

Student Complaint Disclosure Notification

Dear Current (or Prospective) Online Student,

We are so pleased to welcome you to the College. We hope that your time with us is very productive as you work diligently toward your personal and professional goals. We want to ensure the best experience possible for you and will work together to make that happen.

The College is 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 academic dean of the college. The dean 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.

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 <https://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.

Professional Licensure Disclosure Notification

SLPA Program Email

To:

From:

Subject:

The College offers courses and programs that may lead to professional licensure or certification in states outside of Massachusetts. *The 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 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, agencies or governmental bodies for licensure or certification information with their mailing addresses, phone numbers and website addresses.

The College is also required to provide current and prospective online learning students with contact information for filing academic and non-academic complaints. Students must attempt to resolve their complaints by working with the parties directly involved and using internal administrative procedures offered by the College. If an issue cannot be resolved internally, students may file a complaint with the Massachusetts Department of Higher Education (DHE). Please see the *SARA Student Academic Complaint Procedure for Out-of-State Students* and the *SARA Student Non-Academic Complaint Procedure for Out-of-State Students* on the Elms website.

Any questions about the SLPA program should be directed to the Program Director.