

SECTION II

Student Complaints Regarding Degree-Granting Higher Education Institutions Approved by the Council on Postsecondary Education (CPE) and the Office of the Postsecondary Commissioner (OPC) to Provide Online Courses and Programs as Part of the Rhode Island State Authorization Reciprocity Agreement (RI-SARA)

[REDACTED]

Part of the [REDACTED] of the National Council for State Authorization [REDACTED]

[REDACTED]

[REDACTED]

Reciprocity Agreement (NC-SARA) through the New England Board of Higher Education [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] ODC is responsible for final resolution of any such complaints originating at any PI

[REDACTED]

[REDACTED]

g. Accuracy of information about whether the institution's course work will transfer to other institutions; and

h. Operation of distance education programs consistent with practices expected by institutional accreditors (and, if applicable, programmatic/specialized accreditors) and/or the *Interregional Guidelines for the Evaluation of Distance Education*.

Complaint Resolution Processes

a. Complaints against an institution operating under RI-SARA are first processed through the institution's own procedures for resolution of grievances. Institutions operating under RI-



After receiving the college or university's response, the OPC will determine whether the institution's student complaint process has been followed and exhausted and what additional steps or follow-up may be taken. The OPC will inform both parties involved in the complaint.

Students or other individuals with complaints involving an allegation of criminal activity will be referred to their campus police department, their local police department, or the Rhode Island State Police.

If you have additional questions about the complaint process or want to clarify that your _____

