

Brewton-Parker Christian University

Distance Education Student Complaint Policy and NC-SARA Information

Purpose

Brewton-Parker Christian University ("BPCU") is committed to resolving student concerns fairly, promptly, and in accordance with institutional policy. Students enrolled in distance education courses and programs are encouraged to communicate concerns as early as possible so that they may be resolved through established University procedures.

As a participating institution in the National Council for State Authorization Reciprocity Agreements (NC-SARA), Brewton-Parker Christian University provides the following information regarding institutional and NC-SARA complaint resolution procedures in accordance with applicable federal regulations and NC-SARA Policy 4.4.

Institutional Student Complaint Procedure

Students with complaints regarding academic matters, student services, institutional policies, or other University operations should first follow Brewton-Parker Christian University's established grievance procedures.

Students are expected to make reasonable efforts to resolve concerns informally with the appropriate faculty member or University office whenever possible. If the matter cannot be resolved informally, students should follow the formal grievance procedures published in the University's Academic Catalog and Student Handbook.

The University's official student grievance procedures are available in the Academic Catalog under the Student Rights and Grievances section:

<https://catalog.bpc.edu/>

Students must exhaust all applicable institutional complaint and grievance procedures before submitting a complaint through the NC-SARA complaint process.

NC-SARA Student Complaint Process

If a complaint involving distance education cannot be resolved through Brewton-Parker Christian University's internal complaint procedures, students enrolled under NC-SARA policies may pursue the complaint through the NC-SARA complaint process.

Information regarding the NC-SARA Student Complaint Process, including the types of complaints that fall within NC-SARA's authority, is available on the NC-SARA Student Complaints webpage:

<https://nc-sara.org/sara-student-complaints-0>

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Students should review the NC-SARA complaint procedures carefully before submitting a complaint.

Georgia NC-SARA Portal Entity

Because Brewton-Parker Christian University is located in Georgia, the Georgia Nonpublic Postsecondary Education Commission (GNPEC) serves as the University's NC-SARA Portal Entity.

Students whose complaints have not been satisfactorily resolved through the University's internal procedures and who believe their complaint falls within the scope of NC-SARA policies may submit a complaint to GNPEC using the official Georgia NC-SARA complaint process.

Georgia Nonpublic Postsecondary Education Commission (GNPEC)

Georgia NC-SARA Online Student Complaint Form:

<https://gnpec.georgia.gov/student-resources/complaints-against-institution/ga-sara-online-student-complaint-form>

Additional information regarding GNPEC is available at:

<https://gnpec.georgia.gov/student-resources/complaints-against-institution/ga-sara-student-complaint-rules>

Scope of NC-SARA Complaints

NC-SARA complaint procedures apply only to complaints arising from distance education activities offered under NC-SARA policies.

Examples of complaints that may fall within the NC-SARA complaint process include matters involving consumer protection or institutional compliance with applicable NC-SARA policies.

The NC-SARA complaint process generally does not address matters such as:

- student grades or grading disputes;
- student conduct or disciplinary actions;
- faculty employment matters;
- admissions decisions;
- financial aid decisions; or
- other matters governed by institutional academic policies or applicable law.

Such matters remain subject to the University's established policies and procedures.

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Professional Licensure Disclosures

Students enrolled in academic programs designed to lead to professional licensure should review the University's Professional Licensure Disclosures before enrollment.

Professional licensure information for Teacher Education and Nursing programs is available in each program's page as well as in the Licensure Disclosure document.

Students who intend to seek professional licensure outside the State of Georgia or who relocate during their program should promptly notify the appropriate academic department.

Distance Education Information

Additional information regarding Brewton-Parker Christian University's participation in NC-SARA, distance education policies, and consumer information is available on the University's Distance Education webpage.

<https://bpc.edu/degree-programs/online-programs/>

Questions

Questions regarding student complaints, distance education, or NC-SARA policies may be directed to:

Brewton-Parker Christian University Office of Academic Affairs

Dr. Byron Edens – VP of Online Learning bedens@bpc.edu

or

Dr. Justin E Russell – Provost justin.russell@bpc.edu