

State Authorization Reciprocity Agreements (SARA)

Students enrolled in a course that takes place outside of Missouri in a SARA member state must first follow UMSL's procedures for the resolution of complaints. If a student is not satisfied with the outcome of that process, a complaint involving an allegation of dishonest or fraudulent activity may be brought to the attention of the Missouri State Portal Entity — the Missouri Department of Higher Education & Workforce Development. The SARA portal entity in the state where the student is located will be notified that the complaint was received and may assist as needed. The complaint (except for complaints about grades or student conduct violations) may be appealed, within two years of the incident to the Missouri SARA portal entity. Resolution of the complaint by the Missouri portal entity is final.

Students located outside of Missouri may also file a complaint with the state portal entity of the state where they are located at the time they are enrolled. Find contact information for each state portal entity.

Examples of types of student complaints that may be brought to a SARA portal entity include but are not limited to, complaints regarding the 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. For more information regarding the University of Missouri-St. Louis SARA Complaint Process, please review Licensure and Disclosures at UMSL. You may directly review the SARA Student Complaint Process [here](#).