Wyoming Community College Commission

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WYOMING
COMMUNITY COLLEGES

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State Authorization Reciprocity Agreement (SARA) Complaint Process

If a student is or has been enrolled in an online degree or certificate program from a Wyoming based institution of higher education that is approved to operate under SARA, the following complaint process will be used to submit student complaints.

Student Inquiry (Complaint)

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Query as to nature of the complaint, determine if submission has occurred to the Institution against which complaint is filed. If not, instruct student to do so. If so – continue.

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If complaint is about grades or student conduct, inform student the Commission is not the arbiter and the student needs to complete the appeals process through the institution the complaint is leveled against. If the complaint is related to consumer protection, advise the student to contact the Consumer Affairs Division of the Wyoming Attorney General's Office. If the complaint is related to the eligibility of an institution to be a SARA participant or a violation of a SARA qualification – continue.

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If the student's complaint is related to SARA, and the student has lodged a complaint with the institution in question, have the student complete the SARA Complaint Resolution Form found on the WCCC Website.

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Once the complaint is received, log in the complaint on the SARA Complaint Resolution tracking spreadsheet.

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The WCCC SARA coordinator will review the complaint for completeness and correctness. Inform complainant the form has been received or returned for additional information (telephone or email) and log date/time/method on tracking spreadsheet. Once an acceptable Complaint Resolution Form has been received - continue.

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The Commission Executive Director, Deputy Director, Program Team Leader and Fiscal Team Leader (Executive Management Team) will review the complaint for veracity and determine a course of action, which may include, but is not limited to, consulting with the institution for further information/clarification, the Wyoming Attorney General's Office, the institutions accrediting agency, and/or WICHE. Once all pertinent information is available, suggest a resolution. If the resolution is acceptable to both the institution and the student – stop here, log outcome on tracking spreadsheet. If not resolved – continue.

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Continue good faith negotiations with the party not accepting of the proposed resolution. If, after presenting the same resolution or a different resolution, agreement is reached – stop here, log outcome on tracking spreadsheet. If not, the Executive Management Team, in its authority as the state Portal Agency, shall issue a ruling that is final and cannot be appealed. Log such on the tracking spreadsheet.

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Contact the student and the institution, in writing, of the resolution.