

**Catalog Addendum 2025-2026**  
**Issued January 20, 2026, Revised March 27, 2026**  
**Changes effective Spring 2026**

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| <b>Course credit change</b> | <p><b>VET206 Exotics &amp; Pathology</b></p> <p><i>Prerequisites: VET 202/L, 204/L, 277</i><br/> <i>Corequisite: VET206L</i></p> <p>This course introduces students to the handling, husbandry, and diseases of exotic pets such as birds, reptiles, amphibians, and mammals. Additionally, the examination of cells, tissues, organs, and cadavers is essential in veterinary medicine. The course explains the role of necropsy as a learning experience and explores reproductive and diagnostic cytology and histology as well as topics of toxicology and epidemiology. Note: Must be registered for lecture (VET206) and laboratory (VET206L) in the same semester. Must pass both lecture and lab to progress in the program, if one portion is failed, the failed course will need to be repeated and successfully passed to progress in the program.</p> <p>Credits: 3</p> |
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## Resolution of Student Complaints/Concerns

Trocaire College participates in federal student aid programs authorized under Title IV of the Higher Education Act of 1965 and must comply with federal and state requirements related to student complaints. These regulations require states to maintain processes for reviewing and acting on complaints about institutions.

Title 34 CFR §668.43(b) of the Higher Education Act of 1965 requires that institutions:

- *“...make available for review to any enrolled or prospective student upon request, a copy of the documents describing the institution’s accreditation and its State, Federal, or tribal approval or licensing.”*
- *“The institution must also provide its students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student’s complaint.”*

To comply with applicable regulations, Trocaire College provides the following information describing the scope of student complaints and concerns and the required step-by-step process for all students, regardless of instructional modality (in-person or online) or student’s location, beginning with internal review and proceeding to external agencies only if a resolution is not achieved.

This process applies to general student complaints and concerns. [Appeals of academic decisions](#) and [student conduct violations](#) are governed by separate procedures; please see the College Catalog and Student Handbook, respectively, for more information.



## Internal Complaint Resolution

Trocaire College is committed to resolving student complaints and concerns in a timely and effective manner through the policies and procedures outlined in the [College Catalog](#), [Student Handbook](#), and on the College's website. Students are expected to utilize these procedures promptly when concerns arise.

To file a complaint, students must complete the [Student Complaint/Concern Form](#). The form will ask students to identify the specific office, policy, or area related to their concern. Descriptions and links to each area are provided below for reference. If a student is unsure which category applies, they should select "Other" on the form. Responses to the form will be sent to the Dean of Student Success and will trigger an internal review.

### ACADEMIC AFFAIRS / FACULTY

- Includes:
  - Faculty / Instructors / Staff (not including grades/appeals – please see the [academic appeal process](#))
  - [Advisement](#)
  - [Tutoring](#)
  - [Trocaire Opportunity Program \(TOP\)](#)
  - [TRiO Program](#)

### DISCRIMINATION/HARASSMENT

- **Americans with Disabilities Act:** Refer to Trocaire's [Accessibility Services](#) page
- **Harassment or Discrimination, Title IX:** Refer to Trocaire's page on [Title IX | Enough is Enough | Non-discrimination Resources](#)

### FACILITIES

- Includes but is not limited to concerns about the college facilities, building hours, [shuttle schedule](#), and parking

### FINANCIAL AID/STUDENT ACCOUNTS

- Refer to Trocaire's [Financial Aid Information](#) page

### HUMAN RESOURCES

- Concerns about employee (staff, faculty, clinical instructor) behavior that is inappropriate or unsafe

### MISSION

- Concerns about [Mercy Action Project](#) (MAP100)

### SAFETY/SECURITY

- Refer to Trocaire's [Safety and Emergency](#) page
- To report criminal incidents, emergencies and suspicious activity, call Campus Security at 716.827.2500

### REGISTRAR'S OFFICE

- **Family Educational Rights and Privacy Act (FERPA):** Refer to Trocaire's [Privacy of Student Records/FERPA](#) page
- Veterans Benefits



## STUDENT SUCCESS

- Includes:
  - [Health Records](#)
  - Student Life
  - Student Conduct/Policies
  - Wellness Center
  - Any other complaint not addressed above

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## External Complaint Resolution

If a student is not satisfied with the resolution achieved through the College's internal Student Complaint Resolution process outlined above, students may pursue external review.

Student complaints must first be submitted and fully resolved through the appropriate channels at Trocaire College. Only if a student believes their complaint has not been fairly or adequately addressed internally may they escalate the matter to the New York State Education Department (NYSED) or other applicable external agencies, as outlined below.

### STUDENTS RESIDING IN NEW YORK STATE

After exhausting Trocaire College's internal Student Complaint Resolution process, students residing in New York may contact the [New York State Education Department](#) (NYSED), the agency responsible for oversight and complaint resolution.

### STUDENTS RESIDING OUTSIDE OF NEW YORK STATE

Trocaire College is approved to participate in the State Authorization Reciprocity Agreement (SARA), which establishes national standards for offering distance education to students residing in states other than New York. SARA provides a process for the review of certain student complaints related to distance education across state lines.

Students with complaints related to distance education offered under the terms and conditions of SARA must first submit a complaint through the College's internal Student Complaint Resolution process using the [Student Complaint/Concern Form](#) (see above). Complaints are reviewed and addressed by the Dean of Student Success and other appropriate staff based on the nature of the concern, as outlined in the internal complaint procedures.

If a complaint related to SARA-covered distance education is not resolved through the College's internal process, the student may appeal the decision to the New York State Education Department (NYSED), which serves as Trocaire College's SARA State Portal Entity. Such appeals must be submitted within two (2) years of the incident giving rise to the complaint. Complaints can be made through the following website: <https://www.nysed.gov/college-university-evaluation/sara-student-complaint-process>

SARA complaint procedures apply only to allegations that an institution has violated SARA policies and standards, including applicable federal and state laws. Complaints related to student grades or student conduct violations are not covered under SARA and are governed solely by institutional policies.

For additional information on the SARA complaint process, please visit the [National Council for State Authorization Reciprocity Agreements \(NC-SARA\) website](#).

Although the SARA State Portal Entity listed above is the correct location for out-of-state students to file a complaint, Trocaire College will provide, on request, contact information for SARA State Portal Entities in other SARA member states, which include all U.S. states except California, as well as the District of Columbia, Puerto Rico, and the U.S. Virgin Islands.



**State Portal Entity Contact:**

Andrea Richards  
Supervisor, Higher Education Programs  
New York State Education Department  
89 Washington Avenue  
Albany, NY 12234  
518.474.1551  
IHEauthorize@nysed.gov

**FERPA**

- For complaints about violations of student privacy: [File a complaint online](#) with the U.S. Department of Education
- Or, mail a completed FERPA complaint form to the following address:

**U.S. Department of Education**

Family Policy Compliance Office  
400 Maryland Avenue, SW  
Washington, DC 20202-8502

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**Unresolved Complaints**

Once all other avenues provided by Trocaire College, the State agency, and/or SARA have been exhausted, unresolved complaints may be filed with the [Middle States Commission on Higher Education](#), the College's accrediting agency.

**Middle States General Contact Information:**

Middle States Commission on Higher Education  
1007 North Orange Street 4th Floor, MB #166  
Wilmington, DE 19801  
Telephone: 267.284.5000  
General Concerns: [Communications@msche.org](mailto:Communications@msche.org)  
Complaints: [complaints@msche.org](mailto:complaints@msche.org)