

STATE AUTHORIZATION RECIPROCITY AGREEMENT (SARA)

COMPLAINT PROCEDURES- Day Online Courses

IMPORTANT: Massachusetts recently passed legislation to join the National Council for State Authorization Reciprocity Agreements (NC-SARA)

Students enrolled in day online courses who are residents of states other than Massachusetts, and when such state is a SARA participating state, may submit complaints to the Dean of Students by completing the new online 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 bring their concern to the attention of the Massachusetts Department of Higher Education for a different approach to resolution by filing a SARA complaint. The Massachusetts Department of Higher Education makes complaint forms available on its [website](#).

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

One Ashburton Place Room 1401
Boston, MA 02108 (617) 994-6910
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.