

Distance Education Students and NC SARA

SARA State Complaint Process: Students enrolled in a course that takes place outside of Virginia in a [SARA state](#) must first file a complaint with the institution by following the institutional complaint policy. If an issue cannot be resolved by the university's internal processes, a complaint involving allegations of dishonest or fraudulent activity, including the provision of false or misleading information, may be brought to the [State Council of Higher Education for Virginia \(SCHEV\)](#).

Stratford University works with the State Council of Higher Education for Virginia (SCHEV) to resolve complaints that fall under the National Council for State Authorization Reciprocity Agreements (NC-SARA). The agreement provides enhanced quality assurance and consumer protection to students taking distance-learning programs from other member state institutions.

Examples of types of student complaints that may be brought to a SARA portal entity include, but are not limited to, complaints regarding accuracy of job placement data, tuition or fee information, accreditation, whether a program meets professional licensing requirements, or course transfer information. Grade appeals and student conduct appeals are not allowed under SARA.

If you live outside of Virginia, you may file a complaint in the state where you reside by using [state contact](#) information (also noted in the Student Consumer Protection links below), or [SARA State Portal Contacts](#) if your state is a SARA state.

Authorizations and Student Consumer Protection Information by State

Alabama

As an approved SARA institution, Stratford University is in compliance with Alabama regulations to offer programs to residents of the state.

Student Consumer Protection

[Alabama Commission on Higher Education](#)

Alaska

As an approved SARA institution, Stratford University is in compliance with Alaska regulations to offer programs to residents of the state.

Student Consumer Protection

[Alaska Commission on Postsecondary Education](#)

American Samoa

As an approved SARA institution, Stratford University is in compliance with American Samoa regulations to offer programs to residents of the state.

Arizona

As an approved SARA institution, Stratford University is in compliance with Arizona regulations to offer programs to residents of the state.

Student Consumer Protection

[Arizona State Board for Private Postsecondary Education](#)

Arkansas

As an approved SARA institution, Stratford University is in compliance with Arkansas regulations to offer programs to residents of the state.

Student Consumer Protection

[Arkansas Department of Higher Education](#)

California*

California

In July 2017, the Bureau began requiring for-profit institutions, regardless of physical presence, to register with the BPPE and collect Student Tuition Recovery Fund (STRF) assessments from students. Stratford University completed registration with the CA BPPE on April 23, 2018 and is approved to offer distance education programs to CA residents.

The following disclosure is required per the California Bureau of Private Postsecondary Education:

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

Note: Authority cited: Sections 94803, 94877 and 94923, Education Code. Reference: Section 94923, 94924 and 94925, Education Code.

[Bureau for Private Postsecondary Education](#)

2535 Capitol Oaks Drive, Suite 400

Sacramento, CA 95833

phone: 916-431-6959

[Filing a Complaint](#)

Connecticut

As an approved SARA institution, Stratford University is in compliance with Connecticut regulations to offer programs to residents of the state.

Student Consumer Protection

[The Office of Financial and Academic Affairs for Higher Education](#)

Delaware

As an approved SARA institution, Stratford University is in compliance with Delaware regulations to offer programs to residents of the state.

Student Consumer Protection

The Delaware Department of Education

Teacher and Administrator Quality

John W. Collette Resource Center

35 Commerce Way

Dover, DE 19904

302-857-3388

District of Columbia

As an approved SARA institution, Stratford University is in compliance with District of Columbia regulations to offer programs to residents of the state.

Student Consumer Protection

[Education Licensure Commission](#)

Florida

As an approved SARA institution, Stratford University is in compliance with Florida regulations to offer programs to residents of the state.

Student Consumer Protection

[Commission for Independent Education – Department of Education](#)

Georgia

As an approved SARA institution, Stratford University is in compliance with Georgia regulations to offer programs to residents of the state.

Student Consumer Protection

[Nonpublic Postsecondary Education Commission](#)

Guam

Stratford University does not have physical presence as defined by the regulations in the U.S. territories. Therefore, Stratford is in compliance to offer online/distance learning programs to residents of the U.S. territories.

Hawaii

As an approved SARA institution, Stratford University is in compliance with Hawaii regulations to offer programs to residents of the state.

Student Consumer Protection

[Hawaii Postsecondary Education Authorization Program](#)

Idaho

As an approved SARA institution, Stratford University is in compliance with Idaho regulations to offer programs to residents of the state.

Illinois

As an approved SARA institution, Stratford University is in compliance with Illinois regulations to offer programs to residents of the state.

Student Consumer Protection

[Illinois Board of Higher Education](#)

Indiana

As an approved SARA institution, Stratford University is in compliance with Indiana regulations to offer programs to residents of the state.

Student Consumer Protection

[Indiana Department of Workforce Development](#)

Iowa

As an approved SARA institution, Stratford University is in compliance with Iowa regulations to offer programs to residents of the state.

Student Consumer Protection

[Iowa College Student Aid Commission](#)

Kansas

As an approved SARA institution, Stratford University is in compliance with Kansas regulations to offer programs to residents of the state.

Student Consumer Protection

[Kansas Board of Regents](#)

Kentucky

As an approved SARA institution, Stratford University is in compliance with Kentucky regulations to offer programs to residents of the state.

Student Consumer Protection

[Kentucky Council on Postsecondary Education](#)

Louisiana

As an approved SARA institution, Stratford University is in compliance with Louisiana regulations to offer programs to residents of the state.

Student Consumer Protection

[Louisiana Board of Regents](#)

Maine

As an approved SARA institution, Stratford University is in compliance with Maine regulations to offer programs to residents of the state.

Student Consumer Protection

[Maine Department of Education, Office of Higher Education Services](#)

Maryland

As an approved SARA institution, Stratford University is in compliance with Maryland regulations to offer distance education programs to residents of the state. The Maryland Higher Education Commission (MHEC) has approved Stratford University to operate a campus in Baltimore, MD.

Student Consumer Protection

[Maryland Higher Education Commission](#)

Massachusetts*

Stratford University does not have physical presence in the state as defined by the Massachusetts Department of Higher Education. Therefore, Stratford is in compliance with Massachusetts regulations to offer online/distance learning programs to Massachusetts residents.

In October 2017, the BHE voted in favor of Massachusetts joining SARA. The BHE currently anticipates that Massachusetts will become a member of SARA in spring/summer of 2018. Stratford University is withholding admitting any future MA residents until full recognition is provided by SARA.

Student Consumer Protection

[Massachusetts Department of Higher Education](#)

One Ashburton Place, Room 1401

Boston, MA 02108

617-994-6950

[Filing a Complaint](#)

Michigan

As an approved SARA institution, Stratford University is in compliance with Michigan regulations to offer programs to residents of the state.

Student Consumer Protection

[Michigan Department of Licensing and Regulatory Affairs](#)

Minnesota

As an approved SARA institution, Stratford University is in compliance with Minnesota regulations to offer programs to residents of the state.

Student Consumer Protection

[Minnesota Office of Higher Education](#)

Mississippi

As an approved SARA institution, Stratford University is in compliance with Mississippi regulations to offer programs to residents of the state.

Student Consumer Protection

[Mississippi Commission on College Accreditation](#)

Missouri

As an approved SARA institution, Stratford University is in compliance with Missouri regulations to offer programs to residents of the state.

Student Consumer Protection

[Missouri Department of Higher Education](#)

Montana

As an approved SARA institution, Stratford University is in compliance with Montana regulations to offer programs to residents of the state.

Student Consumer Protection

[Montana University System, Montana Board of Regents](#)

Nebraska

As an approved SARA institution, Stratford University is in compliance with Nebraska regulations to offer programs to residents of the state.

Student Consumer Protection

[Nebraska Coordinating Commission for Postsecondary Education](#)

Nevada

As an approved SARA institution, Stratford University is in compliance with Nevada regulations to offer programs to residents of the state.

Student Consumer Protection

[Nevada Commission on Postsecondary Education](#)

New Hampshire

As an approved SARA institution, Stratford University is in compliance with New Hampshire regulations to offer programs to residents of the state.

Student Consumer Protection

[Department of Education, Division of Higher Education, Higher Education Commission](#)

New Jersey

As an approved SARA institution, Stratford University is in compliance with New Jersey regulations to offer programs to residents of the state.

Student Consumer Protection

[New Jersey Department of Labor and Workforce Development, Center for Occupational Employment Information](#)

New Mexico

As an approved SARA institution, Stratford University is in compliance with New Mexico regulations to offer programs to residents of the state.

Student Consumer Protection

[New Mexico Higher Education Department](#)

New York

As an approved SARA institution, Stratford University is in compliance with New York regulations to offer programs to residents of the state.

Student Consumer Protection

[Bureau of Proprietary School Supervision, New York State Education Department](#)

North Carolina

As an approved SARA institution, Stratford University is in compliance with North Carolina regulations to offer programs to residents of the state.

Student Consumer Protection

[The University of North Carolina Board of Governors](#)

North Dakota

As an approved SARA institution, Stratford University is in compliance with North Dakota regulations to offer programs to residents of the state.

Student Consumer Protection

[North Dakota University System](#)

Northern Mariana Islands*

Stratford University does not have physical presence as defined by the regulations in the U.S. territories. Therefore, Stratford is in compliance to offer online/distance learning programs to residents of the U.S. territories.

Ohio

As an approved SARA institution, Stratford University is in compliance with Ohio regulations to offer programs to residents of the state.

Student Consumer Protection

[The Ohio Board of Regents](#)

Oklahoma

As an approved SARA institution, Stratford University is in compliance with Oklahoma regulations to offer programs to residents of the state.

Student Consumer Protection

[Oklahoma State Regents for Higher Education](#)

Oregon

As an approved SARA institution, Stratford University is in compliance with Oregon regulations to offer programs to residents of the state.

Student Consumer Protection

[Office of Degree Authorization](#)

Pennsylvania

As an approved SARA institution, Stratford University is in compliance with Pennsylvania regulations to offer programs to residents of the state.

Student Consumer Protection

[Department of Education](#)

Puerto Rico*

Stratford University does not have physical presence as defined by the regulations in the U.S. territories. Therefore, Stratford is in compliance to offer online/distance learning programs to residents of the U.S. territories.

Rhode Island

As an approved SARA institution, Stratford University is in compliance with Rhode Island regulations to offer programs to residents of the state.

Student Consumer Protection

[Rhode Island Board of Governors for Higher Education](#)

South Carolina

As an approved SARA institution, Stratford University is in compliance with South Carolina regulations to offer programs to residents of the state.

Student Consumer Protection

[South Carolina Commission on Higher Education](#)

South Dakota

As an approved SARA institution, Stratford University is in compliance with South Dakota regulations to offer programs to residents of the state.

Student Consumer Protection

[Secretary of State \(South Dakota Attorney General\)](#)

Tennessee

As an approved SARA institution, Stratford University is in compliance with Tennessee regulations to offer programs to residents of the state.

Student Consumer Protection

[Tennessee Higher Education Commission](#)

U.S. Virgin Islands

Stratford University does not have physical presence as defined by the regulations in the U.S. territories. Therefore, Stratford is in compliance to offer online/distance learning programs to residents of the U.S. territories.

Utah

As an approved SARA institution, Stratford University is in compliance with Utah regulations to offer programs to residents of the state.

Student Consumer Protection

[Utah Division of Consumer Protection](#)

Vermont

As an approved SARA institution, Stratford University is in compliance with Vermont regulations to offer programs to residents of the state.

Student Consumer Protection

[Vermont State Board of Education](#)

Virginia

Stratford University is in compliance with the State Council of Higher Education for Virginia to offer online/distance learning programs to Virginia residents.

Student Consumer Protection

[Private & Out-of-State Postsecondary Education, State Council of Higher Education for Virginia](#)

Washington

As an approved SARA institution, Stratford University is in compliance with Washington regulations to offer programs to residents of the state.

Student Consumer Protection

[Washington Workforce Training and Education Coordinating Board](#)

West Virginia

As an approved SARA institution, Stratford University is in compliance with West Virginia regulations to offer programs to residents of the state.

Student Consumer Protection

[West Virginia Higher Education Policy Commission](#)

Wisconsin

As an approved SARA institution, Stratford University is in compliance with Wisconsin regulations to offer programs to residents of the state.

Student Consumer Protection

[Wisconsin Educational Approval Board](#)

Wyoming

As an approved SARA institution, Stratford University is in compliance with Wyoming regulations to offer programs to residents of the state.

Student Consumer Protection

[Wyoming Department of Education](#)

**Not a SARA state*