The College

Complaint Resolution

Albertus Magnus College is committed to the appropriate resolution of complaints and has policies and procedures for addressing grade appeals, faculty and non-faculty grievances, student grievances, academic dishonesty, sexual harassment, and misconduct. These policies may be found in the relevant student, faculty, and employee handbooks and on the College's website under policies and procedures. For students, staff and faculty who have exhausted all institutional grievance procedures, the following accrediting and state agency is available to handle student's complaints:

State of Connecticut Department of Higher Education
Emily Bjornberg, Senior Consultant Academic Affairs
450 Columbus Boulevard, Suite 707, Hartford, CT 06103-1841
Phone: 860-947-1824
Email: Emily.Bjornberg@ct.gov
www.ctohe.org/StudentComplaints.shtml

NC-SARA Student Complaint Process

Albertus Magnus College has been approved to participate in the National Council for State Authorization Reciprocity Agreements (NC-SARA). A number of U.S. states and territories have entered into a voluntary agreement called the State Authorization Reciprocity Agreement (SARA) that establishes one set of national standards and regulations for offering certain out-of-state activities.

The State Authorization Reciprocity Agreements (SARA) aims to improve the educational experience for out-of-state distance education students by ensuring consumer protection and promoting high standards of accountability and transparency among institutions. Overall, SARA enhances the educational experience for out-of-state distance education students by providing a structured approach to consumer protection and ensuring that institutions maintain high standards of accountability and transparency.

Under NC-SARA rules, students have the right to lodge a complaint or grievance if that student's experience in an online program is not what they anticipate. Student complaints relating to consumer protection laws offered under the terms and conditions of the State Authorization Reciprocity Agreement (SARA) must first be filed with the college to seek resolution. SARA consumer protection provisions require the College, through its SARA State Portal Entity, to investigate and resolve allegations of dishonest or fraudulent activity, including the provision of false or misleading information.

Students have two years to submit a SARA-related complaint. SARA policies do not cover complaints related to grades and student conduct issues and are not governed by this distance education complaint process. All student complaints must be filed with the State of Connecticut Department of Higher Education, Office of Academic Affairs at:
State of Connecticut Department of Higher Education
Emily Bjornberg, Senior Consultant Academic Affairs
450 Columbus Boulevard, Suite 707, Hartford, CT 06103-1841

Phone: 860-947-1824
Email: Emily.Bjornberg@ct.gov
www.ctohe.org/StudentComplaints.shtml

Should a complaint not be resolved through the above-referenced entity, the contact information for Albertus Magnus College's regional accreditor is provided below.
New England Commission on Higher Education
301 Edgewater Place, Suite 210
Wakefield, MA 01880
781-425-7785
Email: info@neche.org

For more information on the student complaint process, please see:

- NC-SARA Student Complaint Process
- State Portal Entity Contacts

National Council for State Authorization Reciprocity
3005 Center Green Drive, Suite 130
Boulder, Colorado 80301
Phone: 303-848-3275
Email: info@nc-sara.org
https://nc-sara.org/state-portal-entity-contacts

- Student Complaint Information by State and Agency

Additional information on Consumer Protection Complaint Procedures – can be found in Section 4 of the NC-SARA Policy Manual.