

Complaint Procedure

Normal inquiries about the University, such as admission requirements, financial aid, educational programs, etc., should be addressed directly to the University, and not to the Florida Department of Education Commission on Independent Education's office. The Department's office is to be contacted only if there is evidence that appears to support an institution's significant noncompliance with a requirement or standard.

All students, including prospective students, can file a complaint through the Florida Department of Education Commission on Independent Education. The process for filing a complaint can be found at www.fldoe.org/policy/cie/file-a-complaint.shtml.

St. Andrews University Students: For the St. Andrews University campus in North Carolina, the agency for student complaints is the University of North Carolina Board of Governors. Complaints can be filed at <http://www.northcarolina.edu/?q=complaints>.

AUTHORIZATION AND COMPLAINT PROCEDURES BY STATE

State Authorization is a legal issue dealing with an institution's adherence to state requirements for colleges to secure authorization to offer instruction in that state.

Students who desire to resolve a grievance are encouraged to follow the University's Student Grievances Procedures located in the campus Student Handbooks.

ACCREDITATION WEBBER INTERNATIONAL UNIVERSITY AND AT ST. ANDREWS (A BRANCH OF WEBBER INTERNATIONAL UNIVERSITY)

Webber International University is accredited by the Southern Association of Colleges and Schools Commission on Colleges (<http://www.sacscoc.org/>) to award associate, baccalaureate, master's, and doctorate degrees. Contact the Southern Association of Colleges and Schools Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30330-4097 or call (404) 679-4500 for questions about the accreditation of St Andrews University (a branch of Webber International University).

Individuals may submit complaints to the Southern Association of Colleges and Schools Commission on Colleges, the University's regional accrediting body. In most cases, SACSCOC complaint procedures require that the complainant exhaust all other avenues to address the complaint. Prior to filing a complaint, please carefully review the SACSCOC Complaint Procedures Policy Statement. The links below provide information on the SACSCOC complaint policy and process. Southern Association of Colleges and Schools Commission on Colleges 1866 Southern Lane Decatur, Georgia 30033-4097 Phone: (404) 679-4500 <http://www.sacscoc.org> SACSCOC Complaint Procedures SACSCOC Complaint Form

ONLINE STUDENTS LIVING IN NORTH CAROLINA

Additionally, if you are not satisfied with the outcome of the complaint, you may choose to file a complaint by filling out the North Carolina Post-secondary Education Student Complaint document. Please visit the State of North Carolina Post-Secondary Education Complaints page for information about this process. North Carolina Post-Secondary Education Complaints c/o Student Complaints University of

North Carolina General Administration 910 Raleigh Road, Chapel Hill, NC 27515-2688 Phone: (919) 962-4550 Email: studentcomplaint@northcarolina.edu Website: www.northcarolina.edu/complaints

To file a complaint with the Consumer Protection Division of the North Carolina Department of Justice, please visit the State Attorney General's web page at: <http://www.ncdoj.gov/complaint>. North Carolina residents may call (877) 566- 7226. Outside of North Carolina, please call (919) 716-6000. En Español (919) 716- 0058. If you choose to mail a complaint, please use the following address: Consumer Protection Division Attorney General's Office Mail Service Center 9001 Raleigh, NC 27699-9001

OUT-OF-STATE ONLINE STUDENTS

If you are an out-of-state student taking online courses and you are unable to resolve a complaint with St. Andrews University or feel that not all issues were resolved with the final disposition, you may appeal to the portal agency for SARA in North Carolina (www.saranc.org): North Carolina State Education Assistance Authority (NCSEAA) P.O. Box 14103 Research Triangle Park, N.C. 27709 Phone: (919) 248-4660 Email: terrence@saranc.org To access the complaint process, go to <http://www.saranc.org/Complaint.html>, and to access the complaint form, go to <http://www.saranc.org/docs/SARA-NC-ComplaintForm.pdf>.

To find out whether the state you reside in is a SARA state, please visit the National Council for State Authorization Reciprocity Agreements (NC-SARA).

Most states require that you begin the complaint process at your university before taking further action.

If a student wishes to contact the state portal agency for his or her home state, contact information for the liaison personnel in each SARA state can be found on the NCSARA website. State-by-state contact information for agencies responsible for receiving student consumer complaints is available online.

PROFESSIONAL LICENSURE PROGRAMS

Under NC-SARA guidelines, St Andrews University (a branch of Webber International University) discloses that it does offer a substantially online programs that leads to professional licensure in Teacher Education. St. Andrews provides the process for students to seek licensure through the state of North Carolina and may transfer that licensure through an interstate reciprocity agreement with forty-six states. However, there may be additional course work or evaluations that are required by individual states not required by the North Carolina licensing agency. It is encouraged that persons seek information from the state in which they will choose to work and seek licensure.

For questions, contact the Dean of the College in the Office of Academic Affairs, (910) 277-5240 or the Department of Teacher Education at (910)277-5298

Online Degree Program

The Online program offers courses within the specified academic areas in an online format. Online courses are accessible from anywhere and are offered in 8-week class rotations. Online courses are delivered through a user-friendly online learning platform. Students and instructors can exchange ideas, experiences and knowledge, while interacting almost as if they are physically present in the same room.

Students access their online classes on a Learning Management System (Moodle) housed on the World-Wide Web. Student access to online courses is controlled by student-specific usernames and passwords provided at the time of enrollment. It is the student's responsibility to protect her/his username and password to assure that no one else has access to the student's course. Student information housed in the

Learning Management System is maintained in compliance with the Family Education and Privacy Rights Act (FERPA).

Online Technical Support

Students needing help with Moodle should contact Jenny Minnick at minnickjc@sa.edu or (910) 277-5016. For other IT help, students should contact Hal McLamb at mclambhd@sa.edu or (910) 277-2084. During business days, a response can be expected within 24 hours; on weekends a response can be expected within 48 hours. For additional information, consult the Moodle opening page or the SA Online student handbook. A letter detailing online protocols and providing problem solving advice is sent to each online student at the beginning of each block in the SA Online schedule.

Online Academic Support Services

Academic support services available to online students include: (a) remote access to library and information resources; (b) academic support via both synchronous and/or asynchronous interaction and feedback between the instructor and members of the class; (c) academic advising; (d) technology support services appropriate to the particular course or program of study; (e) career services; (f) tutoring; and (g) access to discipline-focused clubs, organizations and honor societies (for online students enrolled in degree programs).