



Aurora College Board of Governors

Policy Title: Board Member Protocol
Effective Date: February 1, 2012
Revised Date:
Approved: Motion #BG21-2012 (February 1, 2012)

Policy Statement

Board of Governors members are expected to be representatives of Aurora College and responsive to the needs of the people of the Northwest Territories.

As such Board of Governors members will be approached occasionally by a community member/s, employee/s or student/s regarding a concern or problem and service suggestions. The protocol for dealing with such circumstances is as follows:

- Community Member – the Board of Governors Member should suggest that contact be made with the President or other senior administrator (if known). If the community member is not prepared to take further action, the Board Member should inform the President about the concern, maintaining whatever discretion and confidentiality deemed appropriate.
- Student - the Board of Governors Member, in the following order, should suggest that contact be made with the instructor, department head, senior administrator, President, or Chair of the Board of Governors regarding the concern. If the student is not prepared to take further action the Board of Governors Member should inform the President about the concern maintaining whatever discretion and confidentiality deemed appropriate.
- Employee – the Board of Governors member, in the following order, should suggest that contact be made with the instructor, department head, senior administrator, President or Chair of the Board of Governors regarding the concern. If the employee is not prepared to take further action, the Board of Governors Member should inform the President about the concern, maintaining whatever discretion and confidentiality deemed appropriate.

The Board of Governors Member shall ask the individual to contact him/her again if the matter has not been resolved within a reasonable time period.

Scope of President's Responsibilities

Not applicable

Information and Monitoring Requirements

- Annual Board of Governors member evaluation
- The Board of Governors Chair and/or the President of Aurora College will inform the Board of Governors Member of the outcome and/or the resolution of the concern.