



M-SARA Webinar
Helping Prospective SARA Institutions Tighten Up their Complaint Process
October 15, 2015

Policies and practices

College Scorecard. Slide 16

<http://www.whitehouse.gov/issues/education/higher-education/college-score-card>

Program Integrity Rules. Slide 19

<https://www.federalregister.gov/articles/2010/10/29/2010-26531/program-integrity-issues>

Examples of Complaint Processes

Central Michigan University. Slide 31

<https://www.cmich.edu/ess/ombuds/pages/default.aspx>

Columbia College. Slide 32

<https://web.ccis.edu/Offices/InstitutionalCompliance/approvals-by-st.aspx>

The University of Toledo. Slide 33

<http://www.utoledo.edu/dl/main/complaint.html>

Samples available at WCET website. Slide 34

<http://wcet.wiche.edu/advance/state-authorization-samples>

State and Institutional Complaint Processes

U.S. Department of Education, Program Integrity Issues; Final Rule, 75 Fed. Reg. 66832, 66833. Slide 36

<http://www.gpo.gov/fdsys/pkg/FR-2010-10-29/pdf/2010-26531.pdf>

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<http://www.gpo.gov/fdsys/pkg/FR-2010-10-29/pdf/2010-26531.pdf>

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<http://www.sheeo.org/sites/default/files/Complaint%20Process%20Links%202012-2012.pdf>

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<http://wcetblog.wordpress.com/2014/06/26/pause-on-state-auth/>

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<http://www.sheeo.org/sites/default/files/Complaint%20Process%20Links%2012-2012.pdf>

Anatomy of an Institutional Complaint Process

Example of Best Practice – Low Tech. Slide 45

<https://www.ndus.edu/system/state-authorization/>

Example of Best Practice – High Tech. Slide 46

<http://www.in.gov/che/2744.htm>

HLC Requirements. Slide 47

<http://policy.ncahlc.org/Requirements-for-Affiliation/obligations-of-affiliation.html>

Title IV Complaint Process Requirements

Slide 49

<http://www2.ed.gov/policy/highered/reg/hearulemaking/2009/sa.html#complaints>

<http://ifap.ed.gov/dpclatters/GEN1404.html>

Department of Defense Process Requirements: Context

Executive Order 13607. Slide 50

<http://www.whitehouse.gov/the-press-office/2012/04/27/executive-order-establishing-principles-excellence-educational-instituti>

Voluntary Education partnership Memorandum of Understanding (MOU). Slide 50

<http://www.dodmou.com/>

Department of Defense Process Requirements

Process. Slide 54

http://vm2.srca.net/dodmou/Documents/Resources/Documents/PECS%20LAUNCH_EMAIL%20TO%20SCHOOLS_STUDENTS_FINAL.pdf

Student Complaint Process Under SARA

C-RAC Guidelines. Slide 62

Council of Regional Accrediting Commissions (C-RAC) Guidelines for Distance Education, 2011

<http://www.nc-sara.org/files/docs/C-RAC%20Guidelines.pdf>

Helpful Links

Slide 72

<http://www.gpo.gov/fdsys/pkg/FR-2010-10-29/pdf/2010-27395.pdf>

http://www.militaryonesource.mil/voluntary-education?content_id=274604

More Information on SARA?

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NC-SARA

<http://www.nc-sara.org/>

MHEC

<http://www.mhec.org/sara>

NEBHE

<http://www.nebhe.org/programs-overview/sara/overview/>

SREB

<http://www.sreb.org/sara>

WICHE

<http://www.wiche.edu/sara>

Sample Releases and Release Language

Post-Webinar

KSU Form with Open Records language.

<https://kansasregents.org/form.cfm?formID=1>

NE CCPE Form with language for sharing records.

<http://www.ccpe.state.ne.us/Asp2/StdntCmplntFrm/cFrm.aspx>

NDUS website re complaints with language re FERPA and sharing complaint information.

<https://www.ndus.edu/system/state-authorization/>

Embry-Riddle Aeronautical University FERPA.

<http://www.erau.edu/ferpa/>

Columbia College Complaint Form.

http://www.gocolumbia.edu/_assets/pdfs/complaint%20form%206-08.pdf

Indiana Commission for Higher Education Complaint Form.

http://www.in.gov/che/files/55658_fill-in.pdf