



STATE AUTHORIZATION RECIPROCITY 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 Brian Jennings, Dean of Assessment & Accreditation, Office of Assessment & Accreditation, (bjennings@westfield.ma.edu) 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 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.

577 Western Avenue – P.O. Box 1630 – Westfield, MA
01086-1630 (413) 572-8020; (413) 572-5227(f)

