

Online and Distance Education Complaint and Resolution Policy

Catawba College has applied to participate in the National Council for State Authorization Reciprocity Agreements (SARA) (<http://nc-sara.org/states/NC>). Under SARA guidelines, Catawba College discloses that the institution does not offer any entirely online programs that lead to licensure.

The North Carolina State Education Assistance Authority (NCSEAA) (<http://www.saranc.org>) serves as the “SARA portal entity” for North Carolina with the responsibilities defined by the National Council for State Authorization Reciprocity Agreements. Among the responsibilities assigned to the state portal entity is shepherding the resolution of, investigating and resolving as necessary complaints from distance education students who reside outside of the state and who have complaints regarding the institutions that participate in SARA North Carolina. Students not residing in North Carolina and who are enrolled in a North Carolina institution that operates under SARA North Carolina may submit complaints to the SARA portal entity only after completing the complaint process established by the institution attended by the student.

Initial responsibility for the investigation and resolution of student complaints resides with the institution against which the complaint is made. Students must exhaust all opportunities for resolution at the institution before filing a complaint with the SARA portal entity. Complaints regarding grades or student conduct violations are governed entirely by institutional policy and are not subject to review by SARA North Carolina.

Students who have exhausted institutional grievance processes and remain dissatisfied with the outcome may file a written complaint with SARA North Carolina (<http://www.saranc.org/Complaint.html>) within two years of the incident that is the issue of the complaint. Anonymous complaints will not be reviewed.

Complaints related to Catawba College courses must be submitted through the college’s Academic Grievance Policy (http://catawba.edu/files/2514/2548/3979/Acad_Grievance_Panel.pdf).

If you have a complaint about Catawba College distance education programs and the issue could not be resolved internally, contact the appropriate authority in your state of residence (<http://www.sheeo.org/projects/state-authorization-postsecondary-education>).

If the student is not satisfied with the outcome of the college’s complaint process, the student may choose to file a complaint through the North Carolina Student Complaint Process Policy (https://www.northcarolina.edu/sites/default/files/student_complaint_policy.pdf) and by completing and submitting the North Carolina Post-Secondary Education Student Complaint Document (https://www.northcarolina.edu/sites/default/files/student_complaint_form.pdf) to:

North Carolina Post-Secondary Education Complaints
c/o Student Complaints
University of North Carolina General Administration
910 Raleigh Road
Chapel Hill, NC 27515-2688

Or visiting the North Carolina Post-Secondary Education Complaints webpage (<https://www.northcarolina.edu/complaints>).

Catawba College is accredited by the Southern Association of Colleges & Schools Commission on Colleges (SACSCOC) (<http://www.sacscoc.org>); complaints may be submitted via the SACSCOC policy (<http://www.sacscoc.org/pdf/081705/complaintpolicy.pdf>).