



MCC Ethics Hotline

Hosted by EthicsPoint, Inc.

Frequently Asked Questions (FAQ)

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MCC Ethics Hotline

Q: What is MCC Ethics Hotline?

MCC Ethics Hotline is a comprehensive and confidential reporting tool to assist MCC, MCC Foundation, and MCC Association administrators and employees to work together to address fraud, abuse, and misconduct in the workplace, all while cultivating a positive work environment.

Q. What is EthicsPoint

EthicsPoint is the vendor selected by MCC to provide hot line services for the college. EthicsPoint has created an effective reporting system customized for higher education. The hotline system is maintained on EthicsPoint secure servers with access from the MCC web site, EthicsPoint website, or toll free number.

Q: Why have the college, foundation, and association administrators decided to deploy the MCC Ethics Hotline reporting system?

- We want to make sure there are multiple avenues for the college community to report their concerns.
- We believe that our employees are our most important asset. By creating open channels of communication, we can promote a positive work environment and maximize productivity.
- Reporting “hotlines” have proved to be an effective tool in reducing losses and helping to protect an organizations reputation.

What to Report

Q. What type of situations should I report?

MCC Ethics Hotline is a communication tool providing an avenue primarily for reporting possible misconduct relative to financial matters, regulatory compliance, human resources, safety, health & risk matters, data security & information technology, and athletics compliance.

Q: Does management really want me to report?

We certainly do. In fact, we *need* you to report. You know what is going on at MCC – both good and bad. You may have initial knowledge of an activity that may be cause for concern. Your reporting can minimize the potential negative impact on MCC, MCC Foundation, MCC Association and its people.

Q: Why should I report what I know? What's in it for me?

We all have the right to work in a positive environment and with that right, comes the responsibility of acting in an ethical manner and letting the appropriate people know if someone is not acting ethically. By working together, we can maintain a healthy and productive environment.

Q. What kind of reports does MCC expect to receive?

While we believe we have no serious problems, it is not unrealistic to expect reports of potential fraud, abuse, and misconduct in the workplace. We want to encourage reports on the violation categories we have defined, and we welcome feedback for enhancing these services moving forward.

Q. Doesn't this create an opportunity for our employees to file frivolous or unfounded reports?

The MCC Ethics Hotline system has a direct follow-up feature that provides us the ability to qualify reports that may appear to be unfounded. According to EthicsPoint, less than 20% of all reports fall into this category and most are quickly identified as being unfounded.

Q: I am aware of some individuals involved with unethical conduct, but it doesn't affect me. Why should I bother reporting it?

MCC along with the MCC Foundation and MCC Association choose to promote ethical behavior. All unethical conduct, at any level, ultimately hurts the college and all employees, including you. You only have to consider what happened in recent corporate scandals to see disastrous effects that a seemingly harmless lapse in ethics can have on an otherwise healthy organization. So if you know of any potential incidents of misconduct or ethical violations, consider it your duty to yourself and your coworkers to report.

Q: I am not sure what I have observed or heard is a violation of college policy, or involves unethical conduct, but it just does not look right to me. What should I do?

File a report. MCC Ethics Hotline can help you prepare and file your report so it can be properly understood. We'd rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked because you weren't sure.

Q: If I see a violation, shouldn't I just report it to my manager, security, or human resources and let them deal with it?

The college strongly urges members of the MCC community to report possible misconduct through normal lines of communication. There may be good reasons why in certain situations you may want to use the MCC Ethics Hotline. First, MCC Ethics Hotline ensures that your report gets to the appropriate people. That may or may not happen if you simply report something to your manager especially when dealing with issues not under his/her control. More importantly, reports can be filed anonymously and all report information is secure and held in the strictest confidence.

Hotline Reporting

Q: May I report using either the Internet or the telephone?

Yes. By giving you choices, MCC Ethics Hotline helps ensure that employees can file a report anonymously and in the manner most comfortable or convenient to them.

Q: Can MCC's students, vendors, and other members of the college community use the MCC Ethics Hotline?

Yes. This system can be used by all members of the MCC community in an effort to maintain a safe and ethical environment at MCC, MCC Foundation, and MCC Association.

Q: Can I still file a report if I don't have access to the Internet?

Many public library locations offer Internet-connected computers. Also, you can file a report from any computer that can access the Internet. You can file from home. If you don't have access or are uncomfortable using a

computer, you can call your MCC Ethics Hotline toll-free hotline 877-237-8216 which is available 24 hours a day, 365 days a year.

Q: Can I file a report from home and still remain anonymous?

A report from home, a neighbor's computer, or any Internet portal will remain secure and anonymous. An Internet portal never identifies a visitor by screen name and the EthicsPoint system strips away Internet addresses so that anonymity is totally maintained. Plus, EthicsPoint is contractually committed not to pursue a reporter's identity.

Q: Can a reporter choose to be identified, if so desired?

Yes. When filing a report, the system will ask if the reporter wishes to be identified for possible follow-up. The college's distribution protocol will remain in effect to ensure that implicated parties are never made aware of the reporter's identity.

Q. What if I remember something important about the incident after I filed the report? Or what if the college has further questions for me concerning my report?

When you file a report via the MCC Ethics Hotline, you receive a unique user name and are asked to choose a password. You can return to the MCC Ethics Hotline system again either by Internet or telephone and access the original report to answer questions posed by a college representative and add further information that will help resolve open issues. We strongly suggest that you return to the site in the time specified to answer college questions. You and the college now have entered into an "anonymous dialogue" where situations are not only identified but can be resolved, no matter how complex.

Privacy/Anonymity

Q: It is my understanding that any report I send from an MCC computer generates a server log that shows every Web site that my PC connects with, and won't this log identify me as a report originator?

MCC Ethics Hotline does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to MCC Ethics Hotline is available.

According to EthicsPoint, fewer than 12% of reports are generated during business hours. This shows that most people prefer to report from their home after hours and on the weekend.

Q: Is the telephone toll-free hotline confidential and anonymous too?

Yes. You will be asked to provide the same information that you would provide in an Internet-based report and an interviewer will type your responses into the EthicsPoint Web site. These reports have the same security and confidentiality measures applied to them during delivery.

Q: I am concerned that the information I provide MCC Ethics Hotline will ultimately reveal my identity. How can you assure me that will not happen?

The MCC Ethics Hotline system is designed to protect your anonymity. However, you as a reporting party need to ensure that the body of the report does not reveal your identity by accident, for example, "From my cube next to Jan Smith..." or "In my 33 years..."

Q: Where do these reports go? Who can access them?

Reports are entered directly on the EthicsPoint secure server to prevent any possible breach in security. EthicsPoint makes these reports available only to specific individuals at MCC who are charged with evaluating the type of violation and location of the incident. Each of these report recipients has had training in keeping these reports in the utmost confidence.

Q. What if my boss or other managers are involved in a violation? Will they get the report?

The MCC Ethics Hotline system and report distribution are designed so that implicated parties are not notified or granted access to reports in which they have been named.

Q. Are my follow-ups on reports as secure as the first one?

All MCC Ethics Hotline correspondence is held in the same strict confidence as the initial report, continuing under the umbrella of anonymity.

Q: Isn't this system just an example of someone watching over me?

The MCC Ethics Hotline system concentrates on being a positive aspect of our overall philosophy, and allows us to assure a safe, secure, and ethical workplace. You are encouraged to seek guidance on ethical dilemmas, provide positive suggestions, or communicate a concern. Effective communication is critical in today's workplace and this is a great tool to enhance that communication.

We have carefully chosen the best reporting tool to meet our compliance obligations while maintaining a positive reporting environment.