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July 2, 2018

Dear [REDACTED]

I am writing on behalf of Massasoit Community College in response to your complaint filed with the Massachusetts Department of Higher Education (DHE) on April 26, 2018. The submitted complaint includes **Exhibit 1** (System-Wide Student Policies), **Exhibit 2** (Emails between [REDACTED] and Massasoit Community College), **Exhibit 3** ([REDACTED] schedule/Invoice), **Exhibit 4** (Fall 2017 Tuition payment), **Exhibit 5** (Student refund/Tuition records), **Exhibit 6** (GLAD complaint letter, State-wide Student Policies, Feb. 20, 2018 Massasoit response letter, FERPA Release Form, and April 2, 2018 Massasoit response letter), and **Exhibit 7** (April 19, 2018 Massasoit response email to GLAD).

After review of the complaint, the College is able to respond with the following information for your review and consideration.

1. Display of Name Change Policy and Forms

On April 19, 2018, the *Student Policies* and the *Preferred First Name Change Form* were posted on the College's webpages. Please review:

<http://www.massasoit.edu/academics/policies/index>

which is directed to the *Student Policies*.

The *Student Policies* and *Preferred First Name Change Form* have links directed to each policy:

- Bathroom and Locker Room Use
- Legal Name
- Preferred First Name
- Sex Designation

The *System-Wide Student College Policies* are posted on the Diversity and Inclusion page, www.massasoit.edu/diversity, and also the Dean of Students page,

www.massasoit.edu/students-and-parents/student-services/dean-of-students/index,
Admissions Office and the Office of the Registrar's.

The policies will also be included in the 2018-2019 Student Handbook (available July, 2018). The policies will not be included in the personnel handbook due to that the handbook specifically adheres to personnel policies.

2. Training

In the Fall of 2018, The Office of Diversity & Inclusion will conduct diversity trainings for faculty and staff, focusing on Transgender Awareness, cultural competency and skills. In addition, trainings will include System-wide Student Policies and procedures (e.g. Preferred First Name Change Forms). Training materials will be provided to all participants.

3. Clear Procedures

Massasoit Community College began migrating to Banner 9, the upgrade to our current administrative services application, at the very end of calendar year 2017. This is a long-term project that involves upgrading not just the software itself but also quite a bit of hardware and even the architecture upon which everything in application rests. We are under a vendor-imposed deadline of December 31, 2018 to complete this upgrade. The Banner 9 upgrade will include technical improvements necessary for us to make the change with respect to preferred name use on class rosters and other documents, while preserving a student's legal name on documents, systems and communications external to the College or where a legal name is required. During implementation, the College will develop clear internal procedures for faculty and staff to follow when students complete preferred name forms. The newly established procedures, along with additional training, will make every effort to maintain the confidentiality and privacy of student information related to a student's transgender status. Recognizing that full implementation may be just over six months away, the College will develop a graphic job aid for all staff involved in the prospective-student intake process. The graphic job aid will reiterate both the policy, its availability, limitations and methods for requesting preferred first name change for use between now and the final implementation of the Banner 9 upgrade. The College will conduct refresher training with all staff involved in the prospective-student intake process at the time the job aids are disseminated.

Massasoit Community College is consistently looking to improve communications and further the development of an inclusive and supportive environment for all of our students, faculty and staff. If you have any questions, please do not hesitate to contact me.

David Tracy



Vice President for Student Services and Enrollment Management

Cc: Angela Williams
William Mitchell
William O'Neill

Have you legally *changed* your name?

Your **legal name** is your full name as recognized by the government. In cases such as marriage, adoption, etc., you are eligible to update your information to reflect your name as recorded by the court.



GET STARTED

To change your **legal name** on your College records, you must present a certified copy of a **court order** or other legal document indicating a legal name change has been granted.

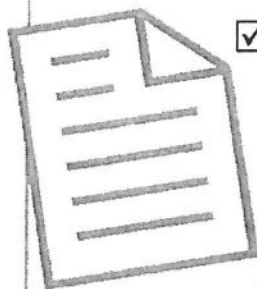
To begin the process, students should complete the **Legal Name Change Request Form** available at:
massasoit.edu/namechange



NEXT...

Your Legal Name Will Appear On:

- ☒ Financial Aid records
- ☒ Student Accounts records
- ☒ Personally identifiable information
- ☒ Student directory information
- ☒ Payroll records
- ☒ Health records
- ☒ Official transcripts
- ☒ Federal immigration documents
- ☒ Interactions with government agencies



For more assistance with legal name changes, please contact the **Registrar's Office** at
508-588-9100, x1949

Do you use a first name that is *different* than your legal name?

A **preferred name** is a name that you prefer to be referred to that differs from your legal name as recognized by the government.



GET STARTED

To request the use of a **preferred first name**, please complete the **Preferred First Name Change Form** available at:

massasoit.edu/namechange



NEXT...

Your Preferred First Name Will Appear On:

- ☒ Student ID card
- ☒ Diplomas, awards, and recognitions



Your Preferred First Name Will NOT Appear On:

- ☒ Email and calendar entries
- ☒ Class rosters and advisor lists
- ☒ Learning management systems

In the future, with technology upgrades, Massasoit hopes to implement the above.

For more assistance with preferred first name changes, contact the **Dean of Students Office** at 508-588-9100, x1402 or the **Office of Diversity & Inclusion** at 508-588-9100, x1309