SRU participates in Federal student aid programs that are authorized under Title IV of the Higher Education Act of 1965. Participating institutions must be legally authorized to operate with the state in which it is located. Title 34 CFR §600.9 requires states to have a “process to review and appropriately act on complaints concerning the institution including enforcing applicable State laws.” Title 34 CFR§668.43(b) requires that institutions:

“make available for review to any enrolled or prospective student upon request, a copy of the documents describing the institution’s accreditation and its State, Federal, or tribal approval or licensing. The institution must also provide its students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student’s complaint.”

To comply with this regulation, SRU provides the following information to our prospective and current students.

SRU makes every effort to handle student complaints internally using policies and procedures outlined on the SRU website consumer information page – [http://www.sru.edu/students/student-consumer-information](http://www.sru.edu/students/student-consumer-information). It is the expectation that students will utilize any and all institutional procedures to address concerns and complaints in a timely manner.

If a question or problem should arise concerning a course, a grade, a course of study, an academic requirement, or any other academic issue, the student should first consult the appropriate University or program document. If the student then believes it is necessary to seek a personal resolution of a problem from a University official, he or she should follow these guidelines:

- **STEP 1:** The student discusses the problem with the relevant professor or with his or her academic adviser.
- **STEP 2:** If there is no resolution at Step 1, the student discusses the problem with the appropriate department chairperson.
- **STEP 3:** If there is no resolution at Step 2, the student discusses the problem with the appropriate college dean. The dean has final authority on college academic policies and procedures.

Complaints at SRU are categorized into one of seven areas. For the categories, their definitions and procedures regarding filing a complaint please see below:
- **Academic Complaints/Grade Appeal** – Students who file an appeal concerning any academic matter should first contact their instructor. Barring resolution there, students should contact the appropriate departmental chairperson, then the appropriate dean. Further appeal is to be directed to the Provost and Vice President for Academic and Student Affairs.

*Undergraduate Catalog 2018-2020*
http://catalog.sru.edu/content.php?catoid=28&navoid=532#proc_for_fili_grad_appe

*Graduate Catalog 2018-2020*
http://catalog.sru.edu/content.php?catoid=29&navoid=556&hl=grade+appeal&returnto=search#grad_info

- **Academic Integrity** – Refers to the adherence to agreed upon moral and ethical principles when engaging in academic and scholarly pursuits. Mastery of a subject matter should be demonstrated in an honorable and straightforward manner. Traditionally, the instructor adjudicates the first academic integrity instance with information sent to the Office of Student Conduct who can track cases across departments and colleges. Student Conduct will hand additional cases of academic integrity involving the same student.

*Undergraduate Catalog 2018-2020*
http://catalog.sru.edu/content.php?catoid=28&navoid=532#acad_inte

*Graduate Catalog 2018-2020*
http://catalog.sru.edu/content.php?catoid=29&navoid=556&hl=grade+appeal&returnto=search#acad_inte

- **Online** – Students who are engaged in distance education courses at SRU while in a state other than Pennsylvania should attempt to resolve issues and complaints internally. Additional information related to state authorization can be found at the following link, http://www.sru.edu/academics/online-learning/state-authorization

Complaint information can be accessed through the links below.
http://www.sru.edu/students/student-consumer-information
Undergraduates -
http://catalog.sru.edu/content.php?catoid=28&navoid=532#proc_for_fili_grad_appe
Graduates -
http://catalog.sru.edu/content.php?catoid=29&navoid=556&hl=grade+appeal&returnto=search#grad_info
If you are unable to resolve an issue internally, you may contact the appropriate state agency. [http://nc-sara.org(states/PA](http://nc-sara.org/states/PA)


- **Student Conduct** – SRU students attending functions on or off campus are subject to disciplinary sanctions for violations of the Student Code of Conduct. Students and organizations are expected to comply with the statutes of the Commonwealth of Pennsylvania, federal laws, and Slippery Rock Borough ordinances and may be charged under the Student Code of Conduct for violations of local, state, federal law and/or ordinances wherever those offenses occur. [http://www.sru.edu/offices/student-conduct/code-of-conduct](http://www.sru.edu/offices/student-conduct/code-of-conduct) Members of the SRU community are able to refer a student who they believe has violated the Student Code of Conduct at [https://sru-advocate.symplicity.com/public_report/index.php/pid202826](https://sru-advocate.symplicity.com/public_report/index.php/pid202826)

- **Americans with Disabilities Act** – Services for Students with Disabilities are available to enrolled students with a documented disability. [http://www.sru.edu/academics/academic-services/services-for-students-with-disabilities/policies](http://www.sru.edu/academics/academic-services/services-for-students-with-disabilities/policies)

If you feel you have been discriminated against because of a disability, please refer to the following link: [http://www.sru.edu/offices/diversity-and-equal-opportunity/policies-procedures-samples-and-forms](http://www.sru.edu/offices/diversity-and-equal-opportunity/policies-procedures-samples-and-forms)

- **Title IX/Harassment/Discrimination/Affirmative Action** – SRU is committed to the policy of affirmative action. SRU assures an equal opportunity to all persons without regard to race, color, religion, creed, disability, ancestry, national origin, age, gender or veteran’s status in accordance with the state and federal laws including Title VI, of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972 and Section 504 of the Rehabilitation Act of 1973. [http://www.sru.edu/offices/diversity-and-equal-opportunity/policies-procedures-samples-and-forms](http://www.sru.edu/offices/diversity-and-equal-opportunity/policies-procedures-samples-and-forms)

- **Family Education Rights Privacy Act (FERPA)** – Provides certain rights to students with respect to their educational records. An applicant is considered an “SRU student” on the first day of the first term/semester in which the student is registered at SRU. [http://www.sru.edu/academics/academic-services/academic-records/policies-regulations-and-catalogs](http://www.sru.edu/academics/academic-services/academic-records/policies-regulations-and-catalogs)

- In the unlikely event that an issue cannot be resolved by the University, students may file a complaint with their respective State Licensing Authority. SRU is a part of the

Updated 09/26/2018
Pennsylvania State System of Higher Education and a complaint may be filed at 
http://www.passhe.edu/studentcomplaints/Pages/Student-Complaints.aspx

- For residential students taking courses on campus, the Pennsylvania Department of 
  Education – Postsecondary and Adult Education would be the applicable agency. 
  https://www.education.pa.gov/Postsecondary-
  Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx

Unresolved complaints may also be filed with the Middle States Commission on Higher 
Education, the University’s regional accrediting agency, once all other avenues have been 
exhausted. Information on the complaint policies and procedures is available at 
https://www.msche.org/?Nav1=POLICIES&Nav2=INDEX

Middle States Commission on Higher Education
3624 Market Street, 2nd Floor
West Philadelphia, PA 19104
Main number: 267-284-5000
E-mail: info@msche.org Spanish: espanolinfo@msche.org 
General Link: www.msche.org