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:

Student submits complaint to institution and exhausts all options of the institutional complaint process.

If student finds institutional result unsatisfactory, student submits complaint with necessary documentation to SDBOR.

If institutional complaint process is exhausted, the SARA Administrator will review the complaint.

If student finds institutional result unsatisfactory, student submits complaint with necessary documentation to SDBOR.

If institutional complaint process is not exhausted, the complaint is referred to the student’s institution with the student’s permission. If permission is not given, the complaint is considered withdrawn.

If the complaint is justified, the SARA administrator may refer to appropriate enforcing body OR request that institution provide information regarding complaint.

Institution files response with SARA Administrator within sixty days.

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.