

## **Participation in the National Council for State Authorization Reciprocity Agreement**

Washington Adventist University (WAU) has been an approved institutional participant in the National Council for State Authorization Reciprocity Agreements (NC-SARA) since August 22, 2016. This agreement “is intended to make it easier for students to take online courses offered by postsecondary institutions in a state other than the one where they reside.” Further information regarding NC-SARA is available at <http://nc-sara.org/>.

### **Disclosures**

As a participant in the National Council for State Authorization Reciprocity Agreement, WAU abides by the *State Authorization Reciprocity Agreements Policies and Standards*. These standards require that member institutions inform distance education students where to direct complaints that have not been satisfactorily resolved after exhausting the institution’s own internal processes. Examples of such complaints include, but are not limited to, the following:

- Veracity of recruitment and marketing materials
- Accuracy of information about tuition, fees and financial aid
- Accuracy of information about admission requirements for courses and programs
- Complete and accurate information about the institution’s accreditation and/or any programmatic/specialized accreditation held by the institution’s programs
- Complete and accurate admissions requirements for courses and programs

If you are a distance education student or prospective student, and have a complaint that pertains to one of the above matters or a related consumer disclosure concern, please contact the Chief of Operations and Compliance, Janette Neufville, at [jneufvil@wau.edu](mailto:jneufvil@wau.edu) or (301) 576-0123.

**Please note that the complaint process described below does not apply to grade or disciplinary matters. Grievances pertaining to grades and/or disciplinary matters should follow the process outlined in Washington Adventist University’s *Bulletin* and/or *Student Handbook*.**

### **Complaint Process**

If your complaint is not resolved through Washington Adventist University’s own internal process, you have the right to file a complaint with the Maryland Higher Education Commission, Maryland’s SARA “portal agency.” The Maryland Higher Education Commission may be contacted at the following address:

*Maryland Higher Education Commission, 6 North Liberty Street, 10th Floor, Baltimore, MD 21201*

A graphic illustration of the complaint resolution process outlined by the State Authorization Reciprocity Agreements Policies and Standards is available at <http://nc-sara.org/content/sara-complaint-process>.