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| Policy Area: Student Services | Subject: Complaint Procedures for Out-of-State Students |
| Title of Policy: Procedures for Out-of-State Students | Number: |
| Effective Date: per approval | Page Number: |
| Approved Date: Revision Date: | Approved by: |
| <p>Out-of-State Complaint Process</p> <p>State Authorization</p> <p>Saginaw Chippewa Tribal College participates in the State Authorization Reciprocity Agreement (SARA), which is an agreement among states that establishes national standards for the interstate offering of postsecondary distance-education courses and programs. Through SARA, SCTC may provide distance education to residents of any other SARA member state without seeking authorization from each SARA member state. All states other than California participate in SARA (as an accredited public institution, SCTC is exempt from approval by the California Bureau of Private Postsecondary Education).</p> <p><i>Online Classes Grievance Procedure for Out-of-State Students</i></p> <p>SCTC is committed to resolving concerns and complaints in a timely, fair, and amicable manner. If a student resides outside of Michigan while taking an SCTC online class and they are unable to resolve any issue by contacting the Dean of Students, they may contact the appropriate office in their state. That information is provided in the following List of State Offices. For additional assistance, please contact SCTC’s accrediting agency, the Higher Learning Commission.</p> <p>The Michigan Department of Licensing and Regulatory Affairs' Corporations, Security & Commercial Licensing Bureau is the agency designated to review complaints against institutions of higher education providing distance education. Complaints concerning SCTC’s distance education activities regulated by Michigan's Higher Education Authorization and Distance Education Reciprocal Exchange Act (2015 PA 45) may be directed to the Department of Licensing and Regulatory Affairs, Corporations, Securities & Commercial Licensing Bureau, P.O. Box 30018, Lansing, MI 48909 through the CSCL Complaint Form.</p> | |

For students residing in California please see the information below:

DCA IS HERE TO HELP

Most students receive a quality education and have a generally positive experience. However, in the event a California resident enrolled in an online program at public or private nonprofit colleges or universities that are physically located in other states believes the institution's administrative processes or educational programs are compromised, DCA should be notified. A complaint may be filed by writing to DCA or calling DCA's Consumer Information Center (CIC) at:

California Department of Consumer Affairs

Consumer Information Center

1625 North Market Blvd., Suite N-112

Sacramento, California 95834

Telephone: (833) 942-1120

dca@dca.ca.gov

Students may also:

[Print and File Complaint Form](#)

[Use the Online Complaint Form](#)

WHAT TO EXPECT

On behalf of California student residents, DCA will evaluate complaints, identify the appropriate accrediting agency or governmental entity to handle the complaint, and request a response from the entity regarding the final disposition of the complaint.