



STATE AUTHORIZATION RECIPROCITY AGREEMENT (SARA)

COMPLAINT PROCEDURES – DGCE ONLINE COURSES

IMPORTANT: Massachusetts is part of the National Council for State Authorization Reciprocity Agreements (NC-SARA)

Students enrolled in online courses who are residents of states other than Massachusetts, and when such state is a SARA participating state, may submit complaints to the Interim Dean Nora Padykula by completing the [Online Student Complaint Form](#).

Efforts will be made to determine the appropriate course of action, and the student will be notified within 10 days following the receipt of a complaint.

If the attempt to resolve the complaint via internal institutional processes fails, students enrolled in online courses who are residents of states other than Massachusetts, and when such state is a SARA participating state, may appeal the College's decision to the Massachusetts Department of Higher Education which makes complaint forms available on its [website](#).

The contact information for the Massachusetts Department of Higher Education is:

One Ashburton Place Room 1401 Boston, MA 02108 (617) 994-6950

SARainquiries@dhe.mass.edu

www.mass.edu/sara

Westfield State University will not in any way retaliate against an individual who reports a perceived violation of WSU policy, state, federal, or local law. Further, WSU will not tolerate retaliation by any employee or student.

577 Western Avenue – P.O. Box 1630 – Westfield, MA 01086-1630 (413) 572-8030; (413) 572-5227(f) www.gobacknow.com