

AUTHORIZATION AND COMPLAINT PROCEDURES BY STATE

State Authorization is a legal issue dealing with an institution's adherence to state requirements for colleges to secure authorization to offer instruction in that state. St. Andrews students who desire to resolve a grievance are encouraged to follow the University's Student Grievances Procedures located in the Student Handbook.

ACCREDITATION AT ST. ANDREWS (A BRANCH OF WEBBER INTERNATIONAL UNIVERSITY)

St. Andrews University (a branch of Webber International University) is accredited by the Southern Association of Colleges and Schools Commission on Colleges (<http://www.sacscoc.org/>) to award associate, baccalaureate, master's, and doctorate degrees.

Contact the Southern Association of Colleges and Schools Commission on Colleges at
1866 Southern Lane
Decatur, Georgia 30330-4097
(404) 679-4500

Individuals may submit complaints to the Southern Association of Colleges and Schools Commission on Colleges, the University's regional accrediting body. In most cases, SACSCOC complaint procedures require that the complainant exhaust all other avenues to address the complaint. Prior to filing a complaint, please carefully review the SACSCOC Complaint Procedures Policy Statement. The links below provide information on the SACSCOC complaint policy and process.

Southern Association of Colleges and Schools Commission on Colleges
1866 Southern Lane
Decatur, Georgia 30033-4097
Phone: (404) 679-4500
<http://www.sacscoc.org>
<http://www.sacscoc.org/pdf/081705/complaintpolicy.pdf>
<http://www.sacscoc.org/pdf/081705/complaint%20form.pdf>

ONLINE STUDENTS LIVING IN NORTH CAROLINA

Additionally, if you are not satisfied with the outcome of the complaint, you may choose to file a complaint by filling out the North Carolina Post-secondary Education Student Complaint document. Please visit the State of North Carolina Post-Secondary Education Complaints page for information about this process.

<https://www.northcarolina.edu/post-secondary-education-complaints/>

**North Carolina Post-Secondary Education Complaints c/o Student Complaints
University of North Carolina General Administration**

910 Raleigh Road

Chapel Hill, NC 27515-2688

Phone: (919) 962-4550

Email: studentcomplaint@northcarolina.edu

Website: www.northcarolina.edu/complaints

To file a complaint with the Consumer Protection Division of the North Carolina Department of Justice, please visit the State Attorney General's web page at: <http://www.ncdoj.gov/complaint>.

North Carolina residents may call (877) 566- 7226.

Outside of North Carolina, please call (919) 716-6000.

En Español (919) 716- 0058.

If you choose to mail a complaint, please use the following address:

Consumer Protection Division Attorney General's Office

Mail Service Center 9001

Raleigh, NC 27699-9001

OUT-OF-STATE ONLINE STUDENTS

If you are an out-of-state student taking online courses and you are unable to resolve a complaint with St. Andrews University or feel that not all issues were resolved with the final disposition, you may appeal to the portal agency for SARA in North Carolina (www.saranc.org):

North Carolina State Education Assistance Authority (NCSEAA)

P.O. Box 14103

Research Triangle Park, N.C. 27709

Phone: (919) 248-4660

Email: terrence@saranc.org

To access the complaint process, go to <https://www5.ncseaa.edu/SARANC/Complaint.html> and to access the complaint form, go to

<https://www5.ncseaa.edu/SARANC/docs/SARA-NC-ComplaintForm.pdf>

To find out whether the state you reside in is a SARA state, please visit the National Council for State Authorization Reciprocity Agreements (NC-SARA). Most states require that you begin the complaint process at your university before taking further action. If a student wishes to contact the state portal agency for his or her home state, contact information for the liaison personnel in each SARA state can be found on the NCSARA website. State-by-state contact information for agencies responsible for receiving student consumer complaints is available online.

PROFESSIONAL LICENSURE PROGRAMS

Under NC-SARA guidelines, St Andrews University (a branch of Webber International University) discloses that it does offer a substantially online program that leads to professional licensure in Teacher Education.

St. Andrews provides the process for students to seek licensure through the state of North Carolina and may transfer that licensure through an interstate reciprocity agreement with forty-six states. However, there may be additional coursework or evaluations that are required by individual states not required by the North Carolina licensing agency.

It is encouraged that persons seek information from the state in which they will choose to work and seek licensure. For questions, contact the Dean of the College in the Office of Academic Affairs, (910) 277-5240 or the Department of Teacher Education at (910)277-5298.