

Kean University

# Kean Global Policy on Resolution of Student Complaints

The purpose of this Policy is to outline the procedures for submitting and resolving student complaints concerning programs and courses offered or managed by Kean Global of Kean University.

# Policy

Kean University is a participant in the State Authorization Reciprocity Agreement (“SARA”), a voluntary agreement among member states and U.S. territories that establishes national standards for postsecondary distance-education courses and programs. As provided in the [SARA Policy Manual](https://nc-sara.org/resources/sara-policy-manual-251/), students must first submit any complaints concerning the Kean Global program and/or courses to Kean University via already established internal procedures. Certain complaints may then be appealed to the New Jersey Office of the Secretary of Higher Education (“NJOSHE”) as the SARA State Portal Entity.

The following is Kean University’s procedure for submitting and resolving student complaints concerning Kean Global program and courses:

* 1. Student complaints concerning student grades are governed entirely by the policies contained within Kean University’s [Undergraduate and Graduate](https://www.kean.edu/offices/academic-affairs/catalog) Catalogs. Such complaints may not be appealed outside of Kean University.
		1. Students wishing to appeal a grade for a Kean Global course must follow the outlined [Undergraduate Academic Standards, Policies and Procedures](https://kean.smartcatalogiq.com/)or [Graduate Academic Standards, Policies and Procedures](https://kean.smartcatalogiq.com/) in Kean University’s Catalog, as appropriate. Students wishing to appeal a grade must follow the Grade Grievance procedures as outlined in the current [Undergraduate or Graduate Catalog](https://www.kean.edu/offices/academic-affairs/catalog).
		2. Students wishing to submit a complaint concerning a student conduct violation should contact [the Office of Student Accountability, Standards and Education](https://www.kean.edu/SASE). Such complaints may not be appealed outside of Kean University.
	2. Students wishing to submit a complaint not addressed by Kean University published materials may submit such a complaint to the Office of the Provost and Senior Vice President for Academic Affairs. The complaint must describe the facts and evidence supporting the complaint and indicate what redress the grievant seeks. The Office of the Provost and Senior Vice President for Academic Affairs will forward the complaint to the appropriate division or office, which will investigate the complaint and render a written decision within thirty days, a period which may be extended for good cause and with notice given to the affected parties. A written decision will be transmitted to both the grievant and the Provost and Senior Vice President for Academic Affairs.
	3. If a student is not satisfied with the decision of the appropriate division or office, the student may appeal the decision to the appropriate Vice President. Such an appeal must be in writing and submitted to the appropriate Vice President within 15 days of the date the grievant received the written decision. The appropriate Vice President will review the written decision, conduct further investigation as necessary in the judgment of the appropriate Vice President, and issue a written decision to the grievant within thirty days, a period which may be extended for good cause and with notice given to the affected parties.
	4. If a student has submitted a complaint and is not satisfied with the outcome of Kean University internal procedures with respect to such complaint, the student may submit an appeal to NJOSHE pursuant to the procedures outlined in Section 4.5 of the [SARA Policy Manual](https://nc-sara.org/resources/sara-policy-manual-251/).

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