



## **STATE AUTHORIZATION RECIPROCALITY AGREEMENT (SARA)**

### **COMPLAINT PROCEDURES – CGCE ONLINE COURSES**

**IMPORTANT:** Massachusetts recently passed legislation to join 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 Stefanie Sanchez by completing 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

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.

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