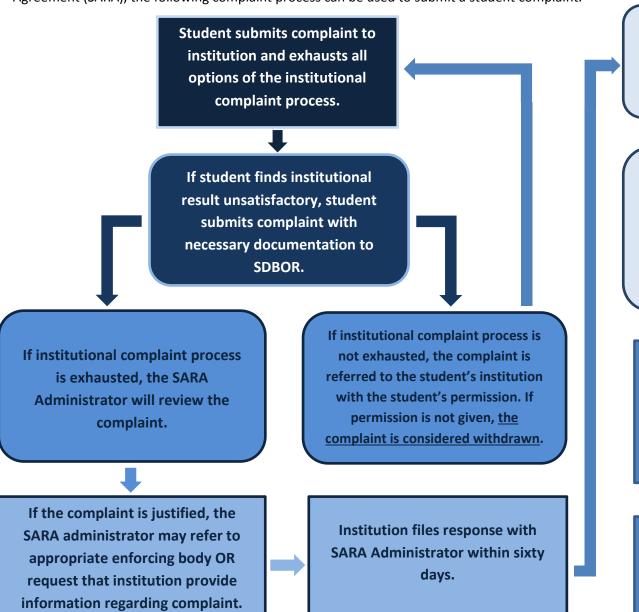
South Dakota SARA Complaint Procedures Flow Chart

If a student is enrolled in an online degree-program from a South Dakota-based institution that is approved to operate under the State Authorization Reciprocity Agreement (SARA), the following complaint process can be used to submit a student complaint:



SARA Administrator may attempt to arrange an informal resolution to the complaint. If acceptable to the institution & the complainant, the matter is resolved.



If an informal resolution cannot be reached within 30 calendar days, the SARA administrator shall issue a final, binding, resolution to the parties no later than 15 days after the time allowed for informal resolution has lapsed.



Appeal final decision of the SARA

Administrator to the Board of Regents within

30 calendar days, at which time it will be
referred to the Office of Hearing Examiners
for hearing and for recommended findings of
fact, conclusions of law and disposition.



Board of Regents receipt, review and action
on Office of Hearing Examiners
recommended findings of fact, conclusions of
law and disposition.