In compliance with the Higher Education Opportunities Act of 2008, the U.S. Department of Education (USDOE) conducted a Negotiated Rule Making Process in 2010 that requires institutions offering distance education to provide enrolled and prospective students with contact information for filing complaints with its accrediting agency and with the appropriate state agency for handling complaints in the student’s state.

The University of Charleston takes student complaints seriously. Most complaints can be resolved within the University itself. This can be done initially by engaging in open communication with the individual directly involved. If the issue is not satisfactorily resolved, the student should contact the individual’s supervisor, department chair or School Dean for assistance in reaching a resolution.

If this informal process is unsuccessful, the student is encouraged to complete the UC Student Complaints Form. Note that while providing contact information on the form is voluntary, the University will be unable to communicate with the student about the complaint without it. Once the form is completed it will be submitted to the Office of the Provost and to the appropriate supervisor, department chair or School Dean.

Complaints about grades are handled through the University’s Policy on Grade Appeal, which is published in both the Student Handbook and the Academic Catalog.

For complaints about sexual discrimination, sexual harassment, or sexual assault or violence, contact the University’s Title IX coordinator:

Virginia Moore
Dean of Students
Title IX Compliance Coordinator
Office Phone Number: 304-357-4987
titleix@ucwv.edu

If a student has exhausted the University’s internal processes and remains dissatisfied, a formal complaint can be filed with the West Virginia Higher Education Policy Commission using that body’s established Student Complaint Process.

The University of Charleston is accredited by the Higher Learning Commission. Complaints about the university can be submitted to that body using its Complaints System, or by writing, emailing or telephoning:

Higher Learning Commission
230 South LaSalle Street, Suite 7-500
Chicago, IL 60604
info@hlcommission.org
800-621-7440 or 312-263-0456

International Enrollments

Some countries will not formally recognize foreign online degrees, which may have implications for students who later seek to enroll in other educational programs, or for those who seek employment with such a country’s government or other employers requiring specific credentials. In some cases students enrolled in online programs may be subject to additional taxes, adding to the cost of their education.

It is the student’s responsibility to understand any circumstances or special requirements that determine whether the online degree will be recognized in the student’s country of residence and/or in any country in which the student intends to work.

State Authorization Reciprocity Agreement

The University of Charleston participates in the State Authorization Reciprocity Agreement (SARA). This agreement authorizes UC to deliver online programs to students in the SARA states and to place UC students in those states for supervised field experiences. If a UC student is located in a SARA state, complaints must first go through the University’s procedures for resolution of student grievances. If the student is not satisfied with the outcome of the institutional process, the complaint may then be brought to the SARA portal agency in the institution’s home state. Contact information for such complaints is included below.
Complaint Contacts by Location
*indicates a SARA state

Alabama*
Alabama Department of Postsecondary Education
Alabama Student Grievance Procedure

Alaska*
Alaska Commission on Postsecondary Education
http://akadvantage.alaska.gov/

Arizona*
Arizona State Board for Private Postsecondary Education
Student Grievance Procedure

Arkansas*
Arkansas Department of Higher Education
Student Grievance Procedure

California
Bureau for Private Postsecondary Education
http://www.bppe.ca.gov/enforcement/complaint.shtml

Colorado*
Colorado Department of Higher Education
Student Grievance Procedure

Connecticut*
The Office of Financial and Academic Affairs for Higher Education
CP2 Complaints Info

Delaware*
Delaware Department of Education
http://www.doe.k12.de.us/

Florida
Florida Department of Education
Student Grievance Procedure

Idaho*
Idaho Board of Education
Student Complaint Procedure

Indiana*
Indiana Commission on Proprietary Education
http://www.in.gov/cpe/2329.htm

Iowa*
Iowa College Student Aid Commission
Student Complaints

Kansas*
Board of Regents
Student Grievance Procedure

Kentucky*
Kentucky Council on Postsecondary Education
Student Grievance Procedure

Louisiana*
Louisiana Board of Regents
Student Grievance Procedure

Maine*
Maine’s Public Universities
www.maine.edu

Maryland*
Maryland Higher Education Commission
Student Grievance Procedure

Massachusetts*
Massachusetts Board of Higher Education
Student Grievance Procedure

Michigan*
Michigan Department of Energy, Labor & Economic Growth
Student Grievance Procedure

Minnesota*
Minnesota Office of Higher Education
Student Grievance Procedure

Mississippi*
Mississippi Commission on College Accreditation
http://www.mississippi.edu/mcca/

Missouri*
Missouri Department of Higher Education
Student Grievance Procedure

Montana*
Montana University System, Montana Board of Regents
Complaint Process

Nebraska*
Nebraska Department of Education, Private Postsecondary Career Schools
Complaint Instructions

Nevada*
Nevada Commission on Postsecondary Education
Student Grievance Procedure

New Hampshire*
New Hampshire Postsecondary Education Commission
Student Grievance Procedure

New Jersey*
New Jersey Commission of Higher Education
Student Grievance Procedure
Complaint Contacts by Location
*indicates a SARA state

New Mexico*
New Mexico Higher Education Department
Student Grievance Procedure

North Carolina*
North Carolina Community College System, Office of Proprietary School Services
Student Grievance Procedure

North Dakota*
North Dakota University System
Student Complaints Procedure

Ohio*
Ohio State Board of Career Colleges and Schools
Student Grievance Procedure

Oklahoma*
Oklahoma State Regents for Higher Education
www.okhighered.org

Oregon*
Department of Education - Private and Career Schools Office
http://www.ode.state.or.us/search/results/?id=83

Pennsylvania*
Pennsylvania Department of Education
Student Grievance Procedure

Puerto Rico
Puerto Rico Council on Higher Education
http://www2.pr.gov/agencias/cepr/Pages/default.aspx

South Carolina*
South Carolina Commission on Higher Education
Student Grievance Procedure (pdf)

South Dakota*
South Dakota Board of Regents
Student Grievance Procedure

Tennessee*
Tennessee Higher Education Commission
Complaint Form

Texas*
Texas Higher Education Coordinating Board
Student Grievance Procedure

U.S. Virgin Islands*
The Virgin Islands SARA Portal Contact
Camille McKayle
Provost and Vice President for Academic Affairs
cmckayl@uvi.edu

Utah*
Utah Division of Consumer Protection
Student Grievance Procedure

Vermont*
Vermont State Board of Education
Student Grievance Procedure (pdf)

Virginia*
Private & Out-of-State Postsecondary Education
State Council of Higher Education for Virginia
Student Grievance Procedure

Washington*
Washington Higher Education Coordinating Board
http://www.wtb.wa.gov/PCS_Complaints.asp

Washington DC*
Education Licensure Commission
http://osse.dc.gov/service/public-complaints

West Virginia*
West Virginia Higher Education Policy Commission
Student Grievance Procedure (pdf), Section 14 of Series 20

Wisconsin*
Wisconsin Educational Approval Board
Student Grievance Procedure