



State Authorization Reciprocity Agreement (SARA)

Bluefield State College (BSC) continues to be a participating member of the State Authorization Reciprocity Agreement (SARA). The purpose of SARA, as noted by our State Portal Entity, the WV Higher Education Policy Commission (WVHEPC), is to “make it easier for students to take online courses offered by postsecondary institutions based in another state.”

Accredited by the Higher Learning Commission (HLC) since 1951, Bluefield State College is approved for distance education courses and programs.

Filing a Student Complaint for Online Students

Often times, complaints can be resolved quickly by directly contacting and attempting to address the issue with the faculty member, student, or administrator.

If you need assistance for a minor problem regarding your distance education courses, please contact:

Tina Strock
Information Technology Consultant
tstrock@bluefieldstate.edu
(304) 327-4057

As an enrolled online student, if you have a need to file a formal complaint regarding a SARA issue, please click [HERE](#) to download the Bluefield State College – Student Complaint Form for Online Students and follow the instructions. Your received request will be channeled to the appropriate party to initiate next steps in the resolution process.

If a satisfactory resolution cannot be established between and among the parties involved, students may file their complaint with the WVHEPC by following this link: <http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf>

Useful Resources

[Bluefield State College Student Handbook, 2019-2020](#)

[BOG Policy No. ST-902 Student Rights and Responsibilities](#)

[BOG Policy No. ST-903 Student Academic Rights](#)

[Filing a Harassment Complaint – Online Students](#)