern like financial or academic issues while also building a caring and nurturing community. With over 90% of incoming students owning a smartphone, students expect a mobile experience in all aspects of their life. The TargetX mobile-first student solutions will impact your persistence and retention rates while connecting with students on the mobile devices they use every day.



Advise

Enable staff to assist & encourage students while also simplifying administrative tasks with a collaborative tool.

FEATURES

TargetX Student Success Center	Help advisors make the best decisions for student success with an easy-to-use tool that provides critical student success information and easily identifies issues that require action.
TargetX Retention Manager	Supports critical information such as academic profile (degree, graduation year, major), demographic information, and key activity tracking such as GPA, holds (eg. financial or academic), number of alerts, first-generation student indicator, etc. Workflows drive automatic updates to key retention indicators on the student's record.
TargetX Engage	Facilitates the management of 'walk-in' meetings at different locations across campus. Administrators can configure various meeting rooms and available advisors. Students' check-in, receive SMS confirmation messages and can view their place on the Waiting List.
Territory and Group Assignment Manager	Dynamically assign students to counselors with a modern and intuitive user experience. Includes "round robin" capability and assignment of students to staff based on criteria such as geographic territories, and academic majors.
Artifact Tracking Manager	Track required documents for applications including transcripts, recommendation letters, etc.



Communicate

Reach out to students with the perfect message, at the right time, in their preferred way.



Email	Cultivate relationships and communicate with students by planning and tailoring email campaigns. Take action based on engagement and use statistics to improve future communications.
Text Messaging Tool	Send text messaging to prospective and current students. Includes initial bundle of 45.7K North America-based text messages. Client pays for additional text messages. (Site license for SMS Magic.)
Telemarketing	Administer unlimited telemarketing campaigns to prospects. Includes ability to manage call lists (set up "round robin" capability for team and define maximum number of calls) and track interactions.
UChat (Web-based Live Chat)	Provide immediate answers and support to prospects via LIVE chat on any webpage(s) to staff and receive immediate feedback and support! Show students the profiles and photos of all UChat staff and highlight staff currently available for live chat Access UChat from the native mobile app while staff is on the go!
Online Form Builder	Create online forms that integrates data into the CRM. (User licenses for FormAssembly.)
TargetX Surveys	Send unlimited polls or surveys to selected students and capture responses directly on the student record or anonymously.
Document Generation Tool	Generate documents based on data in the CRM.
Scheduled & Batched Document Generation	Schedule and batch document generation (Service Events for Conga Conductor.)



Engage

FEATURES	Description
Events	<p>Provide students with an intuitive experience to find and register for events on any device!</p> <p>A complete solution with event registration, communication, payment and tracking functionalities.</p> <p>Includes the ability to invite targeted students to specified events and manage appointment scheduling between students and key campus services.</p>
Portal	<p>Personalize the experience for every student and differentiate offerings among competitor schools by creating a portal with content catered to each student's needs and aspirations.</p> <p>Highlight your institution's brand and values with easy point and click customization.</p> <p>Utilize your data with the CRM integration and create or reuse content with support for Images, text (including hyperlinks), and embedded videos.</p> <p>Show or hide conditionally visible content using a flexible rules-based engine.</p> <p>Leverage higher education widgets including TargetX Applicant Dashboard with status, checklist, and events.</p> <p>Protect privacy and security with authenticated log-ins.</p>



 Integrate

Leverage student data & insights from the SIS and other systems on campus to support and engage students.

FEATURES	Descriptions
<p>Cloud ETL Tool</p>	<p>Extract transform and load data from various data systems and files. Includes one production org and associated security agent and one sandbox org and associated security agent. (Site license for Informatica Cloud.)</p> <p><i>Note: A secure Informatica software agent needs installed locally on campus to transfer data files (e.g., test score files, SIS data files, etc.) between the campus network and the Informatica Cloud service.</i></p>
<p>SIS-CRM Integration: Axiom Elite</p>	<p>Integrate CRM to SIS bi-directionally with Axiom Elite's tool and services.</p> <p>Prevent duplicates upon data import/entry utilizing record matching algorithms.</p> <p>Audit and validate data to ensure data integrity.</p> <p>(Contracted Separately)</p>



Predict

Evaluate retention activities and make actionable decisions to increase student success and persistence.



FEATURES	Description
Retention Analytics	Analyze results with pre-configured reports to answer retention, persistence and advising questions.
Retention Scorecard	Retention Scorecard is a solution that allows you to track and assign a point value to various interactions a student may have with your institution delivering an overall Retention Score on each student record.
Report Sharing	Schedule and send Retention reports to non-Salesforce users. (Service Events for Conga Courier.)

IMPLEMENTATION, DATA & TRAINING SERVICES

Please see <https://www.targetx.com/description-of-services/> for a Description of Services.

TARGETX INVESTMENT SUMMARY

TargetX Total Annual Investment

PART 2: PRICING

TargetX Products & Services	Term 1	Term 2	Term 3	Term 4
TargetX Complete Retention Suite Subscription	\$30,000	\$30,000	\$30,000	\$30,000
Retention Suite Implementation Services	\$15,000	--	--	--
TOTAL	\$45,000	\$30,000	\$30,000	\$30,000

Terms and Invoicing Schedule

	Term 1	Term 2	Term 3	Term 4
Term Dates	March 21, 2022 - March 20, 2023	March 21, 2023 - March 20, 2024	March 21, 2024 - March 20, 2025	March 21, 2025 - March 20, 2026
Invoice Date	Contract Signing	March 1, 2023	March 1, 2024	March 1, 2025
Invoice Amount	\$45,000	\$30,000	\$30,000	\$30,000
All invoices are due net 30 days.				
Total Contract Value	\$135,000			

Notes:

Pricing for additional licenses of third party solutions are subject to change. Institutions are required to contract directly with Salesforce to obtain Salesforce licenses to utilize the TargetX CRM. TargetX requires one of the user licenses and maintain an administrative control over the application. Institutions that have 501(c)3 status may qualify for a grant of up to 10 user licenses from Salesforce.org. If other divisions at the client institution are utilizing Salesforce licenses under the donation program, they may not be eligible for the license grant. Additional user licenses (beyond 10) may be purchased at a discount. Salesforce.org will determine eligibility for a license grant or discount at its sole discretion.

Technical Services Days, if listed above, are only valid during the subscription term described in the proposal/statement of work or for twelve months (12) from date of signature, whichever comes first. Unused days will expire at the end of the term.

Client will reimburse TargetX for expenses reasonably incurred in the performance of the services described above, including travel, lodging, etc.

PART 3: SIGNATURES

This Order Form is subject to the Master Service Agreement.

	Lake Michigan College		TargetX
Signature	_____	Signature	_____
Name	_____	Name	_____
Date	_____	Date	_____
Title	_____		
Purchase Order Number	_____		
Billing Contact Name	_____		
Billing Contact Email	_____		
Billing Phone Number	_____		
Billing Address	_____		

Action:

We recommend that the Lake Michigan College Board of Trustees approve Retention CRM, designed by TargetX in partnership with Lake Michigan College presented in the attached materials by Brennan McDevitt.

APPROVED by voice vote

COLLEGE-WIDE INSTRUCTIONAL TECHNOLOGY UPGRADES

In order to support the enhanced virtual capabilities for instructional delivery during the COVID-19 pandemic, twenty classrooms have been selected for technology upgrades. Those rooms include natural science labs, health science labs and one additional general classroom at both South Haven Campus and Niles Campus. These technology upgrades will bring

included classrooms up to the standard of classrooms included in the campus transformation project completed in the Spring of 2020.

In December 2020 the project was authorized under the Emergency Authority to Act for Health and Safety policy for a total of \$497,000. As a part of that overall project, the trade work bid package to provide necessary infrastructure for the new AV technology installation has been completed and competitively bid with contractors. Three bids were accepted and opened via Zoom on March 16, 2021. Progressive AE and LMC conducted post-bid interview. Based on the review of the bids and the outcome of the post-bid interview, Roggow Construction Company, LLC is recommended for contract award with alternates included.

ACTION:

The College Administration recommends the Lake Michigan College Board of Trustees authorize Roggow Construction Company, LLC for infrastructure work required by the College-Wide Instructional Technology Upgrades project for the contract amount of \$69,850.

MOTION by Mr. Grover with support by Ms. Smith to authorize contracting with Progressive AE for the College-Wide Facility Condition Assessment for a not to exceed amount of \$161,500, and to authorize Roggow Construction Company, LLC for infrastructure work required by the College-Wide Instructional Technology Upgrades project for the contract amount of \$69,850.

VOICE VOTE

Chair Curry asked all those in favor of the motion to indicate by saying aye and any opposed to the motion to indicate so verbally by stating nay.

NO OPPOSITION VOICED

MOTION APPROVED

Certificate of Achievement – Chocolate and Confections
New Program

Program Information

Department: Business, Criminal Justice, Culinary, & Hospitality

Program Title: Certificate of Achievement - Chocolate and Confections

Program CIP Code: 120501

Program Purpose: The purpose of the Chocolate and Confections Certificate of Achievement program is to provide graduates an opportunity to develop high-level skills in pastry arts. Using advanced techniques and sophisticated equipment, students will design and produce artisanal chocolates and confections and international desserts, in the college's state-of-the-art culinary space.

Program Description: The Chocolate and Confections Certificate of Achievement program is designed to provide students with foundational skills in the Chocolate industry. Courses will focus on current trends and emerging technologies in chocolate and confectionery with a focus on sustainability and environmental stewardship. Students will explore entrepreneurship opportunities, and study recipe and product development.

Learning Outcomes: Demonstrate knowledge of production and plating methods for a variety of baked goods, desserts, and confectioneries.

Demonstrate the principles of proper sanitation and hygiene methods and the safe and proper use of a variety of tools and equipment used in professional baking.

Demonstrate the skills for problem solving, decision making, and critical thinking used in the operation of a baking or pastry operation.

Demonstrate effective communication skills needed to work as a team member.

Evidence of Need: This course is part of a Certificate of Achievement program that is being developed to support the local tourism industry. Chocolate and Confections programming will provide additional support to the college's Welch Center programming. The global confectionery market was valued at \$210.3 billion in 2019, and is projected to reach \$270.5 billion by 2027, registering a compound annual growth rate (CAGR) of 3.6%. In 2019, the chocolate segment accounted for the highest confectionery market share. Based on data provided by ONET, the CIP code 120501 is considered a Bright Outlook Occupation. Bright Outlook occupations are expected to grow rapidly in the next several years or will have large numbers of job openings.

1.) Major Requirements

			Sem Hr
1	SEM HR	BUSA 130 Professionalism in the Workplace	1
3	SEM HR	CULI 140 Overview of the Chocolate Industry	3
3	SEM HR	CULI 144 Retail and Online Chocolate Shop Operations	3
3	SEM HR	CULI 142 Chocolate and Confections	3
3	SEM HR	CULI 285 Fundamentals of Baking	3
3	SEM HR	CULI 286 Advanced Pastry Class	3
SEM HR			16

VALIDATE: EMPLOYMENT POTENTIAL

PROJECT CRITERIA

Validate	Programs
Counties	Allegan, MI, Berrien, MI, Cass, MI, Van Buren, MI, Saint Joseph, IN, Kalamazoo, MI

Degree Level	High School / Less than Associate's, Associate's degree
Time Period	2/1/2021 - 1/31/2022
Selected Programs	Baking and Pastry Arts/Baker/Pastry Chef (12.0501), Cooking and Related Culinary Arts, General (12.0500), Culinary Arts and Related Services, Other (12.0599)
Career Outcomes mapped to Selected Programs of Study	Chef, Cook, Baker, Buyer / Purchasing Agent

PROGRAM NOTES

Program Purpose

The purpose of the Chocolate and Confections Certificate of Achievement program is to provide graduates an opportunity to develop high-level skills in pastry arts. Using advanced techniques and sophisticated equipment, students will design and produce artisanal chocolates and confections and international desserts, in the college's state-of-the-art culinary space.

Program Description

The Chocolate and Confections Certificate of Achievement program is designed to provide students with foundational skills in the Chocolate industry. Courses will focus on current trends and emerging technologies in chocolate and confectionery with a focus on sustainability and environmental stewardship. Students will explore entrepreneurship opportunities, and study recipe and product development.

Evidence that this program is needed

The Certificate of Achievement program that is being developed to support the local tourism industry. Chocolate and Confections programming will provide additional support to the college's Culinary programming. The global confectionery market was valued at

\$210.3 billion in 2019, and is projected to reach \$270.5 billion by 2027, registering a compound annual growth rate (CAGR) of 3.6%. In 2019, the chocolate segment accounted for the highest confectionery market share.

Michigan Employment Trends 51-3011.00 - Bakers

In Michigan:

Employment (2018): 5,980 employees

Projected Employment (2028): 5,920 employees

Projected growth (2018-2028): -1%

Projected annual job openings (2018-2028): 810

In the United States:

Employment (2020): 193,400 employees

Projected Employment (2030): 211,700 employees

Projected growth (2020-2030): 10% Average

Projected annual job openings (2020-2030): 28,300

Michigan source: Projections Central 2018-2028 long-term projections external site.

United States source: Bureau of Labor Statistics 2020-2030 employment projections external site.

"Projected growth" represents the estimated change in total employment over the projections period.

"Projected annual job openings" represent openings due to growth and replacement.

HOW MANY JOBS ARE THERE FOR GRADUATES OF THIS PROGRAM?

For your project criteria, there were **1,141** job postings in the last 12 months. Compared to:

- 113,080 total job postings in your selected location
- 69,438 total job postings requesting a High School / Less than Associate's and Associate's degree in your selected location

The number of jobs is expected to **decline** over the next 10 years.

GROWTH BY GEOGRAPHY

Geography	Selected Occupations	Total Labor Market	Relative Growth
Niles, MI, South Bend, IN, Kalamazoo, MI	-5.57 %	10.10 %	Low
Michigan, Indiana	-7.36 %	19.43 %	Low
Nationwide	5.23 %	18.92 %	Low

WHAT SALARY WILL MY GRADUATES FIND UPON GRADUATION?

The median salary in **Niles-Benton Harbor, MI, South Bend-Mishawaka, IN-MI and Kalamazoo-Portage, MI** for graduates of your program is **\$25K**

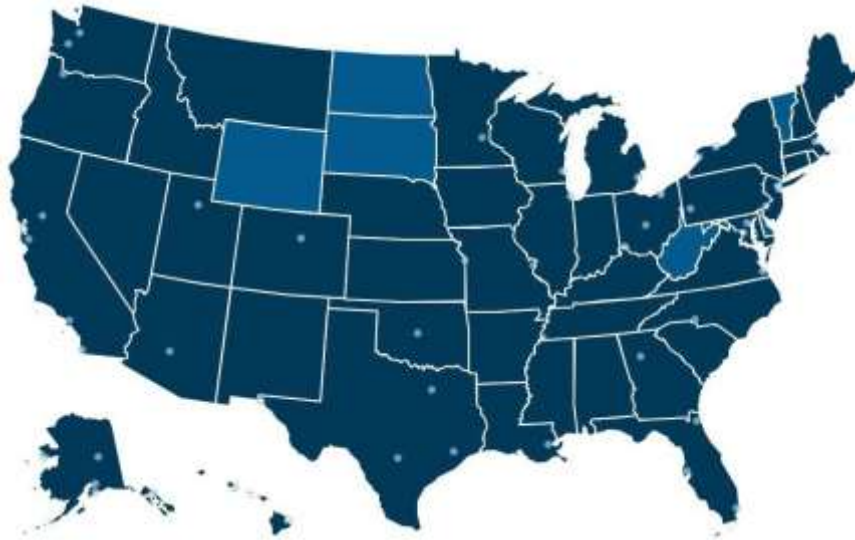
This average salary is **Below** the average living wage for your region of **\$30K**



Salary numbers are based on Burning Glass models that consider advertised job posting salary, BLS data, and other proprietary and public sources of information.

Occupation Group	0-2 Years	3-5 Years	6+ Years
Procurement	\$45K	\$50K	NA
Food and Beverage Preparation	\$23K	\$33K	NA

WHERE IS DEMAND FOR MY PROGRAM?



TOP LOCATIONS BY POSTING DEMAND

Location	Postings
California	58,443
Florida	42,760
Texas	40,482
New York	17,996
Colorado	17,127
Illinois	16,700
Arizona	16,076
Ohio	15,452
North Carolina	14,724
Pennsylvania	14,273

VALIDATE: COMPETITIVE LANDSCAPE

PROJECT CRITERIA

Validate	Programs
Counties	Allegan, MI, Berrien, MI, Cass, MI, Van Buren, MI, Saint Joseph, IN, Kalamazoo, MI
Degree Level	High School / Less than Associate's, Associate's degree
Time Period	2/1/2021 - 1/31/2022
Selected Programs	Baking and Pastry Arts/Baker/Pastry Chef (12.0501), Cooking and Related Culinary Arts, General (12.0500), Culinary Arts and Related Services, Other (12.0599)
Career Outcomes mapped to Selected Programs of Study	Chef, Cook, Baker, Buyer / Purchasing Agent

OVERVIEW

	#	% Change (2016- 2020)
Degrees Conferred	12	100%
Number of Institutions (KVCC)	1	100%

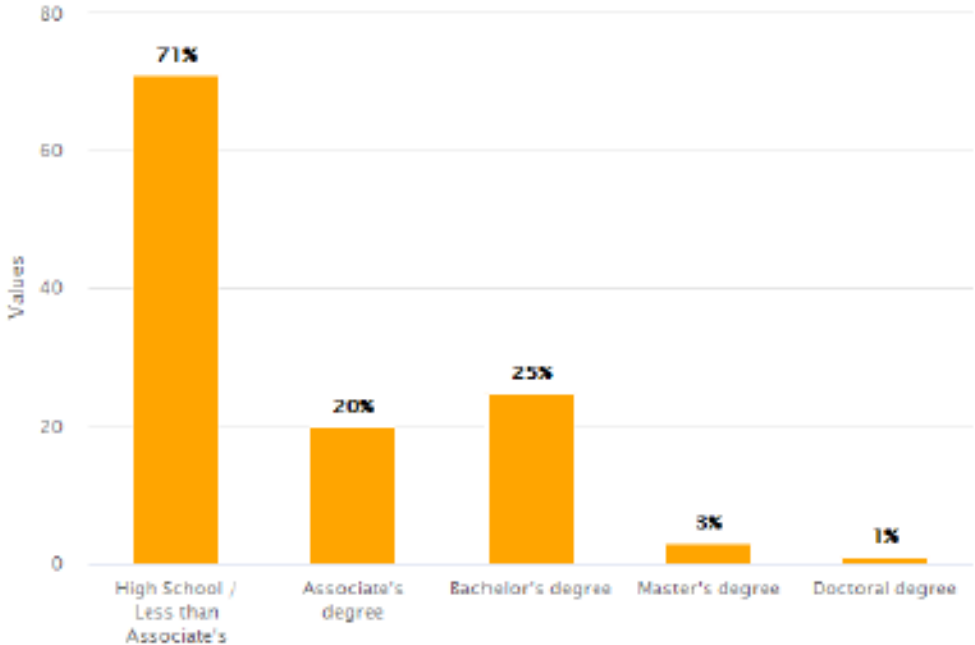
Average Conferrals by Institution	12	100.00 %
Median Conferrals by Institution	12	100.00 %

VALIDATE: MARKET ALIGNMENT

PROJECT CRITERIA

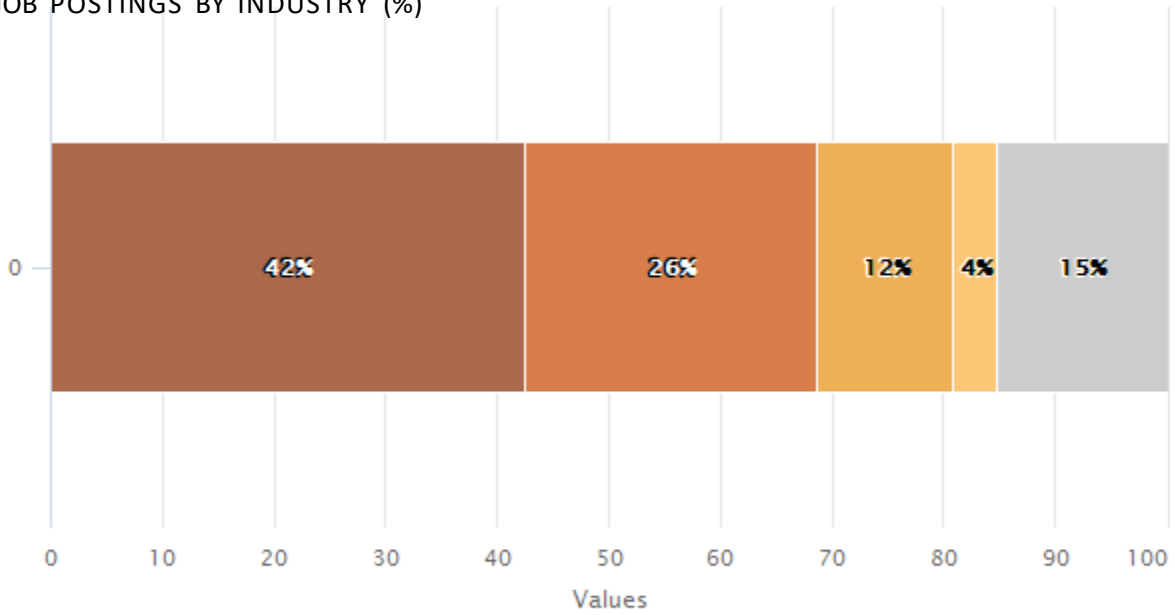
Validate	Programs
Counties	Allegan, MI, Berrien, MI, Cass, MI, Van Buren, MI, Saint Joseph, IN, Kalamazoo, MI
Degree Level	High School / Less than Associate's, Associate's degree
Time Period	2/1/2021 - 1/31/2022
Selected Programs	Baking and Pastry Arts/Baker/Pastry Chef (12.0501), Cooking and Related Culinary Arts, General (12.0500), Culinary Arts and Related Services, Other (12.0599)
Career Outcomes mapped to Selected Programs of Study	Chef, Cook, Baker, Buyer / Purchasing Agent

JOB POSTINGS BY ADVERTISED EDUCATION (%)



High School/Less than Associate: 71%
Associate degree: 20%
Bachelor's degree: 25%
Master's degree: 3%
Doctoral degree: 1%

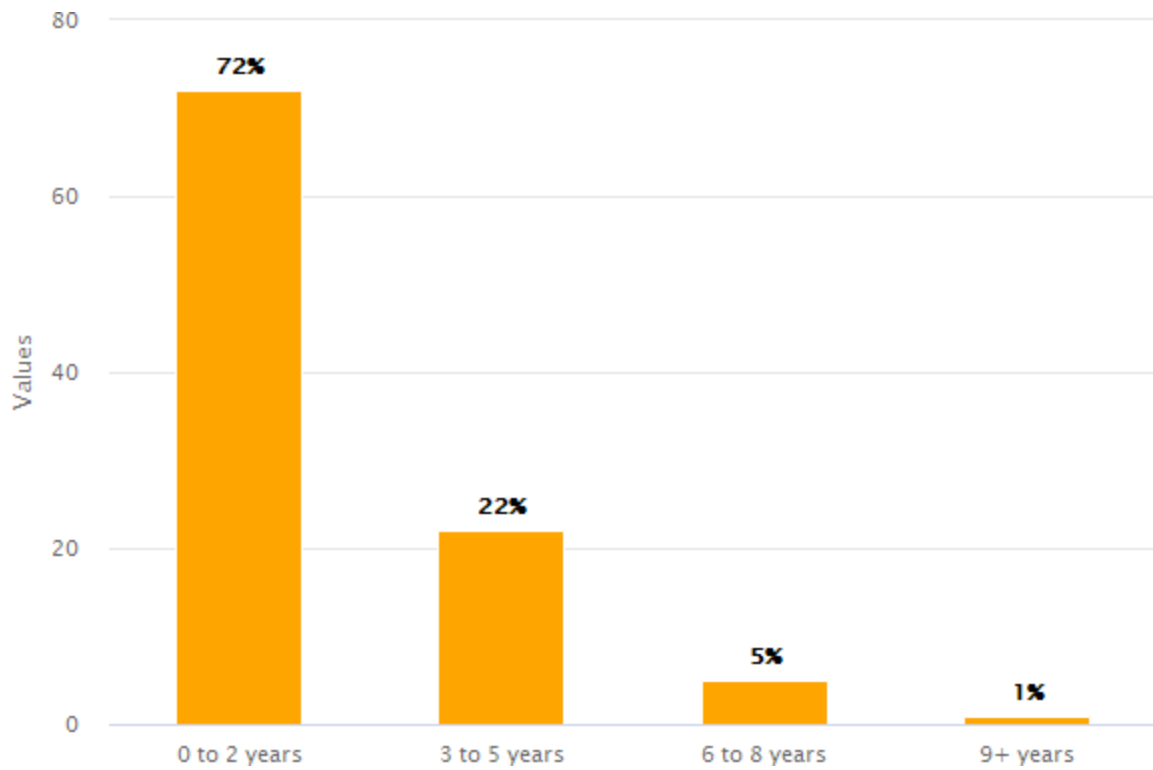
JOB POSTINGS BY INDUSTRY (%)



- Accommodation and Food Services
- Health Care and Social Assistance
- Arts, Entertainment, and Recreation
- Educational Services
- Other

Accommodation and Food Services: 42%
Health Care and Social Assistance: 26%
Arts, Entertainment, and Recreation: 12%
Education Services: 4%
Other: 15%

JOB POSTINGS BY EXPERIENCE REQUESTED (%)



0 to 2 years: 72%
3 to 5 years: 22%
6 to 8 years: 5%
9+ years: 1%

Minutes
 Lake Michigan College Board of Trustees
 March 29, 2022 Meeting

TOP TITLES

Experience Level: All Experience

Title	Postings	Market Share (%)
Cook	64	15.02%
Line Cook	27	6.34%
Buyer	10	2.35%
Dietary Cook	9	2.11%
Purchasing Agent	8	1.88%
Sous Chef	8	1.88%
Cook I	7	1.64%
Cook, Nutrition Services	7	1.64%
Cake Decorator	6	1.41%
Cook, Nutrition Services Cafe	6	1.41%
Bakery	5	1.17%
Cook - Grill	5	1.17%
Cook - Hospital Setting	5	1.17%
Lead Cook	5	1.17%
St Paul's - Cook	5	1.17%

TOP EMPLOYERS HIRING

Experience Level: All Experience

Employer	Postings	Market Share (%)
Gun Lake Casino	40	9.39 %
American Senior Communities, LLC.	30	7.04 %
Csig Holding Company	23	5.40 %
Trinity Health	22	5.16 %
Sodexo	21	4.93 %
Spectrum Health	19	4.46 %
Spartannash	18	4.23 %
University of Notre Dame	14	3.29 %
Eagle Care LLC	10	2.35 %
Lakeland Regional Health	9	2.11 %

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March 29, 2022 Meeting

Four Winds Casino Resorts	8	1.88 %
Gun Lake Tribal Gaming	8	1.88 %
Prestige Healthcare	8	1.88 %
Martins Super Markets	7	1.64 %
Fourwinds Casino Resort	6	1.41 %

ACTION:

Academic Administration recommended that the Lake Michigan College Board of Trustees authorize the Administration to proceed in offering the Certificate of Achievement in Chocolate Confections

MOTION by Ms. Bughdoff with support by Dr. Lindley to authorize the Administration to proceed in offering the Certificate of Achievement in Chocolate Confections.

VOICE VOTE

Vice-Chair Grover asked all those in favor of the motion to indicate by saying aye and any opposed to the motion to indicate so verbally by stating nay.

NO OPPOSITION VOICED

MOTION APPROVED

Benton Harbor Emergency Pavement Repair

Due to spring freeze/thaw cycles, in combination with poor underlying existing soils consisting solely of clay to a depth of at least 5 feet in some areas, the south-bound Harrison Boulevard has severely deteriorated in a short period of time. The safety concerns with the drive forced the College to close the exit drive. Since closing the south-bound Harrison Boulevard, we are also seeing extensive deterioration along the east/west access drive from the Todd Center building to Yore Avenue (Access Drive East). Our goal is to correct both areas as quickly as possible, but also provide a long-term solution to mitigate future issues with the poor underlying existing soils. Reconstruction is recommended for both areas. The east/west access drive along the south side of Lot 2, around by Beckwith Hall was planned for limited patch and repair as a part of summer maintenance. However, given the significance of the pavement deterioration this year, a larger portion of the drive is recommended for similar reconstruction.

Working with Abonmarche, our engineer currently engaged with the planning for summer pavement repairs on the Benton Harbor Campus, we solicited bids to reconstruct roadways in multiple parts. Bids were received on March 24, 2022 from five companies and publicly opened via Zoom.

Based on the review of the bid proposals, and post-bid interview, the low bidder, Reith Riley Construction Company, Inc. is recommended for award for Area 1: Harrison Blvd, Area 2: Access Drive East to Yore, and Area 3: Access Drive West to turn-off for Athletic Fields.

	Arnt Asphalt	Rieth-Riley	Kalin	Michigan Paving & Materials	L.E. Barber
Area 1	336,262.50	269,752.50	337,198.58	347,035.00	274,750.90
Area 2	218,080.25	189,837.25	209,451.41	239,666.00	191,489.20
Area 3	251,377.75	208,914.25	231,517.84	268,368.00	213,433.60
Total Base Bid	805,720.50	668,504.00	778,167.83	855,069.00	679,673.70

In addition to project engineering fees, it is recommended to maintain a 5% contingency for the project. Area 1 and Area 2 work is planned to be completed prior to the end of spring semester. Area 3 work will be scheduled during the summer and is planned to be completed prior to fall 2022 semester start.

ACTION:

The College Administration recommends the Lake Michigan College Board of Trustees authorize Benton Harbor Emergency Pavement Repair Project for a total project amount of \$712,700.00

and a contract award amount of \$668,504.00 to Reith Riley Construction Company, Inc. for this project.

MOTION by Dr. Lindley with support by Ms. Burghdoff to authorize the Administration to proceed in with the Benton Harbor Emergency Pavement Repair.

VOICE VOTE

Vice-Chair Grover asked all those in favor of the motion to indicate by saying aye and any opposed to the motion to indicate so verbally by stating nay.

NO OPPOSITION VOICED

MOTION APPROVED

AUDITS, TESTS, AND ACCREDITATION

Office of Origin:

Chief Financial Officer

Responsibility:

Chief Financial Officer; Dean of Accreditation, Planning, and Quality

Date Originally Adopted:

x

Date Reviewed:

x

Last Date Approved:

x

The Lake Michigan College (the College) Chief Financial Officer and the Dean of Accreditation, Planning, & Quality should be notified of every external examination (e.g., audits, accreditation and regulatory reviews, accreditation and site visits, etc.)

Audits, Tests, and Regulatory Reviews

A coordinator will be appointed by the supervising Cabinet member to coordinate the audits, tests (e.g., penetration testing, etc.) or regulatory reviews. All requests for information or interviews related to the audit or regulatory review must go through this coordinator or their designee.

Accreditation and Accreditation/Site Visits

The Dean of Accreditation, Planning, & Quality or their designee will be responsible for coordinating accreditation activities and accreditation/site visits. All requests for information or interviews related to these must go through the Dean of Accreditation, Planning, & Quality or their designee.

Records

The College will provide external examination personnel with access to all relevant records on a timely basis except those determined by the College to be legally privileged or protected. Availability of records is subject to the *Record Retention* policy, which allows destruction of records within prescribed limits.

External Examination Reports

No external examination report may be finalized/submitted without the approval of the supervising Cabinet member or their designee. Any employee who fails to comply with this requirement may be subject to disciplinary action ranging from reprimand to discharge.

References: Record Retention policy

Conflict of Interest - Employee

Office of Origin:

Human Resources

Responsibility:

Executive Director, Human Resources

Date Adopted: 4-27-99

Dates Reviewed: 3-13-09, 7-14-18

Last Date Board Approved: 3-13-09, 9-25-18

Lake Michigan College (the College) strives to protect the College from conflicts of interest.

A conflict of interest occurs when an employee's personal interests – family, friendships, financial, or social factors – do, could, or could appear to compromise their judgment, decisions, or actions in the workplace. In other words, a conflict of interest exists when an employee has or appears to have the opportunity to influence decisions in a way that could lead to personal gain or give improper advantage to:

- themselves,
- any member of their immediate family,
- their partner,

- any entity in which the employee possesses a material interest (i.e., more than 1% ownership), including an organization which employs or is about to employ the employee, any member of their immediate family, or their partner.

The above is collectively known as “Interested Parties.”

Employees must avoid situations in which associations and interests could compromise or reasonably appear to compromise College business decisions. Accordingly, it is the policy of the College that each employee act in a manner consistent with their responsibilities to the College and make full disclosure of any relationship, action, position, or interest that is in or appears to be in conflict with their duties as an employee and College fiduciary.

Employees are required to familiarize themselves with and abide by this policy. All employees must complete a *Conflict of Interest Disclosure* Form at the time of hire and provide to Human Resources (HR); the form must be updated and provided to HR as changes warrant.

Employees are expected to disclose to their supervising Cabinet member any actual or perceived conflicts of interest. The supervising Cabinet member, in consultation with the President, may authorize exceptions.

Violation of this policy may lead to disciplinary procedures, up to and including suspension, discharge, dismissal, termination, expulsion, and/or legal action.

WE DON'T USE POLICY STATEMENTS ANY MORE

MOVED ABOVE

MOVED ABOVE

STATED MORE CLEARLY ABOVE

3. THIS IS A GIVEN 4. _____ MOVED ABOVE

5. _____ MOVED ABOVE

Examples of Conflicts of Interest

The following may cause or give the appearance of a conflict of interest and are described to assist employees in remaining in compliance with this policy. It is impossible to describe all situations; therefore, the prohibitions included are not an exhaustive list.

1. Misuse of Confidential Information

Employees are not to disclose confidential or proprietary information to anyone either

inside or outside the College who does not have the authority to possess such information.

2. Political Use of College Funds

Authorizing the use of College resources, whether directly or indirectly, for the use or benefit of and/or for the purpose of supporting or opposing, any political party, candidate, committee, interest, or government or subdivision thereof is prohibited.

3. Political Campaigning on Campus

Employees may not campaign on College property to promote personal political issues or candidates for local, state, or national office while performing their employment or during normal work time.

4. Use of Family Members

Using family members to perform acts of conflict of interest on the employee's behalf is prohibited.

5. Providing Goods or Services to the College

No employee may furnish goods or services to the College or its agents, employees, or subcontractors for compensation except under such terms and conditions as are made available to the public in the general course of business. Employees are not precluded from donating goods or services to the College.

6. Award of College Contracts

Employees may not participate in, evaluate, or recommend the award of any contractor benefit to an Interested Parties.

7. Acceptance of Goods or Services Provided by College

Employees or Interested Parties who receive, obtain or use goods or services from the College will pay fair consideration in amounts as paid by members of the public in general, and will adhere to the ordinary College policies and procedures.

8. Sale or Lease of Land / Property to the College

No employee or Interested Parties may enter into a sale or lease to the College unless full disclosure of the relationship has been made to and approved by the President.

9. Supplemental Employment

A full- or part-time employee (other than part-time faculty) may engage in outside employment provided that the following are observed. If there is any question of a conflict of interest, the employee should notify their immediate supervisor prior to engaging in the supplemental employment.

- a. The employment does not interfere with the employee's responsibilities to the College.
- b. The employee does not represent that their outside employment is in any way connected with their position at the College, or with the College itself, or that they are acting as an agent, representative, or employee of the College. Where appropriate, the employee must make affirmative

- disclaimers of any such connections.
- c. The employee does not use College equipment, materials, or services in connection with their outside employment.
 - d. If an employee's supplemental employment interferes with job performance, the employee may be requested to end or modify the supplemental employment as a condition of continued employment by the College. **MOVED FROM G3 BELOW**

10. Non-Compete Clause

No full-time employee may receive financial or other remuneration for providing goods or services to the public within the College's taxing district that are provided by the College or for which the employee has been hired by the College to provide to the taxing district. If it is not clear if the College is engaged in the sale of a good/service for which an employee may be remunerated, the employee should consult with their supervising Cabinet member.

11. Incompatible Outside Employment

No full-time employee may engage in outside employment when that employment is incompatible or in conflict with the discharge of their College duties, or when employment may impair their independence of judgment or action in the performance of their College duties.

12. Personal Consulting/Speaking Engagements

Employees who engage in personal consulting work or speaking engagements will not represent that they are rendering such on behalf of the College, or in any other way acting in an official capacity with the College, unless authorized in writing by their supervising Cabinet member or the President.

13. Presentations and Public Addresses

When acting as a spokesperson for the College, providing public addresses, and/or presenting during working hours, an employee may not accept a fee, salary, honorarium, or other compensation. Reasonable reimbursement for travel, lodging, meals, or nominal courtesies may be accepted.

14. Personal Opinion

An employee may not represent their personal opinion as that of the College.

15. Supplemental Work at College

Employees may undertake supplemental work with the College for extra compensation only if the supplemental work does not interfere with the employee's primary assignment. All supplemental work for with College must be approved in writing by the employee's immediate supervisor and Human Resources.

Already in Teaching by Staff policy.

MOVED TO #9 ABOVE

16. Acceptance of Gifts

See Receipt of Gifts & Gratuities policy. MOVED FROM BELOW AND LANGUAGE STRUCK TO REFER TO SEPARATE APPLICABLE POLICY

17. Solicitation of Funds or Gifts

Employees may not solicit, directly or indirectly, for oneself or for the benefit of Interested Parties any gift or favor from an organization with which the College does business or that seeks to do business with the College.

18. Solicitation on Behalf of Foundation

Solicitation of funds or gifts by employees for the benefit of the College, or any College group or organization, may be made only with the approval of the Lake Michigan College Foundation.

19. Contributions to the College or External Organizations

Employees will not be unduly influenced to contribute funds or gifts for the benefit of a group or organization external to the College or to the College itself. **TEXT MOVED FROM BELOW**

BOXED SECTION BELOW MOVED TO NEW POLICY "INTELLECTUAL / PROPRIETARY PROPERTY RIGHTS"

MOVED ABOVE TO #16 AND TEXT REMOVED TO READ "See Receipt of Gifts & Gratuities policy."

MOVED ABOVE TO #17

MOVED TO OPENING SECTION

MOVED TO OPENING SECTION

References: Receipt of Gifts & Gratuities policy
Purchasing policy
Intellectual / Proprietary Property Rights policy
Teaching by Staff policy

Conflict of Interest Disclosure Form

The following questions are to be answered by all employees.

1. Do you have knowledge of any proposed action which may place you in conflict with the Conflict of Interest – Employee policy?
NO _____ YES _____
If yes, please explain full details below.

Minutes

Lake Michigan College Board of Trustees

March 29, 2022 Meeting

2. Are you a director, employee, or agent of any entity, which, during the performance of your duties with that entity, might place you in a position of being out of compliance with the Conflict of Interest – Employee policy?

NO _____ YES _____

If yes, please list the entity by name below.

3. Do you or any member of your immediate family own an interest of more than 1% percent in any entity identified as doing business with the College?

NO _____ YES _____

If yes, please list the entity by name below.

Name: _____

Signature: _____

Date: _____

Intellectual / Proprietary Property Rights

Office of Origin: ?
Responsibility: ?
Date Adopted: XX-XX-XX
Dates Reviewed: XX-XX-XX
Last Date Board Approved: XX-XX-XX

Green – union contract

Black or- taken from Conflict of Interest policy

Lake Michigan College (the College) encourages innovation in teaching and learning at the College. The academic prestige of the College will be enhanced through the generation of Intellectual Property by its employees, as evidence of scholarly expertise.

“Intellectual property” means any material, process, or product, whether or not patentable or copyrightable, developed by an employee including, but not limited to, inventions, textbooks, lecture presentations, articles, reviews, artistic work, musical compositions, and other such creatively produced materials, processes, or products.

College Claims on Proprietary Interests

1. Employees will retain ownership of all Intellectual Property that they develop, except for Intellectual Property that was developed specifically as part of a compensated duty or responsibility.
2. The College owns any Intellectual Property that was developed as part of a College-compensated duty or responsibility.
3. Course material updates are owned by the College.
4. Employees will have the right to publish College-owned Intellectual Property that they developed with the permission of their supervisor.
- 5.
- 6.
7. An employee may, outside the scope of the employee’s primary duties, specifically contract with the College to produce Intellectual Property to be

owned by the employee and/or copyright/patent holders other than the College.

8. If the employee receives additional compensation from the College equivalent to at least 3 contact hours, or receives support services from the College (e.g., copying, recording, graphics, production, etc.) valued at more than \$400 in the course of developing the Intellectual Property, the employee will reimburse the College for the compensation and/or the value of the services received. The College may claim a proprietary interest in the Intellectual Property until reimbursement is received.
9. Where the College has provided additional compensation or support services, regardless of if the employee reimburses the College, the College:
 - a. will retain the right to use that which was developed, without payment to the employee and/or copyright/patent holder.
 - b. may distribute such Intellectual Property to other institutions for the purpose of demonstration and review. The College will obtain written consent of the author for external distribution for any other reason.
 - c. may be housed and used as other materials.
 - d. will receive 20% of the net profits of all sales.

Other Provisions

- The employee producing the Intellectual Property will be acknowledged as the author and appropriated credits will be given to all primary and support personnel. The author must identify themselves as an employee of the College.
- If production of Intellectual Property is supported in whole or in part by a grant, the conditions of the grant will prevail. If no conditions are specified, the applicable portions of this policy will apply.
- It is the obligation of the author to make known the provisions of this policy and preserve the rights and provisions of this policy in any other agreements.
- The author may use Intellectual Property for professional activities such as workshops, etc. In cases where the College has gained proprietary rights, the author must preserve these.
- The author retains the right to review recorded material to update or otherwise improve their quality or accuracy. If significant costs are associated with such changes, a separate agreement may be negotiated or, at the

discretion of the College, the material may be removed from circulation.

References:

EMPLOYEE CLASSIFICATION

Office of Origin: Human Resources
Responsibility: Executive Director, Human Resources
Original Date Adopted: 10/25/16
Dates Reviewed: 10/25/16, 1/12/22 (C)
Last Date Board Approved: 10/25/16

For non-faculty positions at Lake Michigan College (the College), Human Resources uses Fair Labor Standards Act (FLSA) job classifications and employee status designations to categorize positions.

FLSA Job Classifications

The FLSA, as amended, classifies positions as either "exempt" or "non-exempt." The FLSA classification of a position determines how employees are to be paid, among other things, for hours worked in excess of 40 hours per week and if they are subject to FLSA minimum wage and overtime provisions.

Positions classified as exempt do not receive overtime pay and generally receive the same weekly salary regardless of hours worked. The salary may be paid more or less frequently than weekly.

Employees will be informed of the position classification upon hire and also informed of any subsequent changes to the classification.

Employee Status Designations

Employee status designations include:

- Full-time – Employee is normally scheduled to work at least 40 hours per week and was not hired on a short-term basis.
- Regular Part-time – Employee is regularly scheduled to work fewer than 40 hours per week and was not hired on a short-term basis.
- Part-time – Employee is employed 29 or fewer hours per week and/or does not have an ongoing regular work schedule.
- Temporary – Employee was hired for specific, short-term work. This designation is generally are not eligible for College benefits but are eligible to receive federal and state statutory benefits (Social Security, Unemployment Compensation, and Workers' Compensation).

References: Fair Labor Standards Act

TUITION WAIVER – EMPLOYEES

Office of Origin: Human Resources
Responsibility: Executive Director, Human Resources
Date Adopted: 8-26-86
Dates Reviewed: 7-10-18, x-x-22(C)
Last Date Board Approved: 9-25-18, x-x-xx

Employees of Lake Michigan College (the College) are encouraged to further their education and training at the College through the tuition waiver program.

A tuition waiver will be applied to an employee's account first before any other form of financial aid, grant, or scholarship. All non-mandatory student fees (such as course fees) as well as textbooks and course support materials are the responsibility of the student.

Each full-time employee is eligible for the payment of 100% of Lake Michigan College tuition for the employee, their spouse, and Internal Revenue Service (IRS) qualified dependents. With the permission of the supervisor, non-Facilities Management employees may take one such course during the workday. See the Facilities Management contract for workday provisions).

Regular part-time employees are eligible for the payment of 50% of Lake Michigan College tuition for the employee, their spouse, and IRS qualified dependents during the semester in which the employee is continuously employed.

Part-time faculty are eligible for the payment of 100% of Lake Michigan College tuition for the instructor, their spouse, and IRS eligible dependents on a prorated basis, equal to 1 contact hour for each 1 contact hour taught. Eligibility begins following successful completion of the part-time faculty's first assigned class(es). Unused tuition waiver benefits may be accrued to a maximum of 45 contact hours, to be used within 3 years of accrual or they will be forfeited. **MOVED FROM THE TUITION WAIVER – PART-TIME FACULTY POLICY.**

Minutes
Lake Michigan College Board of Trustees
March 29, 2022 Meeting

References: Facilities Management Contract
Faculty Contract

Communicable Diseases

Office of Origin:	Human Resources
Responsibility:	Executive Director, Human Resources
Original Date Adopted:	5/28/91
Dates Reviewed:	6/26/18, 12/15/21(C)
Last Date Board Approved:	7/9/18, x/x/22

This policy is intended to establish responsibilities and the general procedure for preventing and and/or minimizing the transmission of Communicable Diseases affecting Lake Michigan College (the "College") employees, students, volunteers, visitors, and any individual who comes to campus for any purpose (the "College community.")

The College is committed to preventing and and/or minimizing the transmission of Communicable Diseases that may pose serious health risks for the College community.

"Communicable Diseases" are defined as an infectious disease that is spread from person-to-person. Communicable Diseases that may significantly threaten the health and safety of the College community and include, but are not limited to:

- Cholera
- COVID-19
- Diphtheria
- Hepatitis A
- Meningitis (viral and bacterial)
- Measles
- Mumps
- Pertussis
- Rubella
- Rubeola
- Smallpox
- Tuberculosis

Employee Responsibilities

Employees must:

- Report a confirmed Communicable Disease to the Executive Director, Human Resources.
- Refer a student with a Communicable Disease to the Vice President, Student Affairs.

Minutes

Lake Michigan College Board of Trustees

March 29, 2022 Meeting

- Refer a supervised employee with a Communicable Disease to the Executive Director, Human Resources.
- Follow all College safety measures, procedures, responsibilities, and guidance, absent medical inability, to stop or slow the progression of a Communicable Disease. Employees unable to comply with any safety measure due to a medical condition should seek a reasonable accommodation through Human Resources.
- Obtain advice from a healthcare provider if known or suspected to have a Communicable Disease and, if indicated, obtain follow-up treatment.
- Cease activities on campus, when required, following College or healthcare provider guidance if diagnosed with a Communicable Disease.
- Cooperate with requests by Public Health Officials for information.

The College cannot practically monitor all interactions within the College community. While the College places priority on educating individuals of their responsibilities under this policy, the College may discipline employees who knowingly put others at risk by failing to disclose that they are infected with a Communicable Disease for which reporting is required or who do not follow interim safety measures and guidance issued by the College or their healthcare provider required to help slow or stop the progression of a Communicable Disease. Discipline may be up to and including dismissal from employment.

College Responsibilities

- The College generally seeks to adhere to the guidance of public health officials to prevent and/or minimize the transmission of communicable diseases. public health officials include local, regional, state, and national or federal health departments and agencies, such as county health departments (e.g., Berrien, Cass, Van Buren), the Michigan Department of Health and Welfare, the Centers for Disease Control and Prevention (CDC), and the U.S. Department of Health and Human Services
- The College is responsible for tracking epidemics, pandemics, and outbreaks of significant Communicable Diseases.
- The Executive Director, Human Resources and the Executive Director, Facilities (Safety Team Co-Chairs) are the College leads on all health matters, including Communicable Diseases as they relate to employees.
- The Executive Director, Human Resources will initiate an investigation after receiving an employee or other report of a potential Communicable Disease on campus to determine the validity of the information. If the report is

Minutes

Lake Michigan College Board of Trustees

March 29, 2022 Meeting

verified, and it is determined that the Communicable Disease poses a serious threat to the College community, the Executive Director, Human Resources will convey the information to the Executive Director, Facilities and the President.

- The Executive Director, Human Resources will notify and work with the county public health department to provide appropriate diagnostic, prophylactic, and therapeutic measures for the affected individual(s) and for the health and safety of the College community.
- The College will develop and maintain a communication plan and any needed educational programs and outreach efforts once a Communicable Disease threat has been identified.

References:

ATTENDANCE – CLASS

Office of Origin: Academic Affairs & Student ~~Services~~Affairs

Responsibility: Vice President & Provost, Academic Affairs and Vice President, Student

Affairs

Date Adopted:

Dates Reviewed: 4-24-18

Last Date Board Approved: 01-27-09, 05-15-18, 06-26-18

Lake Michigan College (~~LMC or the College~~) is not ~~considered~~ an attendance taking institution. It is, however, consistent with the College philosophy that regular class attendance is necessary if the student is to receive maximum benefit from the course. Students are expected to be fully prepared and to attend every class ~~and~~ ~~laboratory~~ period for which they have registered. Students should give instructors as much notice as possible of unavoidable absences. ~~An explanation of A~~ absences ~~must be explained to the satisfaction of the~~ ~~may be required by the~~ instructor, who will decide whether ~~omitted-missed~~ work may be made up. Attendance is restricted to only registered students or those with instructor permission.

Mindful of the diverse student body that ~~Lake Michigan College~~ ~~LMC~~ serves, and the varied belief systems that its students represent, the College will make a reasonable

Minutes

Lake Michigan College Board of Trustees

March 29, 2022 Meeting

effort to accommodate students who need to be excused from classes for the observance of religious holidays. This policy does not apply to students who knowingly register for classes scheduled to meet on days that consistently conflict with their day of worship, e.g., a student who signs up for Saturday classes when the student normally worships on Saturday.

In accordance with Title IX, LMC does not discriminate against ~~or exclude any student, or exclude any student~~ from its education programs ~~or activity~~ activities, including any class or extracurricular activity, on the basis of ~~such a~~ student's pregnancy, childbirth, false pregnancy, termination of pregnancy or recovery therefrom, unless the student requests voluntarily to participate in a ~~separate portion of the program or activity~~ reasonable alternative, as determined by the ~~College. Lake Michigan College will meet state and federal regulations regarding attendance and comply with legal requests of governmental and private agencies for information on student attendance. For student safety, Health Science students should refer to their program handbook.~~

~~Lake Michigan College will meet state and federal regulations regarding attendance and comply with legal requests of governmental and private agencies for information on student attendance. A student's attendance in a class is determined using the Department of Education's defines definition of an academically related activity academic engagement, which is: -as "physically attending a class where there is an opportunity for direct interaction between the instructor and students; submitting an academic assignment; taking an exam, completing an interactive tutorial, or participating in computer-assisted instruction; attending a study group that is assigned by the school; participating in an online discussion about academic matters; and initiating contact with a faculty member to ask a question about the academic subject studied in the course. Active participation by a student in an instructional activity related to the student's course of student that (1) is defined by the institution in accordance with any applicable requirements of its State or accrediting agency; (2) includes but is not limited to (i) Attending a synchronous class, lecture, recitation, or field or laboratory activity, physically or online, where there is an opportunity for interaction between the instructor and students; (ii) Submitting and academic assignment; (iii) Taking an assessment or an exam; (iv) Participating in an interactive tutorial, webinar, or other interactive computer-assisted instruction; (v) Participating in a study group, group project, or an online~~

Minutes

Lake Michigan College Board of Trustees

March 29, 2022 Meeting

discussion that is assigned by the institution; or (vi) Interacting with an instructor about academic matters; and (3) Does not include, for example – (i) Living in institutional housing; (ii) Participating in the institution’s meal plan; (iii) Logging into an online class or tutorial without any further participation; or (iv) Participating in academic counseling or advisement.” Attendance may also be required in academically related activities outside of regular class periods.

Discontinuing attendance in a class does not constitute dropping or withdrawing from a course. Failure to officially drop or withdraw from a course that the student is not attending will result in receiving the grade earned according to grading criteria outlined in the course syllabus. A drop or withdrawal is not official until the student successfully completes and verifies the drop or withdrawal action ~~in WaveLink online via the student account~~ or by completing the appropriate drop or withdrawal form and ~~delivers it, in person, delivering it to the Records & Registration Office via email, mail, or in person., to the One-Stop Registration area on any LMC campus.~~ No student should assume that an instructor or staff member has dropped or withdrawn him/her/them from a course.

~~Additional attendance policies apply for Health Sciences and International students. Students should refer to their program handbook.~~

References: Registration Policy
Satisfactory Academic Progress Policy

CLASS REGISTRATION

Office of Origin: Records & Registration
Responsibility: Registrar
Date Adopted: 05-15-18
Date Reviewed:
Last Date Board Approved: 6-26-18

Exact deadlines for all class registration actions including adds, drops, withdrawals, and audits are established and published prior to the start of each academic year. Students may not register for classes after the registration deadline for a semester has passed and will be deferred to the next semester. Students who have registered prior to the registration deadline may make changes to their schedule through the published add/drop period. Any exceptions will be reviewed on a case-by-case basis. All students are responsible for their own schedule and any changes made to it.

Schedule changes made beyond the published add/drop dates require a consultation with an academic advisor and the approval of the appropriate faculty and dean. Any class added outside of the regular add/drop period, including OE classes, may not be eligible for financial aid funding. The Financial Aid Office will review and approve such requests on a case-by-case basis.

Course pre-requisites and co-requisites are published in the catalog, the class schedule, and may be viewed online via the course look-up function as well as on the student audit. All pre- and co-requisites are strictly enforced and require specific permission to waive.

Adding a Class

Students adding classes must do so within the published add/drop period for the semester. In general, classes may be added prior to the first scheduled meeting time for each class. Classes for which all pre-requisites have been met may be added online via the student account.

Online (distance learning) classes may be added through 11:59 p.m. the day before the semester begins, as the first meeting is considered to be the first day of the semester.

Open Entry (OE) classes may be added at any time during the semester, except the last two weeks of the semester. Any class added outside of the regular add/drop period, including OE classes, may not be eligible for financial aid funding. The Financial Aid Office will review and approve such requests on a case-by-case basis.

Auditing a Class

To audit is to take an academic course for no credit. Some of the reasons for auditing are personal exploration, enjoyment, gaining insight into a new subject, or skill/knowledge review.

A student wishing to attend a credit course on a no-credit basis may register to audit the course; however, when openings in a class are limited, preference shall be given to students enrolling for credit. Tuition is paid at the same rate as for a credit course, the attendance policy applies, and all pre- and co-requisites must be met.

Audited courses are not eligible for financial aid (including grants, loans, or scholarships) or veteran's benefits funding, and do not count toward program completion or pre-requisite use; audited courses are not calculated in the GPA and do not transfer.

A student may change from audit to credit and vice versa only during the regular add/drop period.

Dropping a Class

Students dropping classes must do so within the published drop dates for the class in order to reverse all tuition and fee charges. Open Entry (OE) classes added after the regular add/drop period may drop through the end of the third day after registration. Drops can be completed online via the student account during the published add/drop period or in person at any campus.

A drop initiated after the published drop dates is considered a withdrawal and all tuition and fees remain on the student account.

Guest Student Registration

Students enrolled at another college or university may register for Lake Michigan College classes as Guest students. Guest students are encouraged to complete and submit a MACRAO-approved Michigan Undergraduate Guest Application prior to registration to ensure return transfer of the LMC credit to their home institution. Guest students are afforded all the rights and responsibilities of LMC students, but are not eligible to receive financial aid from LMC. All course pre-requisites must be met and documentation provided.

Withdrawing from Classes

Students may withdraw online through the student account or by submitting a withdraw form. The Withdraw form can be found in the Student Services area of any campus or online via the student account. Students are encouraged to speak with their instructor prior to withdrawal to ensure withdrawing is the best course of action; to complete the process, students should speak with both the financial aid office and an academic advisor to review the student's financial and academic situation and understand the ramifications of the withdraw.

A withdrawal does not qualify for a refund of tuition or fees.

During the first 80% of the class a student may withdraw with a guaranteed "W" grade, without the permission of the instructor, so long as the class is not part of a second-admit program. During the final 20% of the class, the student must request permission of the instructor to withdraw. The withdrawal is not guaranteed at this point and is granted (or not) solely at the discretion of the instructor. If the withdrawal is not granted, the student will receive the grade earned for the class.

Students may not withdraw past the last day of a class. Withdrawal dates for each semester are listed in the Academic Calendar.

A withdrawal is not considered official until the withdraw form has been submitted or the withdrawal action completed online. Non-attendance, verbal notice, or conversation with an instructor does not constitute an official withdrawal.

Withdrawals for classes which are part of a second-admit program are issued only at the discretion of the appropriate faculty or program director and are not

Minutes
Lake Michigan College Board of Trustees
March 29, 2022 Meeting

guaranteed at any point. Program-specific details regarding withdrawal are outlined in the program handbook.

References: Health Science Program Handbooks
[Michigan Undergraduate Guest Application](#)

STUDENT COMPLAINT - GENERAL

Office of Origin:	Student Affairs
Responsibility:	Vice President, Student Affairs
Date Adopted:	9-26-18
Dates Reviewed:	09-26-16, 6-14-18,
Last Date Board Approved:	09-27-16, 6-14-18

Lake Michigan College strives to resolve all student complaints in a fair and expedient manner. This policy and procedure pertains to non-civil rights* related complaints that involve issues that are general in nature and are not related to instruction or academic matters, such as complaints about non-teaching college staff, the parking lot, snow removal, bathroom maintenance, facility issues, etc. Student who have complaints that involve instruction or academic matters, such as evaluations of academic work (e.g., examinations, quizzes, papers, final course grades, etc.), and/ or failure of a faculty member to follow College policies and/or procedures as they relate to instruction or academic matters, should refer to the *Student Complaint – Academic Policy and Procedure*.

Students who want to file a complaint regarding general, non-academic College operations should report their concerns to the ~~Executive Director, Students Director, Advising~~ or their designee. The following steps outline the requirements of the students as well as the timeline for the General Complaint Process:

- Verbal or written student complaint(s) should be submitted to ~~The Executive Director, Students Director, Advising~~ or their designee. ~~The Executive Director, Students Director, Advising~~ or their designee will consider the merits of the complaint and will take any and all action they consider appropriate or necessary to resolve the concerns raised in the complaint. At this level, the student may request to remain anonymous. Students having a complaint may submit the complaint either verbally or in writing at any time. ~~The Executive Director, Students Director, Advising~~ will respond to the complaint within 7 business days.
- If the student's verbal or written complaint is not resolved to the student's satisfaction and the student chooses to continue to pursue the complaint

further, the student must submit a request in writing (making the complaint a formal complaint) to ~~the Executive Director, Students Director, Advising~~ or their designee requesting further resolution. The written request must be submitted within 10 business days of notification of the ~~Executive Director, Students Director, Advising~~ resolution to the informal complaint. The written request must include the specific nature of the complaint, reasons for filing the complaint, all documentation supporting the complaint, and specific remedy requested. The ~~Executive Director, Students Director, Advising~~ or their designee will seek a resolution by using the following means:

- Contact the appropriate college employee who is responsible for the college operation that a complaint has been lodged against and arrange a meeting between the parties involved to discuss a possible resolution. The written complaint will be forwarded to all appropriate parties involved in the conflict prior to the meeting.

If a satisfactory resolution is concluded, then the appropriate college employee who received the complaint shall notify the ~~Executive Director, Students Director, Advising~~ that the complaint has been resolved, and an appropriate entry shall be recorded in the LMC Student Complaint Log.

- Should a resolution not be reached, the ~~Executive Director, Students Director, Advising~~ or their designee will review the complaint and all supporting material and render a written decision regarding the complaint which shall include the basis of the decision. A decision to the formal complaint will be rendered within five (5) business days and will be communicated in writing. The decision will be communicated to the student in writing with a copy to the appropriate college employee who is responsible for the college operation that the complaint has been lodged against. An entry regarding the complaint and resolution will be recorded in the LMC Student Complaint Log.
- **Appeal Process:** In the event the ~~Executive Director, Students Director, Advising~~ or their designee is unable to resolve the complaint; the complaint will be forwarded to the Vice President, Student Affairs for review and action. The Vice President, Student Affairs will review the

complaint and all supporting material and render a written decision regarding the complaint which shall include the basis of the decision. A decision to the formal complaint will be rendered within five (5) business days and will be communicated in writing. The decision will be communicated to the student in writing with a copy to the appropriate college employee who is responsible for the college operation that the complaint has been lodged against. The decision from the Vice President, Student Affairs shall be final. No further appeal will be considered. An entry regarding the complaint and resolution will be recorded in the LMC Student Complaint Log.

Formal Complaint Log

Formal complaints will result in an anonymous entry to the LMC Student Complaint Log. The Log is available for review by college staff, representatives of accrediting agencies, and by other, appropriate outside agencies. The names of any individuals involved in a complaint (including the names of any student(s) or LMC staff directly involved) are not part of the Log. The LMC Student Complaint Log will include the following information:

- A. A description of the complaint
- B. The date the complaint was received
- C. The category of the complaint (grounds, facilities, etc.)
- D. Steps taken to address the complaint
- E. The disposition of the complaint, including referral to an outside agency
- F. Any external actions initiated by a student and related to a given complaint

Maintenance of the Complaint Log

LMC will maintain records of complaints for a minimum of ten years. The ~~Director of Student Life and Housing~~ **Director, Advising** will maintain the LMC Student Complaint Log. Accrediting agencies and other appropriate outside agencies will be able to review the LMC Student Complaint Log in conjunction with accrediting visits and self-studies.

Notice to Students

Complaint resolutions procedures are published on the LMC website, in the College Catalog and Student Handbook. ~~Students can get hard copies at any LMC Student Information Center location.~~

***Civil Rights Issues:**

This policy and procedure does not apply to issues related to sexual harassment, civil rights, Title IX, and disability concerns. Complaints or concerns related to civil rights issues should be discussed with the Executive Director of Human Resources and Diversity.

Out-of-state Students Taking Distance Learning Courses:

LMC distance education students wishing to file a formal complaint must first seek resolution through LMC's Student Complaint Policies and Procedures. LMC participates in the State Authorization Reciprocity Agreement (SARA) through the state of Michigan. If a student's complaint cannot be resolved internally at LMC, the student may file a complaint with the state of Michigan – Licensing and Regulatory Affairs Department (http://www.michigan.gov/lara/0,4601,7-154-61343_35395_35396---,00.html).

Accreditation:

Lake Michigan College is accredited by the Higher Learning Commission and holds several program accreditations. To learn more about LMC's accreditations, please visit www.lakemichigancollege.edu/home/discover-lmc/about-lake-michigan-college/accreditation

Sharing Disclosure:

All complaints submitted in writing, signed by a student, and addressed to or submitted to an academic officer may be shared with agencies that accredit the College or its programs unless the student expressly prohibits the College from doing so.

Student Consumer Information:

In accordance with the Higher Education Reauthorization Act, prospective students, enrolled students, and employees may access student consumer information at www.lakemichigancollege.edu/home/discover-lmc/about-lake-michigan-college/student-consumer-information

Minutes
Lake Michigan College Board of Trustees
March 29, 2022 Meeting

References: Questions regarding this policy and procedure should be directed to the ~~Executive Director, Students Director, Advising.~~

INTERNATIONAL (F-1) STUDENTS

Office of Origin: Student Engagement and Support
Responsibility: Vice President, Student Affairs; ESL Specialist
Date Adopted: 9-28-90
Dates Reviewed: 8-15-08, 1-19-22 (C)
Last Date Board Approved: 9-23-08, 5-15-18, 6-26-18

Defining an international (F-1 visa) student

Lake Michigan College (the College or LMC) defines an international student as a non-United States (U.S.) citizen residing or intending to reside as a non-immigrant in the United States for the purposes of obtaining an academic degree conferred by the College. This policy applies to students seeking an F-1 visa to study at LMC.

LMC was first approved as a School for Attendance by Nonimmigrant Students on 8-14-2002. LMC is authorized under federal law to enroll non-immigrants as international students and will comply with all federal regulations. To comply LMC:

1. Furnishes non-immigrant students with a Certificate of Eligibility (Form I-20).
2. Keeps records of Form I-20's issued to non-immigrant students holding F-1 visas. Federal law and regulations require colleges to update and maintain the Student and Exchange Visitor Information System (SEVIS) records of non-immigrant students in F and M visa categories.
3. May include the following statement in publications, catalogs, brochures, literature, and other materials produced by the College, "This school is authorized under Federal law to enroll non-immigrant students."
4. Has a Principal Designated School Official (PDSO) and as many Designated School Officials (DSO) as we deem necessary.

REQUIRED ADMISSIONS DOCUMENTATION FOR INTERNATIONAL STUDENTS

Prospective international students must complete requirements as listed on the International Student Checklist as part of determining their eligibility to study and obtain an F1 visa at LMC. Documentation needed includes but is not limited to the following:

Proof of Secondary Level Education Completion

Copies of transcripts and diplomas for ALL secondary school work (both U.S. and non-U.S.) to prove completion of secondary level education. The transcript or certificate must be evaluated by an independent international credential evaluation service; any fees incurred for the evaluation service are the responsibility of the applicant. The evaluation must include, at a minimum, whether the secondary school experience is equivalent to U.S. high school completion/graduation.

Minutes

Lake Michigan College Board of Trustees

March 29, 2022 Meeting

Applicants within the U.S. who are transferring to LMC from another U.S. college or university must also submit all required admissions documentation.

Certification of Finances

International students must be financially self-supporting while studying in the U.S. As such, prospective international students must prove to the College that they have the ability to self-finance their education at LMC by:

1. Demonstrating proof of sufficient money in U.S. dollars to meet the “Lake Michigan College Minimum Cost of Living Estimate” as documented on the “Declaration of Finances Form”. The prospective student must provide a bank statement that shows ability to self-support while attending LMC. If a sponsor is covering the prospective student’s education and living costs, then the prospective student must provide a bank statement and letter from the sponsor that testifies to the sponsor’s willingness and ability to support the student while they attend LMC.
2. Before issuance of I-20 form, the prospective student must pay a one-time deposit approximately equal to the costs of the first year of tuition and course fees. The deposit is held exclusively for LMC tuition and course fees.. The deposited funds will be held until the student leaves Lake Michigan College or transfers to another institution. At that time, any remaining deposit funds will be refunded to the student.
3. Any scholarships the student has earned may be deducted from the total deposit amount. The scholarship funds must be received by LMC prior to reducing the deposit amount.

Academic English Language Proficiency Scores

The prospective student must provide a verified score report from an internationally recognized English for academic purposes language proficiency test, such as TOEFL iBT or ITP, IELTS, MET, etc. Prospective students must make sure that the College has an official copy of their test score as part of the I-20 eligibility determination. The ESL (English as a Second Language) Specialist will determine whether the prospective student has met their language requirement..

Insurance

International students are required to purchase and provide proof of medical and repatriation insurance prior to their arrival in the U.S. LMC does not maintain coverage for students and is not responsible for any medical, hospital, evacuation, or repatriation expenses incurred by the student.

EMPLOYMENT AS AN INTERNATIONAL STUDENT

Employment opportunities for international students on an F-1 full-time student visa are limited. As stated by the State Department, F-1 students may not work off-campus, but may accept on-campus employment subject to certain conditions and restrictions. After the first academic year, F-1 students may engage in Curricular Practical Training (CPT) or Optional Practical Training (OPT) (pre-completion or post-completion) related to their area of study, which must be authorized by the DSO prior to starting any form of employment.

TRANSFER CREDIT FROM FOREIGN COLLEGES AND UNIVERSITIES

Minutes

Lake Michigan College Board of Trustees

March 29, 2022 Meeting

Lake Michigan College does not evaluate post-secondary international transcripts. Prospective international students who wish to transfer credit from colleges and universities outside the U.S. must have their foreign transcripts and credentials evaluated by an independent international credential evaluation service. The cost of such services is the responsibility of the international student. See Transfer of College Credit policy.

References: International Student Checklist
Declaration of Finances Form
Student visa webpage from the State Department
website: <https://travel.state.gov/content/travel/en/us-visas/study/student-visa.html>
Transfer of College Credit Policy

RESIDENCY

Office of Origin: Records & Registration Department
Responsibility: Vice President, Student Affairs
Date Adopted: 7-1-91
Dates Reviewed: 8-27-19
Last Date Board Approved: 4-28-15, 12-4-18, 8-27-19

A Lake Michigan College (the College) student's initial residency for tuition purposes is determined based on information provided on the admission application. Residency, as defined below, may be reconsidered upon presentation of documentation, as defined in sections E and F below, that the student's residency has changed. The College has the right to verify a student's residency at any time.

A. In-District

1. A student who is a U.S. citizen, permanent resident (green card or resident alien card holder), or DACA/Dreamer and is:
 - A resident within the College district (Berrien County, [including the Niles zip code 49120], the South Haven Public School District or Covert Township in Van Buren County).
 - Any individual eligible for educational assistance under either Chapter 30 (Montgomery GI Bill – Active Duty Program), Chapter 31 (Vocational Rehabilitation), Chapter 33 (Post-9/11 GI Bill®), Chapter 35 (Survivors' and Dependents' Educational Assistance Program), of Title 38, United States Code, or Chapter 1606 of Title 10 U.S.C (Montgomery GI Bill – Selected Reserve), and/or the Marine Gunnery Sergeant John David Fry Scholarship (38 U.S.C § 3311(b)(9)) while attending the College (regardless of his/her formal state of residence).

2. A resident of on-campus housing, regardless of citizenship.
 - a. Students living on campus during consecutive Fall and Spring semesters will receive in-district tuition rates for the Summer term immediately following, regardless of whether they are living on campus during the summer term.

B. Out-of-District

A student who does not qualify as an in-district student as defined above and is not an international student as defined in section C below, is classified as an out-of-district student.

C. International

A student who is a non-U.S. citizen, except those noted in section A, and is attending the College on an F1, M1, or any other visa type or is undocumented is classified as international, for tuition rate purposes only.

Early College Students

A student participating in Early College courses is defined as a resident as described above. However, during enrollment in an Early College course, tuition for that course is based upon the residency of the location of the high school instead of the student's residency.

D. Change of Status

A student who is classified as an out-of-district or international student is eligible for review of residency status if proof of residency, as outlined below and in Section F of this policy, is submitted prior to the first day of the semester in which the student is registered or intends to register. Any status updates requested after the semester begins will be reviewed for subsequent semesters. It is the student's responsibility to inform the Records & Registration Office prior to the start of the semester of any change in residence or status that would affect their classification.

E. Documentation

The College reserves the right to require documentation acceptable to the College in all cases of residency determination and verification including, but not limited to, the following criteria: student's current residency address and one or more of the following documents confirming that address as the legal home of residence:

Valid state driver's license Valid state ID card

Minutes

Lake Michigan College Board of Trustees

March 29, 2022 Meeting

- Valid motor vehicle registration in student's name (car insurance and car title are not acceptable)
- Voter registration card
- Military ID card
- Tribal card with address
- Lease, mortgage, or rental Agreement
- Property tax bill (must be a place of residence or property)
- Utility bill
- Homeowner's or renter's insurance policy
- Notarized statement verifying residency signed by parent(s) if student is still in high school, accompanied by parent's proof of residency or by current high school record (e.g., high school transcript or current report card in student's name and address).

F. **Dependents**

A student may use their parent or legal guardian's residency for tuition purposes if they were claimed as a dependent on the parent/guardian's Federal income tax return for the last calendar year. Documentation of the following is required to do so: parent/guardian's current property tax bill **and** copy of parents'/legal guardian's Federal income tax return for the last calendar year showing the student claimed as a dependent.

G. **Senior Citizen**

Senior citizens 60 years of age and older who meet in-district criteria will qualify for tuition-free enrollment in any College credit course subject to the following provisions:

- The student must be at least 60 years of age prior to the first day of the semester in which the student is registered.
- Registration fees and special fees (if any) for courses selected must be paid by the student. All regular registration procedures must be followed.

H. **Discretion to Adjunct**

Discretion in adjusting individual cases within the spirit and intent of these regulations is vested with the Board of Trustees or their designee.

References:

[GI Bill](#)

Second Read

1. Conflict of Interest – Employee Ms. Kelli Hahn
2. Intellectual / Proprietary Property Rights..... Ms. Kelli Hahn
3. Employee Classifications policy Ms. Kelli Hahn
4. Tuition Waiver – Employees Ms. Kelli Hahn
5. Communicable Disease – Employee Ms. Kelli Hahn
6. Attendance..... Mr. Nygil Likely
7. Class Registration Mr. Nygil Likely
8. Student Complaint Mr. Nygil Likely
9. International (F-1) Students Policy Mr. Nygil Likely
10. Residency Policy..... Mr. Nygil Likely

ACTION:

College Administration recommended that the Board of Trustees approve the policies as presented.

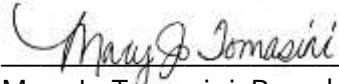
MOTION by Ms. Burghdoff with support by Ms. Johnson to approve the policy revisions as presented.

APPROVED BY VOICE

ADJOURNMENT

MOTION by Ms. Burghdoff to adjourn the meeting of the Lake Michigan College Board of Trustees at 5:28 p.m.

Minutes
Lake Michigan College Board of Trustees
March 29, 2022 Meeting

A handwritten signature in cursive script that reads "Mary Jo Tomasini". The signature is written in black ink and is positioned above a horizontal line.

Mary Jo Tomasini, Board Secretary

Draft until approved at the next scheduled meeting