

STATE AUTHORIZATION OF DISTANCE EDUCATION (NC-SARA)

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 (<http://nc-sara.org/>) is a voluntary, regional approach to state oversight of postsecondary distance education.

Additional information can be found here (<https://provost.jhu.edu/education/accreditation-and-academic-compliance/>).

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. 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

The JHU Academic Grievance Policy: Students and Postdoctoral Fellows can be found in the online JHU Policies and Document Library (<https://policies.jhu.edu/doc/fetch.cfm/pYwNZVAg/>).

The School of Medicine grievance policy can be accessed here: School of Medicine (<http://www.hopkinsmedicine.org/som/faculty/policies/facultypolicies/grievance.html>)

California

Students attending these out-of-state institutions can file those complaints online at www.dca.ca.gov (<http://www.dca.ca.gov/>) or call toll-free 833-942-1120.

Texas

The following disclosure pertains to students who enroll in Johns Hopkins School of Education Master of Science in Education 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 (<https://www1.thecb.state.tx.us/Apps/CRAFT/Home/Create/>)" 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 (<http://www.thecb.state.tx.us/reports/DocFetch.cfm?DocID=8616&Format=PDF>) and supporting documentation as PDF attachments by email to studentcomplaints@thecb.state.tx.us

or

- 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 (<http://www.thecb.state.tx.us/reports/DocFetch.cfm?DocID=8145&Format=PDF>) 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.