STUDENTS LIVING OUT OF STATE

STATE RECIPROCITY (SARA)

Harrisburg Area Community College (HACC) is accredited by the Middle States Commission on Higher Education and is authorized by the state of Pennsylvania. HACC is a member of the National Council for State Authorization Reciprocity Agreements (NC-SARA), and this organization helps to ensure consumer protections for students who take advantage of interstate distance education programs. HACC offers select online programs that are available to in-state and out-of-state students and is committed to offering quality educational programs.

ONLINE EDUCATION COMPLAINT PROCESS

In compliance with Code of Federal Regulation 34 CFR 668.43(b) and U.S. Department of Education rules, an institution offering distance education must "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." This process provides distance education students with additional options for complaint resolution related to consumer protections if they have not received satisfactory resolution through the institutional complaint processes.

All current, former, and prospective distance education students, regardless of their residency, must first submit any grievances, complaints, or concerns directly to Harrisburg Area Community College in accordance with policies located in the Catalog. This step must be completed prior to seeking external resolution for an issue. Please note that student complaints about grades or student conduct must be addressed by the college and cannot be addressed through the NC-SARA/distance education complaint process.

After exhausting the informal and formal processes at the institution, a student may appeal to the portal agency of the home state in which the institution is legally located for consumer protection issues. The Pennsylvania Department of Education is the state portal agency and will notify NC-SARA of an appealed complaint in efforts to seek resolution. Complaints can be addressed to the Pennsylvania Division of Higher Education, Access, and Equity, 607 South Drive, 3rd floor, Harrisburg, PA 17120. Students may file a complaint using this link: Student Complaints | Department of Education | Commonwealth of Pennsylvania Students may also file consumer protection complaints with the college's accreditor, the Middle States Commission on Higher Education.

PROFESSIONAL LICENSURE

Some careers require professional licensure or certification to work in a chosen field. The licensing and certification requirements can vary by state. Students and graduates are responsible for identifying professional licensure requirements that fall outside of the state in which the professional license or certification was obtained.

For more information on any licensing and certification requirements needed for employment, students can:

- Visit the Professional Directory provided by NC-SARA,
- Visit the license finder at CareerOneStop to check licensure requirements by state,
- Or Visit the HACC website to learn more about credential requirements by state.

Students who are changing their major should speak with their advisor about any professional licensure or other regulatory requirements that may exist for a program of study.