

## Out-of-State Distance Education Student Complaint Process

Bloomsburg University strives to provide the highest quality educational programs available but recognizes the importance of providing an opportunity for students to make an appeal if a conflict does arise. As a State Authorization Reciprocity Agreement (SARA) participating institution, BU has agreed to abide by the [SARA student complaint process](#). (Student complaints regarding grades or student conduct violations are governed entirely by institutional policy and Pennsylvania laws, not through the SARA State Portal Entity.)

Distance education students who have a grievance, complaint, or concern should attempt to resolve the issue internally in accordance with BU [PRP 3592](#). Students who are unable to resolve the issue through the faculty member, department chair, and/or the dean may submit a complaint in writing via email to Dr. Kara Shultz, Interim Dean of Undergraduate Education, at [kshultz@bloomu.edu](mailto:kshultz@bloomu.edu).

Please note that grievances, complaints, or concerns submitted via this process with regard to a particular course, program, or department may be forwarded and discussed with the faculty member, department, or academic dean for resolution.

Distance education students who are unable to resolve the issue internally may contact the [SARA Portal Entity of Pennsylvania](#) within two years of the incident regarding the complaint. The PA Portal Entity will collaborate with the [SARA Portal Entity of the state where the student is located](#) to resolve the issue. California is not a SARA-member state at this time. A student participating in distance education while located in this state should appeal to the appropriate [state agency](#).

All other current, former, or prospective students who feel that their grievances, complaints, or concerns cannot be resolved by the University in accordance with BU [PRP 3592](#) may file a complaint with the Pennsylvania State System of Higher Education by completing in its entirety the [Student Complaint Form](#).

Information regarding the PASSHE Student Complaint Process may be found at: <http://www.passhe.edu/StudentComplaints/Pages/default.aspx>

Complaints not resolved at the State System level may be appealed to the University's accreditor, Middle States Commission on Higher Education (MSCHE) according to the [MSCHE Complaint Process](#).