

# STUDENT COMPLAINT PROCEDURE AND DESIGNATED CONSUMER OFFICIALS

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20 West State Street  
Trenton, NJ 08608-1206  
Tel: (609) 292-4310  
Fax: (609) 292-7225 or (609) 633-8420

United States Department of Education Regulation 34 CFR 600.9, the "Program Integrity Rule," was adopted to ensure that students have the opportunity to voice concerns relating to programs offered by postsecondary educational institutions authorized under Title IV of the Higher Education Act, as amended.

Student (or prospective students) complaints should be filed to the respective office/department or through the appropriate grievance process. These processes may be found in this catalogue or the Student Handbook, available on the University website. In addition, the University has designated the following administrators as consumer information officials. For assistance with filing a complaint or for questions pertaining to various aspects of student life, students (or prospective students) are encouraged to contact the following:

**Academic Affairs:**

Katia Passerini, Provost and Executive Vice President, Presidents Hall, (973) 761-9656

**Enrollment Services:**

Alyssa McCloud, Senior Vice President for Enrollment Management, Bayley Hall, (973) 761-9107

**Student Records:**

Autumn Bucior, University Registrar, Bayley Hall, (973) 275-2259

**Student Services:**

Karen Van Norman, Associate Vice President and Dean of Students, Bishop Dougherty University Center, (973) 761-9076

If the complaint is not satisfactorily resolved through the proper University channels, then in compliance with the federal government's Program Integrity regulations (34 C.F.R. §668.43), students (or prospective students) may then file a complaint with the University's accreditor and/or with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle such a complaint. The contact information for Seton Hall University's accrediting agency and for its licensing authority is listed below:

**Accrediting Agency**

Middle States Commission on Higher Education  
3624 Market Street  
Philadelphia, PA 19104  
Tel: (267) 284-5000  
Fax: (215) 662-5501

**Licensing Authority**

Ms. Rochelle Hendricks  
Secretary of Higher Education  
*Mailing Address:*  
NJ Higher Education  
P.O. Box 542  
Trenton, NJ 08608-0542

**Physical Address**