

State Authorization

All U.S. states require post-secondary educational institutions to be *legally authorized* to provide post-secondary educational instruction in their states. Many of these state laws and regulations also apply to online, distance, and correspondence educational instruction offered in that state.

Definition of Distance Education:

For the purposes of the Commission on Colleges' accreditation review, distance education is a formal educational process in which the majority of instruction (interaction between students and instructors and among students) in a course occurs when students and instructors are not in the same place. Instruction may be synchronous or asynchronous. A distance course may use the Internet; one-way and two-way transmissions through open broadcast, closed-circuit, cable, microwave, broadband, fiber optics, or wireless communications devices; audio conferencing; or video CD-ROMs or DVDs if used as part of a distance learning course or program. (*SACS/COC Policy Statement adopted 2010*)

Student Complaints:

Mitchell Community College desires to resolve student grievances, complaints and concerns in an expeditious, fair and amicable manner. Students residing outside of the State of North Carolina while attending MCC who desire to resolve a grievance should follow the [College's Student Grievance Procedure](#).

If the complaint cannot be resolved after exhausting the institution's grievance procedure, the individual may file a complaint with the following office: Post-Secondary Education Complaints, c/o Assistant Director of Licensure and Workforce Studies, University of North Carolina General Administration. 910 Raleigh Road, Chapel Hill, NC 27514, telephone (919) 962-4558, studentcomplaint@northcarolina.edu. The individual may contact UNC General Administration for further details.

Students residing out of state and taking classes online at Mitchell Community College may choose to file a complaint with their state of residence.

[Student Complaint Information by State and Agency](#)

[Directory of State Authorization Agencies and Lead Contacts](#)

Mitchell Community College is working to achieve compliance as established in HEOA 600.9 (c).

If an institution is offering postsecondary education through distance or correspondence education to students in a State in which it is not physically located or in which it is otherwise subject to State jurisdiction as determined by the State, the institution must meet any State requirements for it to be legally offering postsecondary distance or correspondence education in that State. An institution must be able to document to the Secretary [of Education] the State's approval upon request. (Authority: 20 U.S.C. 1001 and 1002)