

NC-SARA Student Complaint Process

The National Council for State Authorization Reciprocity Agreements (NC-SARA) is an organization that ensures more efficient, consistent, and effective regulation of distance education programs. Tulane University is an NC-SARA-participating institution and a signatory to the State Authorization Reciprocity Agreements (SARA), authorizing Tulane to offer distance education programs to residents in US states (other than California), US territories, and the District of Columbia. NC-SARA provides a [Complaint Process](#) for students in all states to submit consumer protection complaints (also known as concerns) ([NC-SARA Policy Section 4.5 Process for Resolving Complaints](#)).

Consumer Protection Under SARA

Examples of consumer protection complaints for SARA purposes include, but are not limited to:

- Veracity of recruitment and marketing materials;
- Accuracy of job placement data;
- Accuracy of information about tuition, fees and financial aid;
- Complete and accurate admission requirements for courses and programs;
- Accuracy of information about the institution's accreditation and/or any programmatic/specialized accreditation held by the institution's programs;
- Accuracy of information about whether course work meets any relevant professional licensing requirements or the requirements of specialized accrediting bodies;
- Accuracy of information about whether the institution's course work will transfer to other institutions; and
- Operation of distance education programs consistent with practices expected by Tulane's institutional accreditor (Southern Association of Colleges and Schools Commission on Colleges – SACSCOC), the Council of Regional Accrediting Commissions (C-RAC) Guidelines for distance education, and when applicable, programmatic/specialized accreditors.

Complaints regarding student grades or student conduct violations are governed entirely by institutional policy and the laws of the State of Louisiana.

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[NC-SARA Policy Section 4.4a \(Responsibilities for Resolving Complaints\)](#) requires that students be made aware of SARA's complaint resolution policies and procedures. Student complaints, including claims that their rights under law or university policy have been violated, may be resolved by a two-step process.

Step 1:

Initial responsibility for the investigation and resolution of complaints resides with Tulane. Filing a complaint via the centralized [Campus Reporting Form](#) is the first step for reporting a complaint involving the institution and allows for efficient routing of complaints to the appropriate office, as well as tracking follow-through on the complaint.

Step 2 (if needed):

If the complaint is not resolved at the institutional level (Step 1), it may be appealed, within two years of the incident about which the complaint is made, to the State Portal Entity Contact for the State of Louisiana. See [Louisiana SARA Student Complaint Process](#) for more information.

Louisiana State Portal Entity Contact

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