

## **Out-Of-State Contact Information for Student Complaints**

Students living out-of-state should attempt to resolve any academic issues or complaints with the College first. If after following the College's complaint procedures the issue cannot be resolved internally, you may file a complaint with the appropriate state agency listed below.

\* Contact and related information is provided for by the State Authorization Reciprocity Agreement (SARA)

### **Filing a Complaint with another State Agency**

#### **Alabama**

The Alabama Community College System  
135 South Union Street  
Montgomery, AL 36104-4340  
Phone: (334) 293-4500  
Fax: (334) 293-4504

#### **Alaska**

Alaska Commission on Postsecondary Education  
PO Box 110505  
Juneau, AK 99811-0505  
Phone: (907) 465-6741  
[EED.ACPE-IA@alaska.gov](mailto:EED.ACPE-IA@alaska.gov)

#### **Arizona**

If an Arizona resident is enrolled in an out-of-state distance education program and has a complaint, the student is advised to first contact the institution directly. If the student needs further assistance, the Arizona resident may contact the following agencies for assistance:

A complaint regarding potential consumer fraud, including deceptive advertising:

Arizona Attorney General  
Consumer Information and Complaints  
1275 West Washington Street  
Phoenix, AZ 85007  
Phone: (800) 352-8431  
Fax: (602) 542-4579

A complaint regarding the educational program, administrative and institutional policies and procedures:

Arizona State Board for Private Postsecondary Education  
Attn: Keith Blanchard  
1400 W. Washington Street, Room 260  
Phoenix, AZ 85007  
Phone: (602) 542-5709, option 5

## **Arkansas**

Arkansas Department of Higher Education  
423 Main Street, Suite 400  
Little Rock, AR 72201  
Phone: (501) 371 - 2000  
[ADHE\\_Info@adhe.edu](mailto:ADHE_Info@adhe.edu)

## **California**

Out-of-state public institutions are generally not governed by any agency in the state of California. Please refer to the College's student complaint resolution procedures. In some cases, students may file a complaint with the California Department of Consumer Affairs. Complaint process can be located here:

[http://www.dca.ca.gov/online\\_services/complaints/citizen\\_complaint.shtml](http://www.dca.ca.gov/online_services/complaints/citizen_complaint.shtml)

Department of Consumer Affairs  
Consumer Information Division  
1625 North Market Blvd., Suite N 112  
Sacramento, CA 95834  
Phone: (800) 952-5210

## **Colorado**

Colorado Department of Higher Education  
1560 Broadway, Suite 1600  
Denver, Colorado 80202  
Phone: (303) 862-3001  
Fax: (303) 996-1329

## **Connecticut**

Students are asked to first exhaust their school's internal grievance or complaint procedures. In limited cases, Connecticut's student complaint process may extend to institutions not authorized by the agency that may enroll residents of the state (such as explicitly distance education programs with no physical presence or exempt institutions). Such situations are determined on a case-by-case basis.

Connecticut Department of Higher Education  
61 Woodland Street  
Hartford, CT 06105-2326  
Phone: (860) 947-1800

Connecticut Department of Consumer Protection  
165 Capitol Avenue  
Room 110  
Hartford CT 06106

[trade.practices@ct.gov](mailto:trade.practices@ct.gov)

Consumer Complaint Hotline: (800) 842-2649

## **Delaware**

The first step in resolving student or other complaints or grievances is to attempt to resolve the matter directly with the administration of the involved institution under established institution complaint or grievance procedures. If that fails, the student may contact the Delaware Higher Education Office.

The Delaware Department of Education will investigate complaints. Such complaints must be in writing and verified by the signature of the person making the complaint. Oral, anonymous or unsigned complaints will not be investigated. Until the web site is functional, please write or call for more information. The Delaware Department of Education; Teacher and Administrator Quality; John W. Collette Resource Center; 35 Commerce Way; Dover, DE 19904. The Delaware Department of Education phone number is 302-857-3388. Website: <http://www.doe.k12.de.us/>

## **District of Columbia**

District of Columbia Office of the State Superintendent of Education  
Education Licensure Commission – Second Floor  
810 First Street. NE  
Washington, DC 20002  
Phone: (202) 727-6436

## **Florida**

Florida Commission for Independent Education  
325 W Gaines St, Suite 1414  
Tallahassee, FL 32399-0400  
Phone: (850) 245-0505  
Fax: (850) 245-3238  
[cieinfo@fldoe.org](mailto:cieinfo@fldoe.org)

## **Georgia**

Georgia Nonpublic Postsecondary Education Commission  
2082 E. Exchange Pl. Suite #220  
Tucker, GA 30084-5334  
Phone: (770) 414-3300  
Fax: (770) 414-3309

## **Hawaii**

Hawaii State Board of Education  
P.O. Box 2360  
Honolulu, HI 96804

Phone: (808) 586-7327  
[hpeap@dcca.hawaii.gov](mailto:hpeap@dcca.hawaii.gov)

## **Idaho**

Idaho State Board of Education  
Attn: State Coordinator for Private Colleges and Proprietary Schools  
650 West State Street  
P.O. Box 83720  
Boise, ID 83720-0037

## **Illinois**

Public institutions not meeting a physical presence standard in the state of Illinois are not governed by any agency in the state of Illinois. Complaints are referred to the State where the institution is authorized and the institution's accrediting body.

Illinois Board of Higher Education  
1 N. Old State Capitol Plaza, Suite 333  
Springfield, Illinois 62701-1377  
Phone: (217) 782-2551  
Fax: (217) 782-8548  
[info@ibhe.org](mailto:info@ibhe.org)

## **Indiana**

Indiana Commission for Higher Education  
Education Attn: Complaints  
101 West Ohio Street, Suite 550  
Indianapolis IN 46204-1984  
Phone: (317) 464-4400  
[complaints@che.in.gov](mailto:complaints@che.in.gov)

## **Iowa**

Iowa College Student Aid Commission  
430 East Grand Ave, FL 3  
Des Moines, IA 50309-1920  
Phone: (515) 725-3400  
Fax: (515) 725-3401

## **Kansas**

Kansas Board of Regents  
1000 SW Jackson Street Suite 520  
Topeka, KS 66612-1368  
Phone: (785) 296-3421

## **Kentucky**

Institutional Complaints  
Council on Postsecondary Education  
1024 Capital Center Drive, Suite 320  
Frankfort, KY 40601  
Phone: (502) 573-1555  
Fax: (502) 573-1535  
[cpeconsumercomplaint@ky.gov](mailto:cpeconsumercomplaint@ky.gov)

## **Louisiana**

Louisiana Board of Regents  
1201 N. Third St., Suite 6-200  
Baton Rouge, LA 70802

Consumer Protection Division  
Office of the Attorney General  
P.O. Box 94005  
Baton Rouge, LA 70804-9005  
Phone: (800) 351-4889 or (225) 326-6400

## **Maine**

Complaints shall be addressed with specific facts and allegations and signed by the complainant. The school shall be notified of any complaints which are to be investigated. For more information, please contact:  
Harry W. Osgood, Higher Education Specialist  
Maine Department of Education  
Augusta, Maine 04333  
Phone: (207) 624-6846.

## **Maryland**

Academic Affairs – Student Complaints  
Maryland Higher Education Commission  
6 N. Liberty Street, 10th Floor  
Baltimore, MD 21207  
[acadprop@mhec.state.md.us](mailto:acadprop@mhec.state.md.us)  
Consumer Protection Division  
Office of the Attorney General  
200 Saint Paul Place  
Baltimore, Maryland 21202  
Phone: (410) 528-8662  
[consumer@oag.state.md.us](mailto:consumer@oag.state.md.us)

## **Massachusetts**

Massachusetts Department of Higher Education  
One Ashburton Place Room 1401  
Boston, MA 02108  
Phone: (617) 994-6950

## **Michigan**

Michigan Department of Licensing and Regulatory Affairs  
Corporations, Securities & Commercial Licensing Bureau  
P.O. Box 30018  
Lansing, MI 48909

## **Minnesota**

Registration & Licensing  
Office of Higher Education  
1450 Energy Park Drive, Suite 350  
St. Paul, MN 55108  
Phone: (651) 259-3975 or (800) 657-3866  
Fax: (651) 797-1664  
[betsy.talbot@state.mn.us](mailto:betsy.talbot@state.mn.us)

## **Mississippi**

If the complaint is regarding an out-of-state institution not authorized by MCCA, please direct complaint to the authorizing/licensing agency in the institution's home state or to the Attorney General's Office Consumer Protection Division.  
Consumer Protection Division  
MS Attorney General's Office  
P.O. Box 220  
Jackson, Mississippi 39225-2947

## **Missouri**

Missouri Department of Higher Education  
205 Jefferson Street  
P.O. Box 1469  
Jefferson City, MO 65102-1469  
Phone: (573) 751-2361  
[info@dhe.mo.gov](mailto:info@dhe.mo.gov)

## **Montana**

Montana University System, Montana Board of Regents  
Office of Commissioner of Higher Education  
2500 Broadway Street  
PO Box 203201

Helena, MT 59620-3201  
Phone: (406) 444-6570

Montana Office of Consumer Protection  
2225 11th Avenue  
P.O. Box 200151  
Helena, MT 59620-0151  
Phone: (406) 444-4500 or (800) 481-6896  
[contactocp@mt.gov](mailto:contactocp@mt.gov)  
<https://dojmt.gov/consumer/>

## **Nebraska**

Nebraska Coordinating Commission for Postsecondary Education  
P.O. Box 95005  
Lincoln, NE 68509-5005  
Phone: (402) 471-2847  
Fax: (402) 471-2886

Office of the Attorney General  
2115 State Capitol  
Lincoln, NE 68509  
Phone: (402) 471-2683  
Fax: (402) 471-3297  
[ago.consumer@nebraska.gov](mailto:ago.consumer@nebraska.gov)  
[http://ago.nebraska.gov/consumer\\_protection](http://ago.nebraska.gov/consumer_protection)

## **Nevada**

Commission on Postsecondary Education  
8778 South Maryland Parkway Suite 115  
Las Vegas, Nevada 89123  
Phone: (702) 486-7330  
Fax: (702) 486-7340

## **New Hampshire**

New Hampshire Department of Education  
101 Pleasant Street  
Concord, NH 03301  
Phone: (603) 271-3494

## **New Jersey**

New Jersey Secretary of Higher Education  
20 West State Street  
4th floor, PO Box 542

Trenton, NJ 08625-0542  
Phone: (609) 292-4310  
Fax: (609) 292-7225

## **New Mexico**

New Mexico Higher Education Department  
2048 Galisteo St. Suite #4,  
Santa Fe, NM 87505  
Phone: (505) 476-8400  
Fax: (505) 476-8453

## **New York**

Office of College and University Evaluation  
New York State Education Department  
89 Washington Avenue  
Room 969 EBA  
Albany, New York 12234  
Phone: (518) 474-1551  
Fax: (518) 486-2779  
E-mail: [ocueinfo@nysed.gov](mailto:ocueinfo@nysed.gov)

## **North Carolina**

North Carolina Post-Secondary Education Complaints  
University of North Carolina General Administration  
910 Raleigh Road, Chapel Hill, NC 27515-2688  
Phone: (919) 962-4558.

North Carolina Consumer Protection  
Attorney General's Office  
Mail Service Center 9001  
Raleigh, NC 27699-9001  
Phone: (919) 716-6000  
<http://www.ncdoj.gov/complaint.aspx>

## **North Dakota**

North Dakota University System  
Director, Distance Education and State Authorization  
1815 Schafer Street, Ste. 202  
Bismarck, ND 58505-0230  
<http://www.ndus.edu/system/state-authorization/>

## **Ohio**

Ohio Department of Higher Education



25 South Front Street  
Columbus, OH 43215  
Phone: (614) 466-6000  
Fax: (614) 466-5866

## **Oklahoma**

Oklahoma State Regents for Higher Education  
655 Research Pkwy Suite #200,  
Oklahoma City, OK 73104  
Phone: (405) 225-9100

## **Oregon**

Higher Education Coordinating Commission  
Private Postsecondary Education  
Office of Degree Authorization  
775 Court Street NE, Salem, OR 97301  
Phone: (503) 947-5716

## **Pennsylvania**

Pennsylvania Department of Education - Postsecondary and Adult Education  
333 Market Street, 12th Floor  
Harrisburg, PA 17126-0333  
Phone: (717) 783-8228  
Fax: (717) 772-3622  
E-mail: RA-pls@pa.gov (for submission of form or questions)

## **Puerto Rico**

Puerto Rico Council on Higher Education  
PO Box 1900  
San Juan, PR San Juan, PR 00910-1900  
Phone: (787) 641-7100  
<http://www.ce.pr.gov/>

## **Rhode Island**

Rhode Island Board of Governors for Higher Education  
Shepard Bldg.  
80 Washington St.  
Providence, RI 02903  
Phone: (401) 456-6000

## **South Carolina**

South Carolina Commission on Higher Education –Academic Affairs  
1122 Lady Street, Suite 300

Columbia, SC 29201  
Phone: (803) 737-2260  
Fax: (803) 737-2297

## **South Dakota**

Office of the Attorney General  
1302 E Hwy 14, Suite 1  
Pierre, SD 57501-8501  
Phone: (605) 773-3215  
Fax: (605) 773-4106

## **Tennessee**

Tennessee Higher Education Commission – Division of Postsecondary School Authorization  
404 James Robertson Parkway, Suite 1900  
Nashville, TN 37243-0830  
Phone: (615) 741-5293  
Fax: (615) 532-8845

## **Texas**

Texas Higher Education Coordinating Board  
College Readiness and Success Division  
P.O. Box 12788  
Austin, Texas 78711-2788  
Phone: (512) 427-6101  
[StudentComplaints@thecb.state.tx.us](mailto:StudentComplaints@thecb.state.tx.us)

## **Utah**

Utah Division of Consumer Protection  
160 East 300 South, 2nd Floor  
P.O. Box 146704  
Salt Lake City, UT 84114-6704  
Phone: (801) 530-6601  
Fax: (801) 530-6001  
[consumerprotection@utah.gov](mailto:consumerprotection@utah.gov)

## **Vermont**

Vermont Agency of Education  
120 State Street  
Montpelier, VT 05620  
Phone: (802) 828-3135  
[AOE.EdInfo@vermont.gov](mailto:AOE.EdInfo@vermont.gov)

## **Virginia**

State Council of Higher Education for Virginia  
101 N. 14TH St., 10TH FL, James Monroe Bldg.  
Richmond, VA 23219  
Phone: (804) 225-2600  
Fax: (804) 225-2604

## **Washington**

Washington Student Achievement Council  
917 Lakeridge Way  
Olympia, WA 98502  
Phone: (360) 753-7800  
[info@wsac.wa.gov](mailto:info@wsac.wa.gov)

## **West Virginia**

West Virginia Higher Education Policy Commission  
1018 Kanawha Blvd E., Suite 700  
Charleston WV 25301-2800  
Phone: (304) 558-0265

## **Wisconsin**

Wisconsin Educational Approval Board  
431 Charmany Dr, Madison, WI 53719  
Madison, WI 53708  
Phone: (608) 266-1996  
Fax: (608) 264-8477  
[eabmail@eab.wisconsin.gov](mailto:eabmail@eab.wisconsin.gov)

## **Wyoming**

Wyoming Department of Education  
2300 Capitol Avenue  
Hathaway Building, 2nd Floor  
Cheyenne, WY 82002-0050  
Phone: (307) 777-7675  
Fax: (307) 777-6234