

DISTANCE EDUCATION STUDENTS

Pace University provides the following information to students from states outside of New York enrolled in fully online programs.

Pace University is a member of The National Council for State Authorization Reciprocity Agreements (NC-SARA). SARA allows participating colleges and universities in various states to provide online courses and conduct certain activities outside of their home state without having to seek approval from state higher education regulatory entities. For more information, visit NC-SARA's website (<https://www.nc-sara.org/>).

Should a student have a complaint or concern regarding their distance education experience, they may make a formal complaint.

SARA consumer protection provisions require the institution's home state, through its SARA State Portal Entity, to investigate and resolve allegations of dishonest or fraudulent activity by the state's SARA-participating institutions, including the provision of false or misleading information. In accordance with SARA complaints should first be registered with Pace University and go through our Student Grievance Procedures (<https://www.pace.edu/student-handbook/university-policies-disciplinary-and-grievance-procedures/university-grievance/>). If the person raising a complaint is not satisfied with the outcome of Pace's institutional processes, the complaint (except for those that relate to student grades or student conduct violations) may be appealed to the SARA portal entity of an institution's state. A student may appeal Pace University's decision to the SARA State Portal Entity in New York state within two years of the incident about which the complaint is made. The steps to be followed for this process can be found below:

Information on this process can also be found on NC-SARA's Student Complaint website (<https://www.nc-sara.org/sara-student-complaints-0/>). Pace's SARA portal entity is:

Supervisor, Higher Education Programs
New York State Education Department
89 Washington Avenue
Albany, NY 12234
Phone: (518) 474-1551
Email: IHEauthorize@nysed.gov

Unresolved complaints may also be filed with the New York State Education Department by visiting NYSED's Filing a Complaint About a College or University site (<https://www.nysed.gov/college-university-evaluation/complaints/>).