

STATE AUTHORIZATION OF DISTANCE EDUCATION AND HIGHER EDUCATION AGENCIES IN OTHER STATES

State Authorization of Distance Education

Johns Hopkins University has been approved by the Maryland Higher Education Commission to participate in the National Council for State Authorization Reciprocity Agreements effective February 22, 2016. NC-SARA is a voluntary, regional approach to state oversight of postsecondary distance education.

Higher Education Agencies in Other States

Contact Information for Student Complaint Processes

Johns Hopkins University distance education students can contact the higher education agency in their state, the District of Columbia, and Puerto Rico with questions, comments, or complaints (see <https://provost.jhu.edu/education/accreditation-and-academic-compliance/higher-education-agencies-in-other-states/> for a list of state agencies with contact information). The information provided in this link should not be construed as informative of what agencies regulate Johns Hopkins University or in what states the university is licensed or required to be licensed. States, through the relevant agencies or offices of the Attorney General, will accept complaints regardless of whether an institution is required to be licensed in that state.

Disclosures and Policies

NC-SARA

The following disclosures and policies pertain to students who enroll in Johns Hopkins University distance education programs as a condition of participating in NC-SARA.

The Johns Hopkins University encourages the complainant to seek resolutions to the allegations/grievances within the university's processes. Complainants are to refer to their specific school in order to familiarize themselves with those policies and/or procedures. If a complainant has exhausted JHU grievance procedures and the grievance has not been resolved, the complainant has the right to file a complaint with the Maryland Higher Education Commission, the state portal agency for SARA. The portal agency is responsible for further consideration and resolution.

Maryland Higher Education Commission
6 North Liberty Street, 10th Floor
Baltimore, MD 21201
410-767-3300
<http://www.mhec.state.md.us>

Texas

The following disclosure pertains to students who enroll in Johns Hopkins School of Education Master of Science in Education Urban Teachers collaboration program offered in Texas. After exhausting Johns Hopkins' grievance/complaint process, current, former, and prospective students may initiate a complaint with THECB by submitting the required forms along with evidence of their completion of their institution's

complaint procedures. Complaints may be submitted using one of the following three options:

- Completing the online student complaint form and uploading the required supporting documentation in Portable Document Format (PDF). To access the online student complaint form, use the "Contact Us" link to submit an email with "Student Complaint Against a Higher Education Institution" selected as the Contact Reason. After submitting your email, wait a few moments for the online student complaint form to be automatically presented for your use.
- Sending the required Student Complaint and Release Forms and supporting documentation as PDF attachments by email to studentcomplaints@theccb.state.tx.us.
- Mailing printed forms and documentation to:
Texas Higher Education Coordinating Board
Office of General Counsel
P.O. Box 12788
Austin, Texas 78711-2788

Facsimile transmissions of student complaint forms are not accepted.

All submitted student complaint forms must include a signed Family Educational Rights and Privacy Act (FERPA) Consent and Release form and THECB Consent and Agreement Form. Submitted complaints regarding students with disabilities shall also include a signed Authorization to Disclose Medical Record Information form.

Process: The first step in addressing a complaint is to follow Johns Hopkins' complaint procedures. If Johns Hopkins is unable to resolve the matter after you have exhausted their complaint and appeal processes, you may file a complaint with this Agency.