

User Satisfaction

Policy Type: Executive Responsibility

Policy Number: # 202

Date Approved: 10/16/97

Date Amended: 19 Oct 00

Monitoring Responsibility: Audit and Finance

Frequency: Annual - March

1. With respect to interactions with users or those applying to be users, the CEO shall ensure conditions, procedures, and decisions that are safe, fair, secure, and provide appropriate confidentiality or privacy.
2. The CEO shall establish with users a public relations policy both external and internal.