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REVISED ME 2019
V. STUDENT POLICIES

Institutional Policy on Student Records
Policy on Maintenance & Security of Student Records
Policy on Student Complaints & Reporting Procedures
Policy on Student Rights & Responsibilities
SACSCOC Policy on Complaint Procedures
SACCOC Policy on Distance and Correspondence Programs
SACSCOC Policy on Maintenance of Student Records
SACSCOC Policy on Student Privacy in Correspondence Programs

Revised ME 2 15 2019
Larkin University  
18301 N. Miami Ave.  
Miami, FL 33169

Institutional Policy on Confidentiality of Student Records

**Purpose:** The purpose of this policy is to confirm that Larkin University will maintain compliance with FERPA at all times. Details of the policy are outlined in the Student Handbook of each respective college.

**Policy:** Larkin University complies with The Family Educational Rights and Privacy Act (abbreviated FERPA, and formerly known as the Buckley Amendment). Educational institutions are required to annually notify enrolled students of their rights under the Federal Family Educational Rights and Privacy Act of 1974 (FERPA), as amended. The Student Handbook will annually, provide information about the university policy and students’ rights with respect to their education records. Please refer to the Student Handbook of the respective college for complete information on student records. In summary, it is the policy of the university (1) to permit students to inspect their education records, (2) to limit disclosure of personally identifiable information from education records without students’ prior written consent, and (3) to provide students the opportunity to seek correction of their education records where appropriate. A student alleging university noncompliance with the Family Educational Rights and Privacy Act has the right to file a written complaint with the Family Policy Compliance Office:

Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, SW  
Washington, D.C. 20202-5920

**Implementation:** May 1, 2019

**Maintenance and Review of the Policy:** It is the responsibility of the Dean of each respective college working in collaboration with the Registrar to ensure implementation and monitoring of this mandatory policy. This policy will be reviewed every four years for its effectiveness. All administrative policies of Larkin University can be accessed electronically at ularkin.org or can be obtained from the Human Resources Department.

**Document History**

Date adopted by Board of Trustees: 4/19  
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Date reviewed:  
Next scheduled review date:
Larkin University
18301 N. Miami Ave.
Miami, FL 33169

Policy on Maintenance and Security of Student Records

Purpose: The security and maintenance of student records is critical to the integrity of Larkin University. This mandatory policy reinforces that it is the responsibility of all constituents to ensure student data is both secure, confidential and maintained.

Policy: It is the responsibility of Larkin University to oversee the release and use of all student records and institutional data containing identifiable information. This includes the security, confidentiality, integrity, data protection and backup of information. Changes to information cannot occur without following state and federal mandates. Special security to protect this data is handled through the collaboration of the Registrar with Information Technology. IT is responsible for data back up on a routine basis as well as retrieval of data in the event of a disaster.

It is the responsibility of each faculty, staff, and administrative member of Larkin University to ensure the security and confidentiality of all student education records entrusted by students to the University for safeguarding. While the federal regulations provide general guidelines for the protection and use of education record data, it is incumbent on those faculty, staff, and administrators that are granted access to this information to actually protect it. Understand that not everyone will be granted access to student data. The Registrar and respective college Dean should be consulted should an access question arise.

Implementation: May 1, 2019

Maintenance and Review of the Policy: The Registrar in collaboration with Information Technology are responsible for the implementation and monitoring of this mandatory policy. This policy will be reviewed every three years for its effectiveness. All administrative policies of Larkin University can be accessed electronically at ularkin.org or can be obtained from the Human Resources Department.
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Miami, FL 33169

Policy on Student Rights & Responsibilities

Purpose: Students in healthcare professions are held to the highest standard of ethical conduct and behavior. They must possess exceptional character, integrity, respect and compassion. This policy serves as a reference of student rights & responsibilities as a student at Larkin University.

Policy: Student conduct as well as students rights and responsibilities are anchored in the core values of Larkin University. We firmly believe that every student is entitled to a learning environment appropriate to attain their education goals. At Larkin University, students are guaranteed all rights and responsibilities of citizenship under the Constitution of the United States and are guaranteed the right to due process. Upon registration, students assume the responsibility to become familiar with and abide by all policies and procedures. Students have the responsibility to adhere to all College rules and regulations and acceptable standards of conduct.

The Larkin University Code of Conduct is defined as the written document outlining the requirements of student conduct related to academic honesty and professional behavior. The Code of conduct applies to students enrolled in programs offered by Larkin University. Details and procedures of the Code of Conduct and Student Rights and Responsibilities are found in the Student Handbook of each respective college. Everyone should be familiar with the Student Handbook to ensure the implementation and monitoring of the appropriate professional behavior expected at Larkin University.

Implementation: May 1, 2019

Maintenance and Review of the Policy: The Dean of each respective college, working in collaboration with faculty and staff are responsible for the implementation and monitoring of the LU Code of Conduct and Student Rights and Responsibilities. Every student is entitled to a learning environment conducive for their professional growth and development and reflective of the core values of our university. This policy will be reviewed every four years for its
effectiveness. All administrative policies of Larkin University can be accessed electronically at ularkin.org or can be obtained from the Human Resources Department.

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18301 N. Miami Ave.
Miami, FL 33169

Policy on Student Complaints & Reporting Procedures

Purpose: Larkin University will provide a learning environment conducive to the professional growth and development of all students. In the event, a student believes we are not meeting this goal, they may file a complaint. The purpose of this policy is to inform students of this right and provide a reporting process and direction on how to file such a complaint.

Policy: Larkin University will provide a learning environment conducive to the professional growth and development of all students. LU will not tolerate harassment or discrimination by any member of the University community. Specific concerns or complaints regarding harassment, discrimination, or similar behaviors should be brought to the attention of the respective college Dean or as designated in the Student Handbook.

Any student who believes he or she has been or is being harassed or is experiencing discrimination in violation of University policy, or witnesses what he or she believes to be harassment in violation of University policy, has an obligation to report such harassment. Complaints will be processed either informally or through the formal procedure. Detailed process for filing, review and resolution of complaints are found in the Student Handbook of the respective college.

At the informal level, the primary goal will be to resolve the situation to the mutual agreement of all parties. At this stage, students who believe they have been harassed have the option to resolve the matter without the necessity of a full investigation. If the complaint is not or cannot be resolved at the informal stage, the student can request an investigation in writing to the Dean or designee as indicated in the Student Handbook.

All written complaints, investigations, committee meeting minutes, reports, and correspondence relating to the complaints will be retained in a confidential file, in the appropriate College Office as defined in the Student Handbook of each College. No records will be maintained in the official student records. Students will not be subject to retaliation by any member of the LU community for submitting a complaint.

Implementation: May 1, 2019
Maintenance and Review of the Policy: The responsibility for the implementation and monitoring of this mandatory policy is with the Dean of each respective college and the respective leadership team. Consultation with Human Resources and the CEO is recommended to ensure appropriate procedures are followed. This policy will be reviewed every four years for its effectiveness. All administrative policies of Larkin University can be accessed electronically at ularkin.org or can be obtained from the Human Resources Department.

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Date adopted by Board of Trustees: 4/2019
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Larkin University
18301 N. Miami Ave.
Miami, FL 33169

Policy on Complaints Related to Accreditation Standards

Purpose: Larkin University will maintain compliance with all state and federal regulations as well as accreditation standards related to university accreditation and accreditation related to degree programs. In the event, a student, staff, faculty member or any member of the public believes we are in non-compliance with a standard, they have the right to file a complaint with the appropriate accrediting body. This policy is intended to inform them of that right and provide guidance in the procedures and direction on how to file such a complaint.

Policy: Larkin University will maintain compliance with all state and federal regulations as well as accreditation standards related to university accreditation and accreditation related to degree programs. Should a Larkin community member or member of the public believe we are in non-compliance with any regulation or accrediting standard, we request that you contact the Office of the CEO or respective College Dean with the complaint so it can be investigated. They should attempt to resolve the complaint utilizing both an informal and formal process following the reporting process in the Employee Handbook or Student Handbook of the appropriate college. If the complaint is still unresolved, the person may access the website of the accrediting body for the appropriate procedures and process to file a complaint. The contact information for each accrediting body is identified below.

Pharmacy: Accreditation Council for Pharmacy Education (ACPE) is the national agency for the accreditation of professional degree programs in pharmacy. ACPE is required by the U.S. Department of Education to assure that pharmacy programs have a policy to record and address complaints regarding a school’s adherence to the ACPE Accreditation Standards and Guidelines for the Professional Program in Pharmacy Leading to the Doctor of Pharmacy Degree. You may visit the ACPE website (https://www.acpe-accredit.org/complaints) to access the procedures for filing a complaint.

State of Florida: To file a complaint against a non-public, postsecondary institution in Florida, you contact the Council for Independent Education (CIE) in writing. A letter or email should contain the following information:

1. Name of Student (or Complainant)
2. Complainant Address
3. Phone Number
4. Name of Institution
5. Location of the Institution (City)
6. Dates of Attendance
7. A full description of the problem and any other documentation that will support your claim such as enrollment agreements, correspondence, etc.
8. The complaint process of the Commission involves contacting the institution to obtain their response to your complaint. If you do not want the Commission to contact the institution you are attending, you must state so in your complaint; however, doing so will greatly hinder the Commission’s ability to assist you with your complaint.

Contact Information:
Commission for Independent Education
325 W. Gaines Street, Suite 1414
Tallahassee, FL. 32399-0400

Or E-mail: cieinfo@fldoe.org
Or Fax: 850-245-3238

*SACSCOC:* Larkin University is currently in the process of submitting an application to the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) for accreditation. Following our submission and approval of candidacy status, Larkin University will be held to SACSCOC accreditation standards. Larkin University commits to comply with all Complaint Procedures Against SACSCOC or its Accredited Institution identified in the approved document dated August, 2018. A full text version of this standard is attached to this document. In the future, if a SACSCOC complaint would need to be filed the contact information would be utilized.

**How to file a complaint against an institution accredited by the Southern Association of Colleges and Schools Commission on Colleges (SOCSCOC)**

1. Complete the Commission’s Complaint Form (contained in the following document): [Complaint Procedures Against the Commission or Its Accredited Institutions](#)
2. Send two PRINT copies to:

   President
   Southern Association of Colleges and Schools Commission on Colleges
   1866 Southern Lane
   Decatur, GA 30033-4097

**Please read the document carefully before submitting a complaint:**

- The complaint policy only addresses significant, documented, alleged non-compliance with the SACSCOC accreditation standards, policies or procedures.
Complainants are expected to have attempted to resolve the issue through the institution’s complaint processes before filing a complaint with SACSCOC.

The SACSCOC complaint process is not intended to be used to involve the Commission in disputes between individuals and member institutions or to cause the Commission to interpose itself as a reviewing authority in individual matters; nor does the policy allow the Commission to seek redress on an individual’s behalf.

The primary purpose of the SACSCOC complaint procedure is to acquire valuable information regarding an accredited institution’s possible non-compliance with accreditation standards, policies and procedures rather than to resolve individual disputes.

Complaints must be tied to specific standard numbers from *The Principles of Accreditation: Foundations for Quality Enhancement*.

All written complaints, investigations, committee meeting minutes, reports, and correspondence relating to any of the above complaints will be retained in a confidential file, in the Office of the Dean. Every effort will be made to resolve complaints in a systematic and efficient manner. No records will be maintained in the official student/employee records. No one will not be subject to retaliation by any member of the LU community for submitting a complaint.

**Implementation:** May 1, 2019

**Maintenance and Review of the Policy:** The Office of the CEO and Dean of each respective college is responsible for implementation and monitoring of this mandatory policy. This policy will be reviewed every four years for its effectiveness. All administrative policies of Larkin University can be accessed electronically at ularkin.org or can be obtained from the Human Resources Department.

**Document History**

Date adopted by Board of Trustees: 4/2019
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Statement of Purpose

The Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) recognizes the value of information provided by students, employees, and others in determining whether an institution’s performance is consistent with SACSCOC standards for obtaining or maintaining accreditation. The Commission’s interest also is in ensuring that member institutions maintain appropriate grievance procedures and standards of procedural fairness and that the procedures are applied appropriately and consistently.

The procedures for the review of complaints involving member institutions enable SACSCOC to address possible violations of its Principles of Accreditation, the Core Requirements, and policies or procedures, as well as to address possible violations of an institution’s own policies and procedures, if related to the Principles.

Because SACSCOC’s complaint procedures are for the purpose of addressing any significant non-compliance with SACSCOC’s standards, policies, or procedures, the procedures are not intended to be used to involve SACSCOC in disputes between individuals and member institutions, or cause SACSCOC to interpose itself as a reviewing authority in individual matters of admission, grades, granting or transferability of credits, application of academic policies, fees or other financial matters, disciplinary matters or other contractual rights and obligations. Nor does SACSCOC seek redress on an individual’s behalf. Under no circumstances does SACSCOC respond to, or take action on, any complaint or any allegation that contains defamatory statements. Further, SACSCOC will not serve as a grievance panel when the outcome of institutional grievance or appeal processes is unsatisfactory to the complainant.

SACSCOC expects individuals to attempt to resolve the issue through all means available to the complainant, including following the institution’s own published grievance procedures, before submitting a complaint to SACSCOC. Therefore, SACSCOC is under no obligation to consider additional information submitted by the complainant subsequent to the receipt of the formal complaint. SACSCOC’s usual practice is not to consider a complaint that is currently in administrative proceedings, including institutional proceedings, or in litigation. However, if there is substantial, credible evidence that indicates systemic problems with an accredited institution, SACSCOC may, at its discretion, choose to proceed with the review.

In order to be considered, a formal complaint must be submitted in writing using the SACSCOC “Complaint against Institutions: Information Sheet and Form,” signed, and two copies sent to: President, Southern Association of Colleges and Schools Commission on Colleges, 1866 Southern Lane, Decatur, Georgia, 30033-4097. SACSCOC will entreat neither complaints that are not in writing or which are anonymous, nor
will it consider complaints sent electronically or through facsimile transmission. In addition, SACSCOC will not act on complaints submitted on behalf of another individual or complaints forwarded to SACSCOC.

Responsibilities of Institutions

The *Principles of Accreditation* states:

The institution (a) publishes appropriate and clear procedures for addressing written student complaints, (b) demonstrates that it follows the procedures when resolving them, and (c) maintains a record of student complaints that can be accessed upon request by SACSCOC. (Standard 12.4; *Student complaints*)

Each institution is required to have in place student complaint policies and procedures that are reasonable, fairly administered, and well publicized. SACSCOC also requires, in accord with federal regulations, that each institution maintains a record of complaints received by the institution. This record is made available to SACSCOC upon request. This record will be reviewed and evaluated by SACSCOC as part of the institution’s decennial evaluation.

Procedures for Filing a Complaint against an Institution

An individual may make an inquiry regarding complaint procedures or about issues and concerns that could be considered complaints; however, the Commission’s response and its obligations to meet the specific timetables outlined in these procedures will begin only after the complainant submits a formal written complaint.

A formal complaint is one that is (1) submitted in writing using the SACSCOC “Complaint against Institutions: Information Sheet and Form,” (2) signed, and (3) sent to the attention of the President of SACSCOC by the complainant(s). SACSCOC will neither entertain complaints that are not in writing or which are anonymous, nor will it consider complaints sent electronically or through facsimile transmission. In addition, SACSCOC does not accept voice recordings, such as recordings of meetings and conversations, as evidence in support of a complainant’s allegations. To submit information from the voice recordings, the complainant should have the tape transcribed, provide a signature page for the complainant to attest to the accuracy of the transcription, and have the signature page notarized. If a complainant has a demonstrated disability that prevents submission of a formal complaint in accord with the guidelines above, he or she should contact the SACSCOC Coordinator of Communications and External Affairs for assistance.

The “Information Sheet and Form” includes:

a. A statement describing the complaint in the clearest possible terms.

b. The section(s) of the *Principles of Accreditation* alleged to have been violated and the time frame in which the significant lack of compliance is alleged to have occurred.

c. A clear and concise written description of the evidence upon which the allegation is based. (Materials and documentation used to support a complainant’s allegations should be limited to and directly related to the reported case.) The evidence should state relevant facts and document and support the allegation that the institution is in significant violation of the standards referenced in the complaint.

d. A description of the action taken by the institution to date and a copy of the institution’s response to the complainant as a result of prescribed procedures.

e. An acknowledgment that SACSCOC staff may send a copy of the complaint to the president of the institution.

f. Full disclosure about any other external channels the complainant is pursuing, including legal action.
Once the formal written complaint is submitted, SACSCOC and the complainant are responsible for the following:

1. SACSCOC will acknowledge a formal written complaint within 15 business days of its receipt.

2. Within 60 calendar days after acknowledging receipt of the complaint, SACSCOC staff will review the complaint and its documentation and determine (1) whether it is within the scope of SACSCOC policies and is accreditation related, (2) if there is adequate documentation in support of the allegations, and (3) whether the complaint raises significant questions about the institution’s compliance with SACSCOC standards. Normally, SACSCOC considers reviewing a formal complaint if the circumstances leading to it occurred within one year of the formal filing of the complaint or one year within completion of the complaint process at the institution. SACSCOC will inform the complainant regarding the disposition of the complaint to include one of the following:

a. The complaint will not be processed further because it is not within the scope of SACSCOC policies and jurisdiction or there is inadequate documentation to raise questions concerning the institution’s compliance with SACSCOC standards.

b. Where appropriate, a resolution is suggested to the complainant and/or the institution.

c. The complaint has sufficient substance to warrant further review. In this case, SACSCOC will make every effort to expedite the investigation; however, the time required to conduct the investigation may vary considerably depending on the circumstances and nature of the complaint. When a complaint is further investigated, a copy of the complaint will be forwarded to the institution’s chief executive officer who will be asked to respond to SACSCOC within 20 business days. Following the review, the complainant and institution involved will be notified regarding one of the following:

(1) The complaint will not be processed further because there is insufficient evidence of significant non-compliance. The decision of the President of SACSCOC is final.

(2) If there appears to be sufficient evidence of significant non-compliance or if SACSCOC staff are unable to determine compliance, then one of the following actions may be taken by the President of SACSCOC:

(a) Authorize a Special Committee to visit the institution. The Special Committee will examine documents and interview institutional personnel to analyze and make a judgment about compliance, and prepare a report. The report of the committee will be forwarded to the SACCOC Board of Trustees, or one of its standing committees, for review and action at the next meeting of the Board. Following that meeting, the complainant and institution involved will be notified of the decision of the Board.

(b) Forward the case directly to the Board of Trustees and its standing committees for review and action.

(c) Include the case in an upcoming scheduled visit to the institution.

(d) Request additional information. After reviewing the additional information, the President of SACSCOC may decide to take any of the actions as described in (1), (2)(a), (2)(b), or (2)(c) above.

For items (2)(a), (2)(b), or (2)(c) above, the decision of the SACSCOC Board of Trustees is final unless the disposition is one that is otherwise appealable as stated in the SACSCOC policy “Appeals Procedures of the College Delegate Assembly.”
3. If there is a change of staff during the disposition of a formal complaint, the President of SACSCOC will notify the complainant(s) regarding the change, provide the name of the staff member assigned to the institution, and outline a modified schedule for the review of the complaint.

4. Individual complaints will be retained in the SACSCOC files for a period of one year following final formal notification to the complainant regarding the resolution of the complaint. Based on complaints submitted during this period of time and/or on a series of notification letters to previous complainants that suggest a pattern of concern which may evidence a significant lack of compliance with the Principles that was not evident from any one individual complaint, SACSCOC may renew its consideration of the matter for whatever action may be appropriate.

Complaints against SACSCOC Board of Trustees or its Staff

Complaints against SACSCOC are limited to complaints regarding the agency’s standards, procedures, and SACSCOC staff or any other SACSCOC representative. In order to be considered a formal complaint against SACSCOC, a complaint must involve issues broader than a concern about a specific institutional action.

The procedures for filing a complaint are as follows:

1. If the complaint is against a SACSCOC staff member or an agency representative, such as an off-site or on-site visiting team member, the following procedure applies. Examples might include: evidence that a staff member failed to follow SACSCOC policy, evidence of an on-site committee member exhibiting bias against an institution, evidence that a staff member or committee member has a conflict of interest in working with an institutional case, etc.
   • The individual should submit a written complaint to the President of SACSCOC that includes a description of the specific complaint accompanied by documentation supporting the allegation.
   • The President will acknowledge the complaint within 10 working days of its receipt.
   • Following review, the President will inform the complainant of action within 30 days of receipt of the complaint.

2. If the complaint is against the President of SACSCOC, the following procedure applies. Examples might include: evidence of failure to follow SACSCOC policy, evidence of failure to attend to allegations of unfair treatment by a staff member against an institution, etc.
   • The individual should submit a written complaint to the Chair of the SACSCOC Board of Trustees that includes a description of the specific complaint. It should be addressed to “SACSCOC Chair of the Board of Trustees” at SACSCOC’s Decatur, Georgia, address.
   • The Chair of the Board of Trustees will acknowledge the complaint within 20 working days of its receipt and will designate a committee composed of members of the Executive Council to investigate the complaint and recommend action to the Chair. The investigation may include review of the complaint with the SACSCOC President as well as with the complainant.
   • The Chair of the SACSCOC Board of Trustees will review the Council’s action and inform the complainant and the SACSCOC President of action within 45 days of receipt of the complaint.
   • Concern that a SACSCOC action was not in accord with the complainant’s expectations is not in and of itself cause for review of the complaint.
3. If the complaint is against SACSCOC or a member of its Board of Trustees, the following procedure applies. Examples might include: evidence that a Board member failed to recuse him or herself from the discussion and vote of an accreditation case where a conflict of interest existed, evidence that SACSCOC failed to apply policy, etc.

- The individual should submit a written complaint to the Chair of SACSCOC Board of Trustees that includes a description of the specific complaint. It should be addressed to “SACSCOC Chair of the Board of Trustees” at SACSCOC’s Decatur, Georgia, address.

- The Chair of the Board of Trustees will acknowledge the complaint within 20 working days of its receipt and will designate a committee composed of members of the Executive Council to investigate the complaint and recommend action to the Chair. The investigation may include review of the complaint with SACSCOC President, the Board of Trustees member, as well as with the complainant.

- The Chair of the Board of Trustees will review the Council’s action and inform the complainant and SACSCOC President of action within 45 days of receipt of the complaint.

- Concern that a SACSCOC action was not in accord with the complainant’s expectations is not in and of itself cause for review of the complaint.

**Distinction between Submitting Third-Party Comments and Filing Formal Complaints**

SACSCOC is interested in ensuring that member institutions maintain ongoing compliance with SACSCOC standards and policies outside the institution’s scheduled formal review and that member institutions maintain appropriate grievance procedures and standards of procedural fairness that are applied consistently. Therefore, if an individual has evidence of an institution’s significant non-compliance with SACSCOC standards, policies, or procedures, the individual should inform SACSCOC using these procedures.

Third-party comments are submitted by the public at the time of an institution’s formal, scheduled review for the purpose of informing SACSCOC regarding the institution’s ongoing commitment to compliance with SACSCOC standards and policies. Therefore, if an individual wishes to address an institution’s compliance with the Principles of Accreditation at the time of the institution’s formal committee review, he/she should use the policy “Third-Party Comment by the Public.”

**Document History**

Approved: Commission on Colleges, December 1999
Revised and Approved: Commission on Colleges: June 2003
Revised and Approved: Commission on Colleges, December 2006
Revised: Executive Council, November 2007
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Revised: SACSCOC Executive Council, March 2012
Revised: Board of Trustees, June 2012, December 2012, December 2013
Revised: Executive Council, March 2016
Edited for the 2018 Edition of the Principles of Accreditation: August 2018
COMPLAINTS AGAINST INSTITUTIONS:
INFORMATION SHEET AND FORM

The following is intended to provide information to persons wishing to file a complaint about an institution accredited by the SACSCOC. **Before filing a complaint, please read the SACSCOC policy “Complaint Procedures for the Commission or Its Accredited Institutions”** – see [www.sacscoc.org](http://www.sacscoc.org). SACSCOC reviews complaints submitted by students, faculty, and other members of the public about its member institutions. This information helps SACSCOC assure that an institution continues to meet the standards of accreditation set by the membership. Procedures have been established, therefore, to provide a mechanism for SACSCOC to consider complaints that address significant violations of SACSCOC standards.

All institutions accredited by SACSCOC are required to have in place adequate procedures for addressing complaints by students, employees, and others. As outlined in the complaint policy, it is the responsibility of the complainant first to attempt to resolve the matter with the institution. The complainant is responsible for providing evidence that all remedies available at the institution have been exhausted. In order to file a complaint with SACSCOC, the complainant must describe these efforts on the complaint form.

**How to File a Complaint Against an Institution Accredited by SACSCOC**

Please use the attached complaint form to submit a formal complaint. You must complete all applicable sections of this form before the complaint will be reviewed. It must be submitted in hard copy, not electronically nor through facsimile transmission. Precisely state the complaint using three sentences or less. Provide the details that support your complaint. Give a description of the steps that were taken to exhaust the institution’s grievance or complaint process. For both responses, you may attach additional sheets of paper if you need more space. Include with the form copies of any documents that pertain to your complaint. Please submit two copies of the form and the attachments.

Please refer to the attached SACSCOC policy for a description of the process for reviewing complaints.
COMPLAINT FORM

I. COMPLAINANT INFORMATION

A. First Name: ___________________________ M.I. ___________________________ Last Name: ___________________________

B. Street Address: _______________________________________________________

C. City: ___________________________ State: ___________________________ Zip Code: ___________________________ Country: (If outside of USA) ___________________________

D. Telephone Number: ___________________________ Fax Number: ___________________________

E. Email Address: _______________________________________________________

F. Name of College or University Named in the Complaint
   _______________________________________________________

G. Status in Relation to the College or University:
   □ STUDENT    □ PARENT    □ FACULTY    □ OTHER: ___________________________

H. Current Student Status (If applicable):
   □ ENROLLED    □ GRADUATED    □ PROBATION    □ WITHDRAWN    □ TERMINATED
II. COMPLAINT INFORMATION

A. State the nature of the complaint (in five sentences or less).

B. Briefly describe the details of the complaint in the clearest possible language and indicate how the institution has violated specific sections of the Principles of Accreditation. (List sections of the Principles and, if necessary, attach additional sheets for the description. Materials and documentation used to support a complainant’s allegations should be limited to and directly related to the reported case. The evidence should state relevant facts and document and support the allegation that the institution is in significant violation of the standard(s) referenced in the complaint. Indicate the time frame in which the violations referenced in the complaint occurred.

C. Describe the steps taken to exhaust the institution’s grievance process, describe the action taken by the institution to date, and provide a copy of the institution’s response to the complainant as a result of prescribed procedures. (Indicate any channels external to the institution that the complainant is pursuing, including legal action.)

This complaint will not be processed unless all the boxes below are checked and you have signed and dated the complaint.

☐ I have read “Complaint Procedures Against SACSCOC or its Accredited Institutions” and agree this form constitutes my formal complaint.

☐ As stated in the SACSCOC Complaint Policy, I understand that SACSCOC: (1) does not intervene in the internal procedures of institutions or perform as a regulatory body, (2) is not a formal adjudicatory or grievance-resolving body, and (3) will not serve as a grievance panel when the outcome of an institutional grievance or process is unsatisfactory to the complainant.

☐ I authorize SACSCOC to submit my complaint and/or any documents concerning my complaint to the involved institution(s).

☐ I hereby certify that all of the information I have given above is true and complete to the best of my knowledge.

YOUR SIGNATURE: __________________________ DATE: ______________________

YOU MUST COMPLETE ALL APPLICABLE SECTIONS OF THIS FORM
Policy on Distance & Correspondence Education

Purpose: The purpose of this policy is to ensure compliance with all SACSCOC requirements for Distance or Correspondence Education Programs offered by Larkin University.

Policy: Distance or Correspondence Education Programs are not currently offered by Larkin University. Should they become available, Larkin University will commit to following all guidelines and requirements. For reference the full text of the SACSCOC Policy is attached to this document.

Implementation: May 1, 2019

Maintenance and Review of the Policy: The President/CEO and Larkin University Senior leadership would be responsible for the implementation and compliance of this policy. This policy will be reviewed every four years for its effectiveness. All administrative policies of Larkin University can be accessed electronically at ularkin.org or can be obtained from the Human Resources Department.
DISTANCE AND CORRESPONDENCE EDUCATION

Policy Statement

Definition of Distance Education

For the purposes of the Commission on College’s accreditation review, distance education is a formal educational process in which the majority of the instruction (interaction between students and instructors and among students) in a course occurs when students and instructors are not in the same place. Instruction may be synchronous or asynchronous. A distance education course may use the internet; one-way and two-way transmissions through open broadcast, closed circuit, cable, microwave, broadband lines, fiber optics, satellite, or wireless communications devices; audio conferencing; or video cassettes, DVD’s, and CD-ROMs if used as part of the distance learning course or program.

Definition of Correspondence Education

Correspondence education is a formal educational process under which the institution provides instructional materials, by mail or electronic transmission, including examinations on the materials, to students who are separated from the instructor. Interaction between the instructor and the student is limited, is not regular and substantive, and is primarily initiated by the student; courses are typically self-paced.

Policy Statements

1. At the time of review by the Commission, the institution demonstrates that the student who registers in a distance or correspondence education course or program is the same student who participates in and completes the course or program and receives the credit by verifying the identity of a student who participates in class or coursework by using, at the option of the institution, methods such as (1) a secure login and pass code, (2) proctored examinations, and (3) new or other technologies and practices that are effective in verifying student identification.

2. At the time of review by the Commission, the institution demonstrates that it has a written procedure for protecting the privacy of students enrolled in distance and correspondence education courses or programs.

3. At the time of review by the Commission, the institution demonstrates that it has a written procedure distributed at the time of registration or enrollment that notifies students of any projected additional student charges associated with verification of student identity.

4. An institution that offers distance or correspondence education must ensure that it reports accurate headcount enrollment on its annual Institutional Profile submitted to the Commission.
5. Institutions must ensure that their distance and correspondence education courses and programs comply with the Principles of Accreditation. This applies to all educational programs and services, wherever located or however delivered.

Guidelines in the Application of the Principles of Accreditation to Distance and Correspondence Education

With the underlying concept that the Principles of Accreditation apply to all programs of the institution, regardless of mode of delivery, institutions should consider the following guideline statements in implementing and reporting on distance and correspondence education programs.

Mission

If an institution offers significant distance and correspondence education, it should be reflected in the institution’s mission.

Curriculum and Instruction

The faculty assumes primary responsibility for and exercises oversight of distance and correspondence education, ensuring both the rigor of programs and the quality of instruction.

The technology used is appropriate to the nature and objectives of the programs and courses and expectations concerning the use of such technology are clearly communicated to students.

Distance and correspondence education policies are clear concerning ownership of materials, faculty compensation, copyright issues, and the use of revenue derived from the creation and production of software, telecourses, or other media products.

Academic support services are appropriate and specifically related to distance and correspondence education.

Program length is appropriate for each of the institution’s educational programs, including those offered through distance education and correspondence education.

For all degree programs offered through distance or correspondence education, the programs embody a coherent course of study that is compatible with the institution’s mission and is based upon fields of study appropriate to higher education.

For all courses offered through distance or correspondence education, the institution employs sound and acceptable practices for determining the amount and level of credit awarded and justifies the use of a unit other than semester credit hours by explaining it equivalency.

An institution entering into consortial arrangements or contractual agreements for the delivery of courses/programs or services offered by distance or correspondence education is an active participant in ensuring the effectiveness and quality of the courses/programs offered by all of the participants.

Faculty

An institution offering distance or correspondence learning courses/programs ensures that there is a sufficient number of faculty qualified to develop, design, and teach the courses/programs.

The institution has clear criteria for the evaluation of faculty teaching distance education courses and programs.
Faculty who teach in distance and correspondence education programs and courses receive appropriate training.

Institutional Effectiveness

Comparability of distance and correspondence education programs to campus-based programs and courses are ensured by the evaluation of educational effectiveness, including assessments of student learning outcomes, student retention, and student satisfaction.

The institution regularly assesses the effectiveness of its provision of library/learning resources and student support services for distance or correspondence education students.

Library and Learning Resources

Students have access to and can effectively use appropriate library resources.

Access is provided to laboratories, facilities, and equipment appropriate to the courses or programs

Student Services

Students have adequate access to the range of services appropriate to support the programs offered through distance and correspondence education.

Students in distance or correspondence programs have an adequate procedure for resolving their complaints, and the institution follows its policies and procedures.

Advertising, recruiting, and admissions information adequately and accurately represent the programs, requirements, and services available to students.

Documented procedures assure that security of personal information is protected in the conduct of assessments and evaluations and in the dissemination of results.

Students enrolled in distance education courses are able to use the technology employed, have the equipment necessary to succeed, and are provided assistance in using the technology employed.

Facilities and Finances

Appropriate equipment and technical expertise required for distance and correspondence education are available.

The institution, in making distance and correspondence education courses/programs a part of its mission, provides adequate funding for faculty, staff, services, and technological infrastructure to support the methodology.

Document History

Adopted: Commission on Colleges, June 1997
Updated in accord with the revised Principles, December 2006
Revised: SACSCOC Board of Trustees: June 2010
Edited: January 2012
Reformatted: July 2014; August 2018
Larkin University
18301 N. Miami Ave.
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Records Maintenance Policy of the Commission

**Purpose:** As part of its application for SACSCOC accreditation, Larkin University must commit and accept all policies of the accrediting body. This policy ensures that Larkin University agrees with this policy as it is applicable to their institution.

**Policy:** The Southern Association of Colleges and Schools Commission on Colleges, (SACSCOC), maintains files and records in accordance with Commission Policy or federal regulations governing accrediting associations recognized by the Dept. of Education. Larkin University will comply and accept the Records Maintenance Policy of the Commission effective in January, 2012. For reference the full text of the SACSCOC Policy is attached to this document.

**Implementation:** May 1, 2019

**Maintenance and Review of the Policy:** The president/CEO and Larkin University Senior leadership are responsible for the implementation, monitoring and compliance of this mandatory policy. This policy will be reviewed every four years for its effectiveness. All administrative policies of Larkin University can be accessed electronically at ularkin.org or can be obtained from the Human Resources Department.

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**Document History**

Date adopted by Board of Trustees: 4/19
Date reformatted: 4/19
Date reviewed: 
Next scheduled review date:
Institutional Materials Related to Substantive Change

Institutions notify the Commission before making significant changes in program, location, or program delivery mode in accordance with the Commission’s Substantive Change policy. The Commission’s response may be simple acknowledgement, addition of the information to the Commission’s files, request for further information and/or a prospectus, notification that the change will be reviewed at the point of the next Reaffirmation, referral to the SACSCOC Board of Trustees for approval, or authorization of a Substantive Change Committee visit. When a Committee is authorized, the Commission retains a copy of the Report of the Substantive Change Committee, the response of the institution to the Report, and the letter of notification informing the institution of Commission action.

Disposition: The Report of the Substantive Change Committee will be retained for 10 years. If a committee visit is authorized, the institution’s prospectus or application will be maintained by the Commission staff member assigned to that institution. Once the final action of the Commission has been taken, whether by the SACSCOC President or by the SACSCOC Board, all institutional materials are destroyed except for the original institutional notification letter, the Committee Report, and the final letter of notification regarding Commission action.

Other Institutional Accreditation Information and Reports

Currently, institutional accreditation information maintained by the Commission includes reaffirmation, candidate, accreditation, substantive change, special and other visiting committee reports; monitoring reports (formerly called follow-up or progress reports); accreditation decision letters; official correspondence; and fifth-year interim and follow-up reports. Other pertinent information may be maintained at the discretion of the staff.

Disposition: Information is retained off site for such time as will permit the file to contain records of the last two institutional reviews. Print copies are destroyed after that point; data base files are retained. Other information may be retained at the discretion of the staff, again, taking into account the need to maintain complete and accurate records while reducing whenever possible redundancy and file storage space requirements. All copies of Applications are destroyed after the initial Accreditation Committee report is received and official action is taken by the Commission.

If an institution is removed from candidate or accredited status or the institution withdraws its status, all files pertaining to the institution will be purged following final action by the Commission’ Board of Trustees (includes appeals) with the exception of the retention of official correspondence.

Documents related to Appeals and Litigation

Print copies of the administrative record, the institution’s brief, the Commission’s response brief, and official correspondence related to an appeal will be stored until final resolution of the appeal. Significant documents related to litigation between the Commission and an institution will be maintained until the case has been resolved.

Disposition: Upon notification that litigation has been resolved, all print copies of institutional case materials will be maintained for one year. After one year, only official correspondence and significant material related to litigation will be maintained.

Upon a final resolution of an institution’s appeal, print copies of all case materials will be maintained for two years. After two years, only official correspondence related to the appeal will be maintained.

Staff Working Files

Maintained in staff liaison offices, these files contain day-by-day working papers pertaining to individual institutions, notes, correspondence, etc.