

Additional Resources & Handouts

Session Materials

- **[Webinar Agenda](#)**: A detailed breakdown of our 120-minute session.
- **[Breakout Group Questions](#)**: Please review these questions in advance, as they will be the focus of our group discussions.

Draft Resources for Review

- **[Draft SPE Best Practices for SARA Student Complaints](#)**: This document will help navigate the SARA State Portal Entity (SPE) to sections of the *SARA Policy Manual* that cover the complaint-related questions listed and connect to additional resources that may help SPEs understand the relevant SARA policy.
- **[Draft SARA Student Complaints Reporting Handbook](#)**: serves as a practical guide for SPEs on the technical requirements of complaint submission, detailing which institutions to report on and how to categorize different complaint types and resolutions.