



## **Kean University School of Online Learning** **Policy on Resolution of Student Complaints**

The purpose of this Policy is to outline the procedures for submitting and resolving student complaints concerning courses or programs offered or managed by Kean University's School of Online Learning.

### **I. Policy**

Kean University is a participant in the State Authorization Reciprocity Agreement ("SARA"), a voluntary agreement among member states and U.S. territories that establishes national standards for postsecondary distance-education courses and programs. As provided in the [SARA Policy and Operations Manual](#), School of Online Learning students must first submit any complaints concerning School of Online Learning to Kean University via already established internal procedures. Certain complaints may then be appealed to the New Jersey Office of the Secretary of Higher Education ("NJOSHE").

The following is Kean University procedure for submitting and resolving student complaints concerning School of Online Learning:

- A. School of Online Learning student complaints concerning student grades or conduct violations are governed entirely by the policies contained within Kean University [Undergraduate](#) and [Graduate](#) Student Catalogs. Such complaints may not be appealed outside of Kean University.
  1. A School of Online Learning student wishing to appeal a grade for a School of Online Learning course must follow the procedure outlined in Kean University [Undergraduate Academic Standards, Policies and Procedures](#) or Kean University [Graduate Academic Standards, Policies and Procedures](#), as appropriate.
  2. A School of Online Learning student wishing to submit a complaint concerning a student conduct violation should contact [The Office of Community Standards and Student Conduct](#).

- B. A School of Online Learning student wishing to submit a complaint not addressed by Kean University published materials may submit such a complaint to the Office of the Provost and Vice President for Academic Affairs. The complaint must describe the facts and evidence supporting the complaint and indicate what redress the grievant seeks. The Office of the Provost and Vice President for Academic Affairs will forward the complaint to the appropriate division or office, which will investigate the complaint and render a written decision within thirty days, a period which may be extended for good cause and with notice given to the affected parties. A written decision will be transmitted to both the grievant and the Provost and Vice President for Academic Affairs.
- C. If a School of Online Learning student is not satisfied with the decision of the appropriate division or office, the student may appeal the decision to the appropriate Vice President. Such an appeal must be in writing and submitted to the appropriate Vice President within 15 days of the date the grievant received the written decision. The appropriate Vice President will review the written decision, conduct further investigation as necessary in the judgment of the appropriate Vice President, and issue a written decision to the grievant within thirty days, a period which may be extended for good cause and with notice given to the affected parties.
- D. If a School of Online Learning student has submitted a complaint and is not satisfied with the outcome of Kean University internal procedures with respect to such complaint, the School of Online Learning student may submit an appeal to NJOSHE pursuant to the procedures outlined in Section 4.5 of the [SARA Policy and Operations Manual](#).<sup>1</sup>
- E. Kean University prohibits retaliation against any person as a result of their submission of a concern or complaint.

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<sup>1</sup> [http://www.nc-sara.org/files/docs/NC-SARA\\_Manual\\_Final\\_2016.pdf](http://www.nc-sara.org/files/docs/NC-SARA_Manual_Final_2016.pdf), p. 24-25