

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.