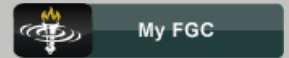




Distance Learning Grievance Process and State Authorization



Distance Learning Complaints

In compliance with the United States Department of Education (USDOE) rules, Florida Gateway College must provide enrolled and prospective students contact information for filing complaints.

The college is committed to resolving student grievances, complaints and concerns in an expeditious and fair manner. Students are encouraged to utilize the college's internal complaint process as outlined in the [Grievance Policy and Procedure](#).

If an issue cannot be resolved internally, distance learning students can file a complaint with the state agency in the state which they reside. To file a complaint with your state agency, refer to the [list of state agencies](#). For more details regarding complaint processes for out-of-state students, please refer to the website of the [State Higher Executive Officers Association \(SHEEO\) Survey and Reports](#) page.

Florida Gateway College is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award the baccalaureate and associate degree. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, GA 30033-4097 or call 404.679.4500 for questions about the accreditation of Florida Gateway College. The Commission is to be contacted only if there is evidence that appears to support an institution's significant non-compliance with a requirement or standard.

Formal complaints to the SACSCOC must be submitted in writing in accordance with the Association's [policy](#).

State Authorization

Each state in the United States has its own approval processes for out-of-state institutions offering distance education. While Florida Gateway College endeavors to offer all of its programs to as wide an audience as possible, our distance education programs may not be available in all states.

Due to certain authorization restrictions, at this time, prospective online students residing in the following states are encouraged to find a program in their own state:

- Alaska
- Connecticut
- Indiana
- Iowa
- Kansas
- Massachusetts
- Minnesota
- Missouri
- New Mexico
- Pennsylvania
- Washington
- Wisconsin
- Wyoming
- and
- District of Columbia

Please email your questions about these restrictions to: [Patty Anderson](#), Distance Learning Director.

- [Distance Learning at FGC](#)
- [Distance Learning Guidelines](#)
- [Contact Information for Distance Learners](#)
- [How to Search for Online Courses](#)
- [FAQ](#)
- [Distance Learning Grievance Procedure & State Authorization](#)
- [Links to Internet Resources](#)
- [Blackboard Help for Students](#)
- [Ask Dr. C forum](#)



Contact Patty Anderson at 386.754.4227 for further information about Distance Education Courses