

- What evidence is needed to demonstrate that the staff is sufficient to accomplish the mission?

Sample Documentation

- Roster of academic and student services staff with job duties, academic qualifications, and experience.
- Position descriptions.
- Details related to professional growth and training activities.
- Organizational charts that help demonstrate reporting structures.

Reference to SACSCOC Documents, If Applicable

None noted.

Cross-References to Other Related Standards/Requirements, If Applicable

Standard 12.1 (*Student support services*)

12.3 The institution publishes clear and appropriate statements of student rights and responsibilities and disseminates the statement(s) to the campus community. (*Student rights*)

Rationale and Notes

Institutions are obligated to develop comprehensive and appropriate policies delineating student rights and responsibilities because students and student learning are central to the institutional mission. To be effective, such policies are clearly written and widely available to the entire community of the institution and need to include procedures for use by students in preserving these rights and responsibilities. While student rights and responsibilities might not be enumerated in a single document, all elements should be easily accessible and should not be contradictory.

NOTE

Institutions may find professional organizations helpful in developing appropriate statements of student rights and responsibilities. See, for example, [NASPA—Student Affairs Administrators in Higher Education](#) and [ACPA—College Student Educators International](#).

Questions to Consider

- Do student rights and responsibilities conform to sound educational practice and meet the needs of all undergraduate and graduate students served by the institution?
- Where are these rights and responsibilities published?

- How is access provided or publicized to those affected by the policies?
- Are there any differences for students based on location or mode of delivery (e.g., dual-enrollment students)?
- How are alleged violations and grievances regarding student rights and responsibilities handled?
- Who is responsible for formulating these rights and responsibilities, approving them, and keeping them updated?

Sample Documentation

- Statement or statements of student rights and responsibilities.
- Details on publication, dissemination, and access for various levels and types of students, including off-campus and distance education students.
- Information regarding channels for approval and review.
- Examples of implementation/enforcement (can be redacted if appropriate).

Reference to SACSCOC Documents, If Applicable

SACSCOC policy: [Distance and Correspondence Education](#)

Cross-References to Other Related Standards/Requirements, If Applicable

Standard 10.1 (*Academic policies*)

Standard 12.4 (*Student complaints*)

12.4 The institution (a) publishes appropriate and clear procedures for addressing written student complaints, (b) demonstrates that it follows the procedures when resolving them, and (c) maintains a record of student complaints that can be accessed upon request by SACSCOC.

(Student complaints)

Rationale and Notes

Institutional policies and procedures governing written student complaints need to be well publicized and provide clear and consistent guidelines for their resolution. Furthermore, the institution must abide by its own policies, ensuring that student complaints are addressed in a prompt, fair, and consistent manner.

The SACSCOC policy on [Complaint Procedures Against SACSCOC or Its Accredited Institutions](#) states: