

Out-of-State Online Students

Eastern West Virginia Community and Technical College (EWVCTC) is a member of the State Authorization Reciprocal Agreement (<https://nc-sara.org/directory>) (SARA) and can deliver distance education to students in any SARA member state but may not be authorized to deliver education, or educational components, in some non-member states.

Complaint Resolution

The ultimate rationale for Out-of-State Authorization is the protection for students enrolling in out-of-state institutions who become victims of “predatory practices” regarding tuition, student loans, and financial aid. Although Eastern is not guilty of such “predatory practices,” Eastern is required to provide current and prospective students with contact information for filing complaints.

1. For complaints regarding grades, follow the College Grade Appeal found in the student handbook or website.
Link: <https://www.easternwv.edu/student-services/student-handbook>
For other complaints, follow the procedures in BP 4.6.
Link: <https://www.easternwv.edu/about-eastern/board-governors/policies-and-regulations>
2. If an issue cannot be resolved internally, you may file a complaint with WV State Office. Eastern is govern by policies and procedures set forth by the WV Higher Education Policy Commission and the WV Council for Community and Technical College Education
Link: <http://www.wvhepc.edu/inside-the-commission/special-initiatives/state-authorization-reciprocity-agreement-sara>
3. If an issue cannot be resolved internally, you may file a complaint with your state. WCET provides links to the phone numbers, email and/or links to state educational agencies
Link: <https://wcet.wiche.edu/focus-areas/policy-and-regulation/state-authorization/complaints>
4. Eastern is accredited by the Higher Learning Commission. The HLC provides complaint procedures <https://www.hlcommission.org/Student-Resources/complaints.html> against the accrediting commission or its accredited institutions.

Admission: 304-434-8000 ext. 9243

Financial Aid: 304-434-8000 ext. 9256

Information: 304-434-8000