

4.5

The institution has adequate procedures for addressing written student complaints and is responsible for demonstrating that it follows those procedures when resolving student complaints. **(Student complaints)**

The Off-Site Review Committee confirmed that USC has adequate standards in place for addressing student complaints at all levels. Two concrete examples were provided, through redacted copies, of complaints by students regarding academic course work. Both examples were from the Salkehatchie campus. The compliance report included other transcribed examples. Of particular note is the "Carolina Community", a very comprehensive on-line handbook that collects information about policies and grievance processes in one place.

The On-Site Review Committee conducted interviews and reviewed pertinent documentation in support of the institution's case for compliance and sustained the Off-Site Reaffirmation Committee's findings.