

Policy #5101

Policy Title: STUDENT and VISITOR CODE OF CONDUCT

Responsible Oversight Director: Director, Student and Partner Advancement

Effective Date: August 23, 2013

Date of Current Revision: August 2, 2021

A. PURPOSE

The Southern Virginia Higher Education Center (SVHEC) is committed to maintaining a safe, civil, and respectful environment for SVHEC staff, SVHEC Educational Partner Staff, SVHEC partner-enrolled students, SVHEC Workforce Training program students, SVHEC Career Tech Academy students, and visitors. To that end, the following Student and Visitor Code of Conduct policy is provided as a guide. The SVHEC has the authority to bar individuals from the Center found to be in non-compliance with the Code of Conduct and other SVHEC policies.

This policy is not applicable to SVHEC employees. Employees of the SVHEC are subject to the Department of Human Resource Management Standards of Conduct (<https://hr.dmas.virginia.gov/media/1244/dhrm-policy-160-standards-of-conduct.pdf>).

B. AUTHORITY

Virginia Code [Section §23.1-3122](#), as amended, grants authority to the Board of Trustees to establish rules and regulations for the institution. Section VIII (E) of the [Board of Trustees Bylaws](#) grants authority to the Executive Director to implement the policies and procedures of the Board relating to the SVHEC operations.

The policies of the SVHEC fall within the following framework and hierarchy and, therefore, are subject to compliance with laws and regulations instituted by higher levels of authority:

1. Federal laws and regulations
2. State laws and regulations
3. Board of Trustees policies
4. **SVHEC policies**
5. Departmental policies and procedures

In the event of a conflict between different levels in 1 through 5 above, the lower numerical heading shall take precedence over higher numerical heading.

C. DEFINITIONS

Complaint - An informal claim by an SVHEC student or visitor (SVHEC educational partner staff, SVHEC partner-enrolled students, SVHEC Workforce Training students, Career Tech Academy students, SVHEC Assessment and Testing Center clients, Volunteer Literacy students, and other visitors) or by a third party against a member of the SVHEC community regarding alleged improper, unfair, arbitrary, or discriminatory treatment. A complaint may constitute a grievance, if the complaint is not mutually resolved and if the complaint falls within the definition of a grievance.

Complaint/Grievance Process - Process by which an SVHEC educational partner staff, SVHEC partner-enrolled student, SVHEC Workforce Training student, Career Tech Academy student, SVHEC Assessment and Testing Center clients, visitors or a third party may make a complaint. If the complaint is not appropriate for informal resolution, the complainant may file a formal written complaint, using the SVHEC Complaint/Grievance form, with the Chief Finance and Operations Officer, or the Director of Student and Partner Advancement who will notify the appropriate parties involved. The CFOO or Director of Student and Partner Advancement will convene the SVHEC Complaint/Grievance Committee to review the complaint/grievance submitted. The complaint/grievance process ends with the decision of the Complaint/Grievance Committee, which is final.

Grievance - A dispute or disagreement raised by a member of the SVHEC student and visitor community (SVHEC educational partner staff, SVHEC partner-enrolled students, SVHEC Workforce Training students, Career Tech Academy students, SVHEC Assessment and Testing Center clients and visitors) alleging improper, unfair, arbitrary or discriminatory action by an SVHEC employee involving the application of a specific provision of an SVHEC policy or procedure, or SVHEC training program policy or procedure. Informal complaints not mutually resolved may become grievances if the complaint falls within the definition of a grievance, a formal written complaint is filed using the SVHEC Complaint/Grievance form, and the complainant follows the SVHEC Complaint/Grievance Process.

SVHEC Complaint/Grievance Committee - Group of individuals selected to review formal written complaints/grievances that could not be resolved through an informal review process or decisions that are being appealed. Membership of the SVHEC Complaint/Grievance Committee is made up of SVHEC staff.

SVHEC Educational Partner Staff – Staff employed by an entity with whom the SVHEC has a relationship to provide for-credit higher education and/or workforce training at or through the SVHEC.

SVHEC Partner-Enrolled Student- An individual who is enrolled with one or more SVHEC educational partners and takes classes at or through the SVHEC via the respective

partner(s). SVHEC partner-enrolled students are subject to the policies of each partner institution(s) as well as those of the SVHEC.

SVHEC Workforce Training Program - Any workforce or customized training course, class, workshop or set of multiple courses, classes, and workshops for which SVHEC Workforce Training program students enroll with the Southern Virginia Higher Education Center. This does not include programs, classes, courses, or workshops for which SVHEC Workforce Training program students are enrolled via an SVHEC educational or training partner.

SVHEC Workforce Training Program Student - Individual who is enrolled in an SVHEC Workforce or Customized Training program

SVHEC Career Tech Academy Program – Any Career Tech Academy training course, class workshop, field trip, or set of multiple courses, classes and workshops for which SVHEC Career Tech Academy program students enroll with the Southern Virginia Higher Education Center.

SVHEC Career Tech Academy Program Student- Individual who is enrolled in an SVHEC Career Tech Academy program

SVHEC Testing and Assessment Center Client- Individual who has registered for testing or to otherwise be assessed through the testing center.

Visitor- Anyone utilizing SVHEC facilities or resources that is not included in any of the above categories.

D. SCOPE

This policy applies to SVHEC Educational Partner Staff, SVHEC partner-enrolled students, SVHEC Workforce Training program students, SVHEC Career Tech Academy students, SVHEC Testing and Assessment Center clients and other visitors.

E. POLICY STATEMENT

SVHEC Educational Partner Staff, SVHEC Partner-Enrolled Students, SVHEC Workforce Training program students, SVHEC Career Tech Academy students, SVHEC Testing and Assessment Center clients and other visitors are subject to the SVHEC Student and Visitor Code of Conduct. SVHEC partner-enrolled students must also follow all policies of the partner institution with which they are enrolled.

Above mentioned students and visitors are expected to comply with all SVHEC policies, rules, and regulations in addition to state, local, and federal laws. Violations of which may result in disciplinary action. In addition, the following is prohibited conduct while at the SVHEC, engaging in SVHEC-sponsored activities, or off the premises of SVHEC to the extent the conduct adversely affects the SVHEC or the pursuit of its objectives or creates a hostile

environment for students and visitors, staff or members of the SVHEC larger community on the premises of the SVHEC:

1. Use or possession of ammunition, firearms, other weapons, marijuana, alcohol, or illegal or illegally-obtained drugs on the premises, including the parking lot.
2. Conducting oneself in a manner that endangers the health and/or safety of others or presents a threat of physical harm to others.
3. Stealing, destroying, defacing, damaging, or misuse of SVHEC property or property of another person.
4. Harassment of anyone on the grounds of the SVHEC or in the greater community involving SVHEC or third parties.
5. Sexual assault, sexual harassment, and other forms of discrimination against anyone on or off campus as it relates to the SVHEC.
6. Obstructing or disrupting teaching, training, work, research, administration, disciplinary procedures or other authorized activities of the SVHEC and its partners.
7. Cheating, including plagiarism, in any SVHEC Workforce Training Program.
8. Furnishing false information to any SVHEC employee or official.
9. Forgery, alteration, or misuse of any SVHEC document, record, or instrument.
10. Unauthorized possession, duplication, or use of keys to any SVHEC facility or unauthorized entry to or use of SVHEC premises.
11. Abuse of computer, facilities, equipment, and resources to include, but not limited to:
 - a. Unauthorized entry into, transfer, or downloading of file.
 - b. Use of another individual's identification or password
 - c. Use of computer, facilities and equipment to interfere with the work of a member of the SVHEC community.
 - d. Use of computer, facilities and equipment to send harassing or obscene messages
 - e. Use of computer, facilities and equipment to access, download, or view pornographic or obscene materials or images
 - f. Other violation of SVHEC Policy #4101, *Use of SVHEC Information Technology Resources and Systems* ("Computer Acceptable Use" Policy).

SVHEC EDUCATIONAL PARTNER-ENROLLED STUDENTS

SVHEC Partner-Enrolled students found to be in violation of SVHEC Policy #5101 *Student and Visitor Code of Conduct* may, depending on the nature of the offense, be:

1. Turned over to the official partner representative or a law enforcement official;
2. Reported by SVHEC staff to the appropriate partner representative with a written explanation of the offense; and/or
3. Banned from the SVHEC premises temporarily or indefinitely.

Sanctioning of partner-enrolled students shall be the responsibility of the SVHEC Educational Partner.

SVHEC EDUCATIONAL PARTNER STAFF

SVHEC Educational Partner staff members found in violation of the SVHEC's Code of Conduct will be reported to the Dean or Human Resource Manager of their respective college or university.

SVHEC WORKFORCE TRAINING PROGRAM STUDENTS and SVHEC TESTING AND ASSESSMENT CENTER CLIENTS

SVHEC Workforce Training Program Students and SVHEC Testing and Assessment Clients found to be in violation of SVHEC Policy #5101 *Student and Visitor Code of Conduct* may, depending on the nature of the offense, be:

1. Asked to immediately vacate the premise or be turned over to a law enforcement official;
2. Given a written explanation of the offense and the potential sanctions, with copies provided to SVHEC leadership, and/or the proper law enforcement official;
3. Provided an opportunity to respond to the alleged offense(s) before the SVHEC Chief Financial Operations Officer (CFOO); and
4. Subjected to sanctions proportionate to the offense including, but not limited to, dismissal or suspension from the SVHEC Workforce Training Program, banned from the SVHEC premises temporarily or indefinitely, written reprimand, or written counseling.

SVHEC CAREER TECH ACADEMY STUDENTS

SVHEC Career Tech Academy students found to be in violation of the SVHEC Policy #5101 *Student and Visitor Code of Conduct* may, depending on the nature of the offense, be:

1. Turned over to the official partner representative or a law enforcement official;
2. Reported by SVHEC staff to the appropriate public-school administrator with a written explanation of the offense; and/or
3. Banned from the SVHEC premises temporarily or indefinitely.

Sanctioning of SVHEC Career Tech Academy enrolled students shall be the responsibility of the corresponding public-school administrator.

OTHER VISITORS

Other individuals (not included in aforementioned categories) visiting the SVHEC and who are found to be in violation of SVHEC *Policy #5101 Student and Visitor Code of Conduct* may, depending on the nature of the offense, be:

1. Asked to immediately vacate the premise or be turned over to a law enforcement official;
2. Given a written explanation of the offense and the consequences, with copies provided to SVHEC leadership, and/or the proper law enforcement official; and/or
3. Banned from the SVHEC premises temporarily or indefinitely.

SVHEC Code of Conduct Complaint/Grievance Process:

If a SVHEC training program participant, or visitor wishes to file a complaint/grievance in response to a disciplinary action resulting from an infraction of SVHEC *Policy #5101 Student and Visitor Code of Conduct*, he/she may complete and submit the SVHEC Complaint/Grievance Form within ten business days of the date of the disciplinary action decision, and request an appointment to appear before the SVHEC Complaint/Grievance Committee. All procedures for review of the disciplinary action will be in accordance with the SVHEC Complaint/Grievance Process. The Complaint/Grievance Committee may choose to uphold the original disciplinary action, vacate, or impose a different sanction. The decision of the Complaint/Grievance Committee will be final.

POLICY HISTORY

Director Policy Review Committee & Policy Responsible Oversight Director - Approval to Proceed:

Patricia M. Nelson

Responsible Oversight Director's Signature

8/23/2013
Date

Executive Director – Provisional Approval of Policy:

Betty A. Adams

Executive Director's Signature

8/23/2013
Date

Executive Director – Provisional Approval of **REVISED Policy:**

Betty A. Adams

Executive Director's Signature

10/1/2016
Date

Date of Presentation to Board of Trustees: **December 6, 2017**

- Board Action:** Approve the Policy
 Reject the Policy

Matthew M. Conner

Chairman's or Designee's Signature

12/6/17
Date

Policy Creation Date: August 23, 2013

Last Revision Date: October 1, 2016

Scheduled Review Date: October 1, 2021

POLICY HISTORY (Revision of Policy)

JH Cole
Revisions Author's Signature

9-16-21
Date

Brenda Seng
Responsible Oversight Director's Signature

9/16/21
Date

Executive Director – Provisional Approval of **REVISED** Policy:

Beth H. Deen
Executive Director's Signature

09/16/21
Date

Does this policy need to go before the Board for this revision approval?

Yes

No

Brenda Seng
CFOO Signature

9/16/21
Date

Policy Creation Date: **August 23, 2013**

This Revision Date: **August 2, 2021**

Next Scheduled Review Date: **August 2026**

Date of Presentation to Board of Trustees:

Board Action: Approve the Policy
 Reject the Policy


Amanda White

Chairman's or Designee's Signature

6/1/22

Date

Instructions for Completing SVHEC Complaint/Grievance Form

1. Complete all fields in the SVHEC Complaint/Grievance Form 
2. Attach a statement describing the nature of the complaint. The statement should include a description of the events or circumstances upon which the complaint is based. All supporting documentation for your complaint must accompany the statement. Specify any pertinent dates, staff you dealt with, and the details and nature of your complaint.
3. Submit the completed SVHEC Complaint/Grievance form to the Program Coordinator in the Office of Learner Success and Engagement. If you prefer to mail this form to Southern Virginia Higher Education Center, please use the following address:

**Southern Virginia Higher Education Center
Program Coordinator
Office of Learner Success and Engagement
820 Bruce Street
South Boston, VA 24592**

Complaint/Grievance Form

Please indicate the training program about which you have a complaint or grievance:

- Industrial Technology /Mechatronics
- Heating, Ventilation, and Air Conditioning (HVAC)
- Welding
- IT Academy
- Center of Nursing Excellence
- Career Tech Academy
- Other Program or Event _____
(Provide Program or Event Name)

YOUR INFORMATION *(fill in all fields below)*

Full Name
Mailing Address
City / State / Zip
Home Phone / Work Phone / Cell Phone
Email Address
How do you prefer to be contacted?



STATEMENT OF COMPLAINT/GRIEVANCE

Please attach a statement to this form describing the nature of the complaint or grievance. The statement should include a description of the events or circumstances upon which the complaint or grievance is based and all supporting documentation for your complaint or grievance must be attached. Specify any pertinent dates, staff you dealt with, monies owed, balances due, etc.

The information you provide will be used in an effort to resolve your complaint or grievance and will be shared with the SVHEC Complaint/Grievance Committee, Leadership Team, and possibly others to reach a possible resolution to your complaint.

Signature: _____ Date: _____

Please complete and submit the Complaint/Grievance Form to the Program Coordinator, Office of Learner Success and Engagement Office at the Southern Virginia Higher Education Center. If you prefer to mail this form to Southern Virginia Higher Education Center, the address is listed below:

Southern Virginia Higher Education Center

Attn: Program Coordinator, Office of Learner Success and Engagement

820 Bruce Street

South Boston, Virginia 24592