

State Authorization Reciprocity Agreement (SARA)

Curry College has applied to become an approved State Authorization Reciprocity Agreement (SARA) Institution through the Massachusetts Department of Higher Education. SARA provides colleges and universities the opportunity to offer online classes and programs in other member states without needing to obtain authorization to do so from each individual state. SARA members agree to comply with the rules, policies and procedures set forth by the National Council for State Authorization Reciprocity Agreements (NC-SARA).

Membership in SARA includes 49 states (with the exception of California), the District of Columbia, Puerto Rico and the U.S. Virgin Islands. Curry College is not yet authorized to offer online classes or programs to those participating from the State of California.

Complaint Process

Curry College is committed to students having a positive academic experience regardless of whether they are studying at an on-campus location or virtually. Should a student wish to file a formal complaint regarding a College policy or procedure, there are several steps in which to do so outlined below. Please be aware that complaints about student grades and student conduct violations are expressly excluded from SARA review.

Step 1: Attempt to Resolve Complaint Within Curry College

Students with a complaint, regardless of residency status, should complete the [Curry College Student Complaint Form](#) which is submitted to the Associate Provost. The Associate Provost reviews the submission and determines which administrative or academic unit is best suited to review and respond to the complaint in a timely manner. The assigned department or unit will interact with the complainant directly in order to review and respond to the complaint.

Step 2: If Complaint is Not Resolved through Step 1 Above, Your Next Step Depends on Your Residency

For Massachusetts Residents and Online Students in Non-SARA Member States and Territories

If you have a complaint or concern that has not been resolved by Curry College, you may file a consumer complaint with the Massachusetts Department of Higher Education (DHE) by using the [consumer complaint form](#). The DHE [consumer complaint form](#) should be used by students who are located in:

- Massachusetts
- Non-SARA Member States or Territories (e.g., California, Guam, etc.)

For Online Students Located in SARA Member States and Territories

After you have exhausted the complaint procedures made available by Curry College as noted above, if your complaint has not been resolved, you may file a complaint with the DHE by using the [SARA complaint form](#). **Please note:** for SARA complaints, students are explicitly required to exhaust the institution's available complaint procedures before filing a SARA complaint.

The DHE [SARA complaint form](#) should be used by students who are located in [SARA member states and territories](#). This includes all students who are located in SARA member states and territories for the

purposes of completing out-of-state learning placements, such as internships, practica, clinical experiences, etc. in SARA member states and territories outside Massachusetts.

Additional information from the DHE's [SARA complaint website](#) is below:

The SARA complaint process is as follows:

1. Students must first attempt to resolve their complaint using internal administrative procedures offered by the SARA institution.
2. After all administrative remedies have been exhausted with the MA-SARA institution, the student may submit a SARA Complaint via the appropriate URL above.
3. The Department shall send a copy of the complaint to the institution that is the subject of the complaint;
4. Within 30 days of the date that the Department sends a copy of the complaint to the institution, the institution must provide a written response to the student and the Department.

More information about DHE's complaint processes can be found [here](#).