

General Grievance Policy

Regulations associated with the federal student financial aid program include the following requirements: “The institution must make available for review to any enrolled or prospective students upon request, a copy of the documents describing the institution’s accreditation and its State, Federal, or tribal approval or licensing. The institution must also 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.” The following paragraphs and links fulfill these obligations.

Accreditation

Information concerning OKWU’s institutional and specialized accreditations is available on the accreditation page of the website (<http://www.okwu.edu/accreditation/>).

State Authorizations

OKWU complies with Title 70 O.S §4103 and may operate educational programs beyond secondary education in Oklahoma. For more information related to OKWU’s state authorizations, please contact the Office of the Provost at 918-335-6225 or Provost@okwu.edu.

Federal Authorizations

Title IV of the Higher Education Act of 1965 governs the federal student aid programs. OKWU is authorized to participate in federal Title IV programs. Application is made through the Title IV Program Participation Agreement. Should a student wish to review the PPA, he or she should contact the Financial Aid Office at FinancialAid@okwu.edu or 918-335-6282.

Grievance Policy and Process

Complaints regarding any aspect of OKWU operations should be filed in writing to the appropriate OKWU office. Complaints should be filed internally to the OKWU authorities first and then, if necessary, to external authorities. Students seeking to make an appeal to an external source should use the information below to contact the correct office.

For academic issues, the student should refer to the Academic Grievance Policy.

For non-academic issues,

- Residential students should seek resolution with the Director of the particular office first. If not satisfied with the resolution, a formal written complaint can be sent to Office of Student Development, care of Kyle White, kwhite@okwu.edu.
- Adult & Graduate Studies (online and on-ground) students would seek resolution with the Director of the particular office first. If not satisfied with the resolution, a formal written complaint can be sent to Dean of AGS Operations, care of Patricia Leggett, pleggett@okwu.edu

External Contacts for Student Complaints

- On-ground students taking classes in Oklahoma: Oklahoma State Regents for Higher Education <http://www.okhighered.org/current-college-students/complaints.shtml>
- On-ground students taking classes in Kansas: Kansas Board of Regents http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process
- Online students*: Oklahoma State Regent's Office or, where applicable by state law, the state department of higher education in the student's home state of residence
- Accreditor (Higher Learning Commission): <http://www.ncahlc.org/General/contact-us.html>

*For online students who are residents of the state of Kansas or students taking courses at a Kansas location: if you feel that your complaint was not completely resolved at the institution level, a complaint can be filed with the Kansas Board of Regents. For online students who are residents of the state of Maryland whose issue is not resolved at the institutional level: OKWU is subject to investigation of complaints by the Office of the Attorney General or the Maryland Higher Education Commission. Complaints should be directed to the Maryland Attorney General Consumer Protection Division 200 St. Paul St., Baltimore, MD 21202, 410-528-8662/888/743/0823 (toll free). For online students who are residents of the state of New Mexico: if you feel that your complaint was not completely resolved at the institution level, a complaint can be filed with the New Mexico Higher Education Department at <http://www.hed.state.nm.us/Institutions/complaints.aspx>.