

DISTANCE LEARNING STUDENT COMPLAINT PROCESS

Vanguard University of Southern California is authorized to offer a number of its online educational programs to students residing in the following states:

Alaska, Arizona, Arkansas¹, California, Colorado, Florida, Hawaii, Idaho, Illinois, Kentucky, Louisiana¹, Main, Massachusetts, Michigan, Mississippi, Missouri, Montana, New Hampshire, New Jersey, North Dakota, Ohio, Oklahoma, Pennsylvania, South Carolina, South Dakota, Tennessee, Texas, Virginia, Washington, and West Virginia.

This list continues to evolve as legislation changes. Please contact the School for Professional Studies (spsoffice@vanguard.edu) for the most current information. In addition, we encourage applicants who reside outside our authorized states to consider becoming residential students. Click here (<https://catalog.vanguard.edu/admissions-information/professional-nontraditional/>) for more information.

¹ Only certain academic programs are authorized by the state.

Internal Complaint Procedures

As a university community, we are committed to the fair and equitable treatment of all our students, regardless of educational modality. Online students currently enrolled at Vanguard University who feel they have been unfairly treated in any way by the university or by university personnel should follow the administrative procedures outlined below.

Title IX Policies and Procedures

For Title IX and discrimination complaints, go here: Title IX Policies and Procedures (<https://www.vanguard.edu/resources/title-ix/>).

Grade Appeals

See *Grade Appeal Process and Procedure* under Academic Policies section of the catalog for more information.

Procedure for filing a Distance Learning (Online) Grievance

For other academic concerns and/or complaints, please complete the steps below. Students are encouraged to adhere to these procedures in the order presented and to escalate to the next level only when they have not received a satisfactory response

Preliminary Internal Procedure

1. Students should first contact the appropriate program chair/director which the concern and/or complaint exists.
2. If the concern and/or complaint is unresolved, then students may escalate their concerns to the respective dean to whom the program chair/director reports.

Formal Internal Procedure

1. If preliminary procedures fail to resolve the complaint, the student may submit an appeal in writing stating the nature of the grievance,

the evidence upon which it is based, and the redress sought. This formal complaint must be lodged using the Vanguard University Complaint Form. (<https://www.vanguard.edu/fs/pages/1465/>) (NOTE: must be a current university student to use the online feature as university login credentials are required.)

The final decision for appeals made in all student academic matters resides with the Provost/Sr. Vice President for Academic Affairs, who serves as the Chief Academic Officer of the university.

External Complaint Procedures

Students enrolled in distance learning (online only) courses may also file complaints with the California Bureau for Private Postsecondary Education:

Bureau for Private Postsecondary Education
P.O. Box 980818
West Sacramento, CA 95798-0818
<http://www.bppe.ca.gov/>

Additionally, distance learning students may submit specific concerns about academic quality or policies to WASC Senior College and University Commission (<http://www.wascsenior.org/comments> (<http://www.wascsenior.org/comments/>)) if they have issue with compliance with the WSCUC Standards of Accreditation (<https://www.wscuc.org/content/standards-glance-2013/>) and/or commission policies. Moreover, they may also seek redress through their home state's higher education agency.

Compliance Statement

Vanguard University provides this information in compliance with federal law as set forth in the Higher Education Act of 1965 and specifically in CFR 34, sections 600.9 (b) (3) and 668.43(b). The process outlined herein does not limit the right of students to seek available criminal or civil remedies to address their specific situations. Click here for more information on the University's Student Grievance Process (<https://catalog.vanguard.edu/academic-policies/rights-grievance/>); or for more information on the university's disclosure and compliance statements, please visit our website (<https://www.vanguard.edu/about/compliance-and-disclosures/>).

