



Important: Licensure & Certification Information for Elms College Programs

Elms College Office of Graduate & CE Admissions <grad@elms.edu>

Tue, Sep 9, 2025 at 12:34 PM

To:



GR & CE Admissions Office

Dear ,

Elms College offers courses and programs that may lead to professional licensure or certification in states outside of Massachusetts. Elms College has not made a determination that its curriculum meets your State educational requirements for licensure or certification. It is your responsibility to contact the state agency in the state in which you reside to determine whether the Elms program meets the educational requirements for licensure or certification in your home state and/or the state in which you plan to work.

Please see the attached chart **CONTACT INFORMATION FOR APPLICABLE STATE LICENSING BOARDS**, which lists by state the names of associations, boards, agencies or governmental bodies for licensure or certification information with their mailing addresses, phone numbers and website addresses.

Elms College is also required to provide current and prospective online learning students with contact information for filing complaints of an academic or non-academic nature. If you are an out-of-state (other than Massachusetts) resident and encounter academic difficulties beyond grade and student conduct appeals, we encourage you to follow the *SARA Student Academic Complaint Procedure for Out-of-State Students*.

- A student must try to resolve his/her complaint by working with the faculty member who is the instructor of the course.
- If the student is unable to resolve his/her complaint with the faculty member, the student is directed to meet with the chair of the division or dean of the school in which the program resides. (When applicable the Program Director should participate in the meeting.)
- If the student is unable to resolve his/her complaint with the chair or the dean of the division or school, the student is directed to meet with the Vice President of Academic Affairs, who will determine the most appropriate course of action. The student will be notified of the decision by email within ten days.
- If the complaint cannot be resolved, the student is encouraged to complete the online Complaint Form.

If you encounter general difficulties of a non-academic nature please follow the *SARA Student Non-Academic Complaint Procedure for Out-of-State Students* found on our website at www.elms.edu/academics/online-ce/sara-complaint/

If you are a resident of Massachusetts or an online student in non-SARA states and territories please follow the procedure described above. If the complaint is not resolved, you may file a complaint with the Massachusetts Department of Higher Education (DHE) by using the

general complaint form found at www.mass.edu/forstufam/complaints/complaintform.asp.

Students who reside in California and Guam may also wish to contact their home agencies directly to file a complaint.

Sincerely,

Joyce L. Hampton, Ed.D.

Vice President of Academic Affairs

Elms College
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Chicopee, MA 01013



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