

Governing Board Communication Protocols

Established: December 11, 2009

Updated: February 5, 2016

PROTOCOL FOR RESPONDING TO NEEDS OR COMPLAINTS EXPRESSED TO AN INDIVIDUAL BOARD MEMBER

1. Be accessible; listen respectfully and impartially.
2. If the concern is not urgent or does not have policy implications:
 - a. Refer the individual or group to the appropriate college process/person.
 - b. Do not make any promises to the individual or group.
 - c. Do not attempt to solve the problem.
 - d. Inform the Chancellor and receive clarification.
3. If the concern is urgent or could have policy implications:
 - a. Refer the individual or group to the appropriate college process/person.
 - b. Do not make any promises to the individual or group.
 - c. Do not attempt to solve the problem.
 - d. Inform the Chancellor and receive clarification.
 - e. The Chancellor will alert the Board President.
 - f. Board officers, with the Chancellor, will decide how to handle the issue.
 - 1) May request written report.
 - 2) May place on the Board agenda for further discussion.

PROTOCOL FOR RESPONDING TO NEEDS OR COMPLAINTS EXPRESSED IN BOARD MEETINGS DURING PUBLIC COMMENT ON NON-AGENDA ITEMS

1. The Board President thanks the speaker(s) and acknowledges that the need or complaint has been heard by the Board.
2. If appropriate, the Board President may make a brief statement about the issue.
3. The Board President will ask the Chancellor if there is any comment from the administration.
4. The Brown Act prohibits the Board from discussing or taking action on any item not on the agenda, but members may make a brief comment or ask questions in response to public comments.
5. If desired, the Board President may ask the Chancellor to look into the issue and report back to the Board. The Board President will determine what form the report will take (for example, email or a formal written report).
6. After receiving the report from the administration, the Board may decide to place the issue on a future Board agenda.

PROTOCOL FOR RESPONDING TO CONCERNS EXPRESSED DURING A CRISIS

1. Be respectful; listen respectfully and impartially.
2. Refer the individual or group to the appropriate college process/person.
3. Do not make any promises to the individual or group
4. Do not attempt to solve the problem.
5. Inform the Chancellor and receive clarification.
6. Chancellor will alert the Board President.
7. Board officers, with the Chancellor, will decide how to handle the issue.
8. Any written communication with the individual or group expressing the concern, or with the media, will be made by the Chancellor and/or the Board President.
9. The Board may request a more formal investigation of the concerns.

PROTOCOL FOR THE CONFIDENTIALITY OF CLOSED SESSIONS

1. The confidentiality of closed session creates a safe space for the candid discussion of appropriate topics.
2. All participants in closed session are required to maintain the absolute confidentiality of closed session discussions.
3. Any suspected breach of closed session confidentiality should be referred to the Board President.