

<b>COASTAL ALABAMA COMMUNITY COLLEGE</b>			
<b>Policies and Procedures Manual</b>			
Title:	<b>Misrepresentation</b>		Approved by:
Insert:	02.15	Date:	04/01/2022
Replace:		Date:	06/01/2023
Reviewed:		Date:	06/01/2023
Remove:		Date:	



**POLICY / PURPOSE:**

Coastal Alabama Community College is prohibited under federal regulations from making any false, erroneous, or misleading statement directly or indirectly to a student, prospective student, member of the public, accrediting agency, state agency or to the Department of Education.

**SCOPE:**

This policy applies to all Coastal Alabama Community College students and employees during any activity involving the College, including the workday. In addition, visitors, vendors, contractors, and all other non-employees may be expected to recognize and comply with College policies.

**DEFINITIONS:**

*Misleading Statements:* Misleading statements include any statement that has a likelihood or tendency to deceive or confuse. A statement is any communication made in writing, visually, orally, or through other means. This includes student testimonials given under duress or because such testimonial was required in participation in a program

**DETAILS:**

1. **Substantial Misrepresentation:** Federal regulations further provide that substantial misrepresentation is any misrepresentation on which the person to whom it was made could reasonably be expected to rely, or has reasonably relied, to that person's detriment.
  - a. The regulations regarding misrepresentation describe misrepresentation with respect to:
    - Nature of the education program
    - Nature of financial charges
    - Employability of graduates
  - b. A Title IV eligible school may not describe its participation in a way that suggests approval or endorsement by the Department of Education of the quality of its educational programs.
  
2. **Maintenance of Promotional Materials:** The Communications and Marketing Department maintains electronic copies of all promotional materials, including quotes and statements made by College personnel.
  
3. **Training of Personnel:**
  - a. The Dean of Student Services is responsible for the training of personnel under the Dean's supervision regarding misrepresentation of admissions requirements and other College information.

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- b. The Financial Aid Director is responsible for the training of personnel under the Director’s supervision regarding misrepresentation of College financial aid information.
4. **Disciplinary Action:** Any violation of this directive will be taken seriously and acted on swiftly by the College.

Any employee’s conduct resulting in disciplinary actions from deliberate misrepresentation activity will be documented in the Human Resources Office and maintained in the employee’s personnel file.

**PROCEDURE(S):**

**Employee Complaint Procedures**

- 1. Refer to the [Employee Complaints and Grievances Policy](#).

**Student Complaint Procedures**

- 1. Refer to the [Student – Formal Complaints Policy](#).

**ADDITIONAL PROVISIONS/INFORMATION:**

Refer to [Employee Complaints and Grievances Policy](#).  
Refer to [Student – Formal Complaints Policy](#).