



Reference: *Federal Higher Education Opportunity Act of 2008, Section 488 and 34 CFR 668.41(a), 668.46*

Most missing person reports in the college environment result from a student changing his/her routine without informing his/her roommates and/or friends of the change. Anyone who believes a student to be missing should report the concern to the Chief Student Services Officer (CSSO) or designee. Every report made to any of these individuals will be followed up with an immediate investigation once a student has been missing for 24 hours. Depending on the circumstances present to college officials, parents of a missing student will be notified. In the event that parental notification is necessary, the CSSO or designee will place the call.

At the beginning of each academic year, residential students will be asked to provide, on a voluntary basis, emergency contact information in the event he/she is reported missing while enrolled at West Hills College. This emergency information will be kept in the office of the CSSO or designee and will be updated annually.

General Procedure

1. The West Hills College official receiving the report will collect and document the following information at the time of the report:
 - a. The name and relationship of the person making the report.
 - b. The date, time, and location the missing student was last seen.
 - c. The general routine or habits of the suspected missing student (e.g. visiting friends who live off campus, working a job away from campus, etc.), including any recent changes in behavior or demeanor.
 - d. The missing student's cell phone number (if known by the reporter).
2. The West Hills College official receiving the report will contact the CSSO or designee in order to update them on the situation and to receive additional consultation. The CSSO or designee will ascertain if/when other members of the college and/or district administration and the Director of Marketing need to be contacted.
3. Upon notification from any entity that a student may be missing, the college may use any or all of the following resources to assist in locating the student:
 - a. Call the student's residence hall room
 - b. Go to the student's residence hall room
 - c. Talk to the student's Resident Assistant (RA), roommate, and/or floor mates to see if anyone can confirm the missing student's whereabouts and/or confirm the date, time, and location the student was last seen.

- d. Secure a current student identification card or other photo of the student from a friend.
 - e. Call and text the student's cell phone and call any other numbers on record.
 - f. Send the student an email.
 - g. Check all possible locations mentioned by the parties above including, but not limited to, library, residence hall lounges, student center, wellness center, etc. The Director of Residential Living may be asked to assist in order to expedite the search process.
 - h. Contact or call any other on campus or off campus friends or contacts that are made known. This could include checking a student's social networking sites such as MySpace, Facebook, and/or Twitter.
 - i. Ascertain the student's car make, model, and license plate number. Staff will also check the West Hills College parking lots for the presence of the student's vehicle.
4. The Information Technology Services (ITS) department may be asked to obtain email logs in order to determine the last log in and/or access of the West Hills Community College District network.
 5. Once all information is collected and documented and the CSSO or designee is consulted, West Hills College staff may contact the local police department to report the information. (Note: If in the course of gathering information as described above, foul play is evident or strongly indicated, the police will be contacted immediately.) If it is necessary to contact the local or state authorities, police procedure and protocol will be followed by the West Hills Community College District.