



# Operating Protocol & Procedure

## Details:

Number: 101

Title: Proposal, Modification, or Deletion of Operating Protocols & Procedures

Category: Governance, Organization, and Institutional Effectiveness

Office of Primary Responsibility: President's Office

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## Purpose:

To articulate a sustainable process for the establishment of operational protocols and procedures specific to Pueblo Community College (PCC) in accordance with State Board Policy, pertinent Colorado Revised Statutes, and in accordance with the needs of the college and its constituencies.

## Applicability:

All Pueblo Community College faculty, staff, students and related third parties (i.e. PCC Advisory Council/GOLD Panel and program advisory committees)

## Definitions:

State Board – State Board of Community Colleges and Occupational Educational (SBCCOE) also known as “the Board.”

Minor changes address changes that will have a narrow institutional impact affecting neither the substantive language of the protocol nor impacts the right of any college employee or constituency. Such changes may include corrections to typographical/grammatical errors or changes to a title, department name, location, or hyperlinks. Changing or deleting wording that does not impact the administration of the protocol or procedure for other departments or employees who utilize it may also be deemed as a minor change.

General Protocol – Any protocol that is not an Emergency Protocol (as so defined below)

Emergency Protocol – A protocol intended to address an exigency, the nature of which would make it necessary to implement faster than the General Protocol process would so allow. Emergency protocols are subject to a special process, the details of which are outlined in the body of the document below.

## References:

None

## Attachments/Related Forms or Documents:

Operating Protocol & Procedure Proposal Form (on Portal Forms tab)

Operating Protocol & Procedure Deletion Form (on Portal Forms tab)

Operating Protocol & Procedure Modification Form (on Portal Forms tab)

## Operating Protocol:

### *General Information*

Requests for new protocols, revisions to existing protocols, or deletions of protocols from PCC Operating Protocols & Procedures may be initiated by any college employee or group but should be coordinated with the office or department that is responsible for the protocol. Requests shall be submitted to the President's Office, using the current, approved Operating Protocol & Procedure forms found on the portal. All constituencies in this process should be cognizant of how an operating protocol is compatible with and reinforces the principles of diversity, equity, inclusion and accessibility.

1. It is strongly recommended that authors of all protocols work in collaboration with the President's Office, the Human Resources office (if appropriate), other employees, and/or potentially affected constituencies on campus before submitting a proposed protocol/revision/deletion through the formal protocol process (outlined below). Failure to do so could result in delays to the approval process.
2. If the requested change to an existing protocol involves only a minor change (as defined above), the change will be made by the President's Office without being disseminated for review/comment or Cabinet approval.
3. There are three protocol processes:
  - a. General, non-emergency protocols
  - b. Emergency protocols
  - c. Annual review of general, non-emergency protocols
4. If any of the days/dates mentioned herein fall on a weekend or holiday, the day/date in question will be pushed to the next non-holiday/non-weekend day on the calendar.

### *II. General (Non-Emergency) Protocols*

1. There are two, annual submission periods for non-emergency protocols: the Fall and Spring protocol periods. Non-emergency protocols will only be considered for review during the Fall and Spring protocol periods.
2. A call for new, non-emergency protocols, revisions to, or deletions of existing protocols, will be made by the President's Office, within seven business days of the start of classes of the Fall and Spring terms.
3. Requests for new non-emergency protocols, deletions, or revisions, for review during the current semester, must be received in the President's Office by:
  - Sept. 20, for the Fall protocol period
  - Feb. 20, for the Spring protocol period

*Note: Emergency protocols, as defined in the "Emergency Protocol Procedure" section below, can be submitted/approved at any time, and are not subject to the timelines for non-emergency protocols. Only Emergency protocols can be considered during the Summer semester.*

4. Non-emergency protocols/revisions/deletions take effect immediately following their approval. If the author of the proposed protocol/revision/deletion or other group wishes to request delayed implementation, after approval, the author or group shall provide a written reason for the exception when submitting the proposed protocol/revision/deletion.

### *III. Annual Review of Non-emergency Protocols*

All non-emergency protocols will be reviewed on a three (academic) year cycle, as follows:

- Year One: Protocols in Series 100, 300, 400, 500 (starting in Fall, 2025)
  - Year Two: Protocols in Series 200
  - Year Three: Protocols in Series 600, 700, 800, 900
1. This review process should consider the overall effectiveness of the protocol, whether the protocol needs to be updated to reflect current practices, and whether the protocol has outlived its need/usefulness/relevance and should be deleted.
  2. The President's Office may either:
    - a) Itself undertake the task, so long as the office or department responsible for the protocol series and faculty and staff throughout the college are involved in the process,
    - b) Develop and charge a college committee, to be known as the Protocols Review Committee, comprised of faculty, staff, and administrators, to complete this task, or
    - c) Delegate the task to an existing council, committee, or workgroup on campus, so long as that group has representation from faculty, staff, and administration.
  3. The review process shall involve constituencies from across the college, and the President's Office should ensure that employees are made aware of the process, and which protocols are being reviewed during the current academic year. Issues of inclusion, diversity, equity, and accessibility shall be considered an essential part of this process, and the President's Office shall insure that the designated campus group undertaking such revisions includes diverse voices and involves campus bodies whose purpose is to advocate for such issues at the college (i.e. the IDEA committee).
  4. Once the designated campus group completes its scheduled review of the protocols for that cycle, any proposed revisions or requests for deletions shall then be presented to the President's Office, along with rationales for the proposed changes, and indicating any potential impacts on inclusion, diversity, equity, and/or accessibility issues. These proposed revisions or deletions shall then be submitted through the general, non-emergency protocol process for college-wide review.

### *IV. Emergency Protocols*

Rarely, there may be an exigency necessitating protocol approval in an expedited manner. This process shall be rarely used and exists only for truly emergency/urgent circumstances.

Emergency protocols are limited to circumstances involving:

- A. A change in state, federal, or local statutory law, administrative agency ruling, or court decision, State Board policy, System Office procedure, or Colorado Dept. of Higher education policy, which would necessitate the creation, revision, or deletion of a PCC protocol.
- B. A campus event/emergency, the occurrence of which potentially compromises the *immediate* health, safety, or welfare of students or employees of the college.
- C. A college budgetary *emergency*, necessitating immediate action by the President.

### **Procedure:**

The following information describes the processes to propose a new protocol or to modify or delete an existing protocol. Requests for new protocols or modifications or deletions of existing protocols should be initiated by the office or department responsible for the protocol. This procedure applies to General (non-emergency) and Emergency Protocols. Proposals for new protocols and requests for modifications or deletions will be processed in the earliest review cycle possible, depending on the date the request is submitted, unless it is an emergency request and meets the criteria described in the protocol. Emergency requests will be distributed for comment and review to employees within a week of submission.

- To propose a new protocol:
  - Access the *Operating Protocol & Procedure Proposal* form found on the Portal's Forms page under the Operating Protocols and Procedures heading and follow the instructions on the form.
- To modify an existing protocol:
  - Submit the [\*Operating Protocol & Procedure Modification\*](#) form found on the Portal's Forms page under the Operating Protocols and Procedures heading.
  - The requested protocol will be sent to the requestor on the *Modification Template* by the executive assistant in the President's Office. The template will have further instructions about submitting your modifications.
- To delete an existing protocol:
  - Submit the *Operating Protocols & Procedures – [Request for Deletion](#)* form found on the Portal's Forms page under the Operating Protocols and Procedures heading.

### ***General/Non-Emergency Protocol Process***

1. The President's Office shall disseminate the proposed protocol/revision/deletion to Staff Council and Faculty Council, for discussion of its potential impact on faculty and staff, no later than five business days following the semester deadlines for receiving protocols.
2. Those bodies will have at least one month to review the proposed protocol/revision/deletion, develop written comments/questions, and take a non-binding, recorded vote.  
  
The councils will provide feedback on the protocols indicating if they declined to review, were in favor or opposed to any of the protocols moving forward in the process and provide explanation to any protocols they are opposed to or have concerns with.
3. Within five business days of the Staff Council and Faculty Council votes, the chairs/co-chairs of those bodies shall communicate the recorded vote, and written comments/questions, to the President's Office, via email.
4. The time limit for consideration by Staff Council, Faculty Council, and campus and committees, is at least 30 calendar days (excluding any non-contract days for faculty), from the date the President's

Office refers the proposed protocol/revision/deletion to the chairs of Staff Council and Faculty Council, unless either of those bodies requests additional time from the President's Office.

*It is entirely within the President's discretion to accept or deny the request, and, if granted, how much additional time is allowed. Any such request should be rare, and should state, in writing, the reason why the additional time is necessary.*

5. Once feedback is received from Staff Council and Faculty Council, the President's Office will determine if the protocol can move forward to the next stage of review or needs to be forwarded to the initiator to address comments or concerns made by the Staff or Faculty Councils. It is expected that the protocol author(s) respond substantively to each such question or concern. The President's Office shall seek further clarification from the author(s) if the answers submitted are found to be incomplete or non-responsive.
6. Once the protocol is ready to move forward to the next stage of review, the President's Office will distribute the protocol via email to all college employees for a public comment period of seven (7) business days.
7. The President's Office shall request from the protocol author(s), written responses to the comments/questions submitted by individual employees. It is expected that the protocol author(s) respond substantively to each such question or concern. The President's Office shall seek further clarification from the author(s) if the answers submitted are found to be incomplete or non-responsive.
8. Upon the end of the public comment period, the comments/questions raised by individuals, the governing bodies, committees, the votes of the governing bodies, and the author's response(s) to these comments/questions shall be disseminated to members of Cabinet, in either hard copy or digital format, in advance of the Cabinet meeting in which vote on the proposed protocols/revisions/deletions is scheduled to occur.
9. Final consideration of the proposed protocol/revision/deletion will occur no later than the last President's Cabinet meeting of the semester that the review is taking place following the expiration of the final public comment period. At that Cabinet meeting, before a vote is called for or taken, the President shall request discussion on any submitted comments and concerns, the votes of the governing bodies, and the response(s) of the author(s).

Following the close of discussion, the President may either:

- a. Call for a vote of the full Cabinet on the proposed protocol/revision/deletion, or,
  - b. Move to table further consideration for a future meeting
10. The motion to approve the protocol shall pass, if it receives a majority vote of those voting-eligible Cabinet members who are present and voting, or absent, but voting via proxy. If tabled, the proposed protocol/revision/deletion shall be placed on the agenda for a future Cabinet meeting or sent back to the author for revisions.
11. The President's Office shall communicate Cabinet's decision to the author(s), and if approved, a signature page will be sent to the author(s) to complete the process.
12. If approved, within ten (10) business days, the President's Office will:
  - a. Post new or revised protocols to Operating Protocol webpage on the Portal.

b. Remove deletions from the Operating Protocol webpage on the Portal.

c. Notify all employees of any additions, deletions, or revisions, via email.

13. If the proposed protocol/revision/deletion is tabled, the President's Office shall notify employees, via email, in a timely manner, of the Cabinet's decision to table its consideration.

#### *V. Emergency Protocol Process*

1. Emergency protocols should be drafted only by, or in close coordination with, the President's Office.
2. The President's Office shall disseminate the emergency protocol to all PCC employees, via email, to notify them of the intent to implement the emergency protocol. Employees may submit comments or questions regarding the emergency protocol during a five-business day period.
3. The author should respond, in writing, and in a timely manner, to the comments and questions submitted.
4. The President's Office shall ensure a permanent record of all comments, questions, and the related responses regarding the emergency protocol is maintained.
5. At the expiration of the five-business day period, the emergency protocol will automatically take effect, unless the President's Office:
  - a. Agrees to allow for more time for discussion/further revision
  - b. Removes the protocol from the emergency process, and resubmits it through the non-emergency protocol process, or
  - c. Withdraws the request for an emergency protocol
6. In the unlikely event that the President must implement an emergency protocol immediately, a statement explaining the justification shall be communicated to employees, via email, within one business day.
7. An emergency protocol will expire 6 months from the date of its initial approval, unless it is resubmitted and approved as a non-emergency protocol, following the non-emergency protocol process (see section, entitled "General (Non-Emergency) Protocol Process").
8. If the emergency protocol is later submitted for non-emergency protocol approval, the President's Office can grant itself, or the author of the emergency protocol (if not the President's Office) may request from the President's Office, up to three 30-day extensions for the emergency protocol, while the non-emergency protocol review process is completed.
9. Non-contract days for faculty will not count toward the 6-month expiration period for emergency protocols, nor for the 30-day extension periods.
10. The President's Office shall notify employees, via email, in a timely manner, of the expiration of an emergency protocol, and said protocol shall be removed from the Protocols and Procedures immediately.
11. At any time, prior to the expiration date of an emergency protocol, the President's Office or author of the protocol may cancel an emergency protocol; at which point the emergency protocol will no longer be in force. The President's Office shall notify employees, via email, within five business days of the cancellation of an emergency protocol. The cancellation of an emergency protocol does not require Cabinet approval, but the President or author shall discuss with Cabinet the reasons for deleting the Emergency protocol. Those reasons should be recorded in the official Cabinet minutes.