

# DISTANCE LEARNING COMPLAINT PROCESS FOR OUT-OF-STATE STUDENTS

## Participation in NC-SARA

Ithaca College is approved by New York State to participate in the National Council for State Authorization Reciprocity Agreements (NC-SARA). SARA is an agreement among member states, districts, and territories that establishes one set of standards and regulations for offering postsecondary distance education courses and programs. Its purpose is to “provide broad access to postsecondary education opportunities to students across the country, to increase the quality and value of higher learning credentials earned via distance education, and to assure students are well served in a rapidly changing landscape” (see SARA Policy Manual v25.2).

## Complaint Process for Out-of-State Students

If out-of-state students (those students residing in another state while completing a course for Ithaca College) have academic concerns they wish to resolve, they should follow the procedures in the Ithaca College Policy Manual concerning academic complaints or disputes. SARA policies do not cover complaints related to grades or student conduct violations.

The petition and complaint processes for topic-specific concerns are available here. Complaints regarding consumer protection issues, including the topics below, should be sent in writing to provost@ithaca.edu with a copy to legal@ithaca.edu.:

1. Recruitment or marketing materials;
2. Job placement data;
3. Information about undergraduate or graduate tuition, fees, or financial aid;
4. Information about admission requirements;
5. Information about the institution's accreditation;
6. Information about whether course work meets relevant professional licensing requirements or the requirements of specialized accrediting bodies; and
7. Information about the transferability of course work to other institutions.

In the event the internal complaint process does not result in a resolution, the student should follow the SARA Student Complaint Process and contact the New York State Education Department, which serves as the SARA State Portal Entity. The student may appeal the institution to the SARA Portal Entity in New York State within two years of the incident about which the is made.

## SARA State Portal Entity Contact

**Contact:** Andrea Richards

**Title:** Supervisor of Higher Education Programs

**Phone:** 518.474.1551

**Email:** IHEauthorize@nysed.gov

### Address:

New York State Education Department  
89 Washington Ave  
Albany, NY 12234

Students can read more about the NYSED Complaint Procedure.

## Quick Links to Important Information

- Ithaca College Policy Manual, Volume VII - Policies for Students
- Ithaca College Petition and Complaint Processes
- NYSED Complaint Procedure
- SARA Student Complaint Process
- SARA State Portal Entity Contacts