

Public Policies/Publications

Student Complaint Guidelines

Sampoerna University American College (SUAC) is committed to fostering an educational environment that promotes the highest level of learning and moral character development of its students. To support this commitment, SUAC strives to ensure all students are treated equitably and in accordance with College policies. Should a case arise in which a student believes that SUAC has not acted in accordance with its policies, the student should first seek to resolve the issue informally with the respective individuals. If these informal procedures prove unsatisfactory, the student may file a formal complaint to seek resolution.

Definition

A formal student complaint at SUAC may be filed when a student can demonstrate that SUAC has not followed college policies. Some SUAC policies contain formal appeal and/or grievance procedures. As such, formal complaint procedures are not intended to bypass these established, official appeal processes (e.g. admission decisions, grade appeals, conduct sanctions).

Formal complaints should be used as the final option when Informal Resolution strategies have been unsuccessful. Formal complaints must be filed in a timely manner, submitted in writing, through designated communication channels, and in accordance with college policies and procedures.

For a student complaint, grievance, or appeal to be considered a formal student complaint, it must meet the following criteria:

- The complaint, grievance, or appeal alleges a violation of official SUAC policy, **OR**
- The complaint, grievance, or appeal is governed by an official SUAC policy, **AND**
- The complaint, grievance, or appeal has been unsuccessfully resolved through informal resolution strategies, **AND**
- The complaint, grievance, or appeal has been communicated in writing and asserts a formal complaint is being filed (e.g., letter, memo, email).

[<For the specific process, click here to view the full Policies and Procedures Manual>](#)

Protection of privacy of students enrolled

Privacy Policy Purpose

As part of its commitment to maintain the privacy of users enrolled in its distance education courses and programs, Sampoerna University American College (SUAC) has developed the following privacy statement that adhere to the privacy clauses found in SUAC's [SUAC Policy Manual](#). These statements are applicable to all of its instructional sites (Sampoerna University American College; Sampoerna Academy L-Avenue; Sampoerna Academy Medan; and Sampoerna Boarding School) and serve two main purposes:

1. To inform users about privacy issues and ensure the information is accessible; and
2. to inform existing and potential users about privacy policies and guidelines observed at SUAC.

Privacy Policy Statement

Sampoerna University American College and all of its other instructional sites (Sampoerna Academy L-Avenue; Sampoerna Academy Medan; and Sampoerna Boarding School) are committed to ensure the safeguarding of personal and private information of its current and prospective students. SUAC does this by ensuring its student privacy policy is visible and accessible to students on every Web-based information System ([ACADIS](#), [D2L at Broward College](#) and [Schoology LMS](#)) students have access to, and where their personal and sensitive information such as grades and financial data is stored. Student private information shared with SUAC and its partner, Broward College adhere to [SUAC's Policy Manual](#). This privacy policy is enhanced by the privacy policy of every Web-based system SUAC uses as well as the privacy policies of its partners and the Web information systems they use. All personal information gathered from prospective and current students remains safely stored and is not shared with third parties unless we get affirmative authorization to do so by these individuals.

Student Data Protection

Although we understand that no computer system is 100% secure, SUAC and all of its campuses (Sampoerna Academy L-Avenue; Sampoerna Academy Medan; and Sampoerna Boarding School), and in partnership with Broward College, deploy and maintain comprehensive security measures to protect against the misuse, loss, sharing, misrepresentation and alteration of the information it controls. Some of this security measures include:

- **Personal Information Documents:** SUAC receives, stores and maintain a number of private student documents that are strictly confidential. The [SUAC Policy Manual](#) serves as a point a reference and has been been put in effect to ensure the storing, safeguarding and maintaining of students' confidential and sensitive information.
- **Student National ID Numbers:** In order to protect the confidentiality of a student's National ID number identifiers (KTPs), SUAC privacy policy has been implemented to avoid using these personal numbers as a primary identifiers. SUAC's privacy policy also establishes rules for collecting, storing, and transferring KTP data. Instead, student ID numbers are generated and used to handle and access all student private records.

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Examples:

Currently at USC

At 8:41 am on Friday, Aug. 11, 2017, it's 80° and sunny in Los Angeles.

Summer classes are in session. If you're taking a summer class, check its **session code**, since start and end dates vary.

To Report an Emergency

Call the **USC Department of Public Safety**
University Park Campus:
213-740-4321
Health Sciences Campus:
323-442-1000



- ▶ [TommyCam](#)
- ▶ [USC Photo Gallery](#)

Campus Locations

USC is a **smoke-free** environment

University Park Campus ([Map](#))
University of Southern California
Los Angeles, CA 90089
213-740-2311

Health Sciences Campus ([Map](#))
University of Southern California
Los Angeles, CA 90033
323-442-2000

- ▶ [Visit USC](#)
- ▶ [Careers at USC](#)
- ▶ [Office Directory](#)
- ▶ [Campus Safety](#)

