Andrews University Distance Education Student Complaint Information

Andrews University wants students to have a positive experience in online education, but recognizes that problems, grievances, and concerns may arise. Andrews University is providing the following information about student complaints procedures, in compliance with U.S. Congressional House Rule (HR) 668.43 (b) and U.S. Department of Education (USDOE) rules that an institution offering distance education must "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."

Student with complaints should first go through the Andrews University Student Complaint process. However, if the situation is not resolved, please see the following directions.

For students who are in distance education programs in states that are part of the State Authorization Reciprocity Agreement (SARA), student complaints should be directed to Michigan’s portal agency, Michigan Department of Licensing and Regulatory Affairs (Click here for Complaint Info & Form). Michigan contact information given in the chart below. Note that there are some complaints that the portal agency does not address.

All States EXCEPT the following are included in SARA: California, Connecticut, Florida, Kentucky, Massachusetts, New Jersey, New York, Pennsylvania.

Further SARA Complaint information can be found here: http://nc-sara.org/content/sara-and-students.

The following chart gives each state’s complaint information and contact:

<table>
<thead>
<tr>
<th>State</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama</td>
<td>Complain Form: <a href="https://psl.asc.edu/External/Complaints.aspx">https://psl.asc.edu/External/Complaints.aspx</a></td>
</tr>
</tbody>
</table>
| Alaska     | [Alaska Commission on Postsecondary Education](https://psl.asc.edu/External/Complaints.aspx)  
Students with Complaints can e-mail:  
Kierke A. Kussart  
Program Coordinator for Institutional Authorization  
Alaska Commission on Postsecondary Education  
PO Box 110505  
Juneau, AK 99811-050  
907-465-6741  
EED.ACPE-IA@alaska.gov |
| Arizona    | [Arizona State Board for Private Postsecondary Education](https://ppse.az.gov/complaint)  
Contact:  
Keith Blanchard  
Deputy Director/Investigator  
602-542-5769  
Keith.blanchard@azppse.gov |
| Arkansas   | [Arkansas Department of Higher Education](http://www.adhe.edu/students-parents/colleges-universites/student-grievance-form/) |
| California | [California Bureau for Private Postsecondary Education](http://www.bppe.ca.gov/enforcement/complaint.shtml)  
Contact:  
Bureau for Private Postsecondary Education  
2535 Capitol Oaks Drive, Suite 400  
Sacramento, CA 95833  
916-431-6924  
FAX: 916-263-1897 |
<table>
<thead>
<tr>
<th>State</th>
<th>Department/Commission</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Colorado</td>
<td>Colorado Department of Higher Education</td>
<td><a href="http://highered.colorado.gov/Academics/Complaints/default.html">Website</a></td>
</tr>
<tr>
<td></td>
<td>Contact: Heather DeLange Academic Policy Officer</td>
<td>1560 Broadway, Suite 1600, Denver, CO 80202</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:heather.delange@dhe.state.co.us">heather.delange@dhe.state.co.us</a></td>
<td></td>
</tr>
<tr>
<td>Connecticut</td>
<td>Connecticut Office of Higher Education</td>
<td><a href="http://www.ctohe.org/StudentComplaints.shtml">Website</a></td>
</tr>
<tr>
<td></td>
<td>The complaint form is available by contacting our Education &amp; Employment Information Center at (800)842-0229 or <a href="mailto:edinfo@ctohe.org">edinfo@ctohe.org</a>.</td>
<td></td>
</tr>
<tr>
<td>Delaware</td>
<td>Delaware Department of Education</td>
<td>1. Have you addressed the institution?</td>
</tr>
<tr>
<td></td>
<td>2. Have you followed the proper policy/procedures for appeals?</td>
<td>If their complaint cannot be resolved by these procedures, the next step is to direct the complaint to the Delaware Department of Education, Higher Education Office.</td>
</tr>
<tr>
<td></td>
<td>*If the institution is a member of SARA, please read the Student Complaint Policy and Process and use the SARA Student Complaint Form.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Contact: Delaware Department of Education</td>
<td>Delaware Department of Education</td>
</tr>
<tr>
<td></td>
<td>The Townsend Building</td>
<td>401 Federal Street, Suite 2, Dover, DE 19901-3639</td>
</tr>
<tr>
<td></td>
<td>302-735-4000</td>
<td><a href="http://www.doe.k12.de.us/Page/2918">http://www.doe.k12.de.us/Page/2918</a></td>
</tr>
<tr>
<td>Florida</td>
<td>Florida Commission for Independent Education</td>
<td><a href="http://www.fldoe.org/policy/cie/file-a-complaint.stml">Website</a></td>
</tr>
<tr>
<td></td>
<td>Follow instructions for “Nonpublic Postsecondary Institutions” at the bottom of the page.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Contact: Commission for Independent Education</td>
<td>325 W. Gaines Street, Suite 1414, Tallahassee, FL. 32399-0400</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:cieinfo@fldoe.org">cieinfo@fldoe.org</a></td>
<td>Fax: 850-245-3238</td>
</tr>
<tr>
<td>Georgia</td>
<td>Georgia Nonpublic Postsecondary Education Commission</td>
<td><a href="http://gnpec.org/consumer-resources/gnpec-authorized-school-complainant-form/">Website</a></td>
</tr>
<tr>
<td>Hawaii</td>
<td>Hawaii Post-Secondary Education Authorization Program</td>
<td>Contact: Bobbie Lum-Mew, HPEAP Administrator</td>
</tr>
<tr>
<td></td>
<td>P.O. Box 541, Honolulu, HI 96809</td>
<td>808-586-7327</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:hpeap@dcca.hawaii.gov">hpeap@dcca.hawaii.gov</a></td>
<td></td>
</tr>
<tr>
<td>Idaho</td>
<td>Idaho State Board of Education</td>
<td><a href="http://gnpec.org/consumer-resources/gnpec-authorized-school-complainant-form/">Website</a></td>
</tr>
<tr>
<td></td>
<td>Contact: Val Fenske</td>
<td>State Coordinator for Private Colleges &amp; Proprietary Schools</td>
</tr>
<tr>
<td></td>
<td>650 West State Street, (PO Box 83720) Boise, ID 83720-0037</td>
<td>Main Office: 208-334-2270, direct line: 208-332-1587</td>
</tr>
<tr>
<td></td>
<td>Boise, ID 83720-0037</td>
<td>Fax: 208-334-2632</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:valerie.fenske@osbe.idaho.gov">valerie.fenske@osbe.idaho.gov</a></td>
<td></td>
</tr>
</tbody>
</table>
### Illinois

**Illinois Board of Higher Education**  
Institutional Complaint Hotline: (217) 557-7359  
Link to online Institutional Complaint System:  
Individuals seeking to register a complaint about an Illinois higher education institution are required to register a complaint using IBHE’s Institutional Complaint System. Complaint processing as it relates to maintenance of institutional approvals is described in 23 Illinois Administrative Rules Sections 1030.70, 1030.80, and 1095.250.

The Board receives general information email at [info@ibhe.org](mailto:info@ibhe.org)  
Students seeking to register a complaint about an institution are required to submit the complaint in writing. Complaint processing as relates to maintenance of institutional approvals is described in 23 Illinois Administrative Rules Sections 1030.70 and 1030.80.

Contact:  
Richard Tapia  
Associate Director for Diversity and Outreach  
1 N Old State Capitol Plaza, Suite 333  
Springfield, Illinois 62701,  
217-557-7359  
tapia@ibhe.org

### Indiana

**Indiana Commission for Higher Education**  
[http://www.in.gov/che/2744.htm](http://www.in.gov/che/2744.htm)  
Contact:  
Sara E. Appel, M.A.  
Academic Programs Manager  
Indiana Commission for Higher Education  
101 West Ohio Street, Suite 550  
Indianapolis, Indiana 46204-1984  
317-464-4400 Fax: 317-464-4410  
sappeal@che.in.gov

Tara L. Adams  
Accreditation Coordinator  
Indiana Board for Proprietary Education/Indiana Commission for Higher Education  
101 West Ohio Street, Suite 670  
Indianapolis, IN 46204-1984  
317-464-4400 Ext.141 Fax:317-233-4219  
tadams@bpe.che.IN.gov

### Iowa

**Iowa College Student Aid Commission**  
[https://www.iowacollegeaid.gov/sdrf-start](https://www.iowacollegeaid.gov/sdrf-start)  
Contact:  
Carolyn Small  
Postsecondary Registration Administrator  
877-272-4456  

### Kansas

**Kansas Board of Regents**  
Contact:  
Jacqueline G. Johnson  
Director, Private/Out-of-State Postsecondary Education  
1000 SW Jackson, Ste 520, Topeka, KS 66612  
785-296-4917  
jjohnson@ksbor.org
<table>
<thead>
<tr>
<th>State</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| Kentucky    | **Kentucky Council on Postsecondary Education**  
Contact:  
Director of Postsecondary Licensing  
Council on Postsecondary Education  
1024 Capital Center Drive, Suite 320  
Frankfort, KY 40601  
cpeconsumercomplaint@ky.gov |
| Louisiana   | **Louisiana Board of Regents**  
Louisiana Attorney General’s Office of Consumer Protection  
http://www.regents.la.gov/page/StudentComplaints |
| Maine       | **Maine Department of Higher Education**  
Contact:  
Harry W. Osgood  
Higher Education Specialist  
Maine Department of Education  
Augusta, Maine 04333  
207-624-6846  
harry.osgood@maine.gov |
| Maryland    | **Maryland Higher Education Commission**  
Contact:  
Academic Affairs – Student Complaints  
Maryland Higher Education Commission  
6 N. Liberty Street, 10th Floor  
Baltimore, MD 21207  
acadprop@mhec.state.md.us |
| Massachusetts | **Massachusetts Department of Higher Education**  
http://www.mass.edu/forstufam/complaints/complaints.asp  
Contact:  
Angela Williams  
Paralegal and Coordinator for Accountability & Regulatory Affairs  
617-994-6963  
awilliams@bhe.mass.edu |
| Michigan    | **Michigan Department of Licensing and Regulatory Affairs**  
http://www.michigan.gov/pss  
Contact:  
Michael Beamish, Manager  
State of Michigan  
Dept. of Licensing and Regulatory Affairs  
Corporations, Securities & Commercial Licensing  
Schools and Licensing  
PO Box 30018  
Lansing, MI 48909  
517-241-6806 Fax: 517-373-2162  
beamishm@michigan.gov |
| Minnesota   | **Minnesota Office of Higher Education**  
http://www.ohe.state.mn.us/mPg.cfm?pageID=1078  
Contact:  
Registration & Licensing  
Office of Higher Education  
1450 Energy Park Drive, Suite 350  
St. Paul, MN 55108  
651-259-3975 Secure Fax: 651-797-1664  
betsy.talbot@state.mn.us |
| Mississippi | **Mississippi Commission on College Accreditation**  
Please direct complaint to the authorizing/licensing agency in the institution’s home state or to the Attorney General’s Office Consumer Protection Division. |
| Missouri    | **Missouri Department of Higher Education**  
<table>
<thead>
<tr>
<th>State</th>
<th>Institution</th>
<th>Contact Information</th>
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</thead>
<tbody>
<tr>
<td>Montana</td>
<td>Montana University System</td>
<td><a href="http://mus.edu/che/arsa/StateAuthorization/Students.asp">Montana University System</a></td>
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<td>Individuals with complaints regarding institutions that are operating in</td>
<td>Individuals with complaints regarding institutions that are operating in Montana, but</td>
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<td>Montana, but are not part of the Montana University System, have the</td>
<td>are not part of the Montana University System, have the following options:</td>
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<td></td>
<td>following options:</td>
<td>- Utilize the internal complaint processes of the applicable institution.</td>
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<td>- Complaints concerning consumer protection violations should be directed to the</td>
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<td>Montana Department of Justice Office of Consumer Protection.</td>
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<td>- Complaints concerning proper licensure under Montana law (see [Board of</td>
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<td>Regents’ Policy 221), including, if applicable, complaints related to State</td>
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<td>Authorization Reciprocity Agreement standards, may be directed to the Montana</td>
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<td>University System Office of the Commissioner of Higher Education, 2500</td>
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<td>Broadway PO Box 203201, Helena, Montana 59620-3201, 406-444-6570.</td>
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<td>- Complaints concerning broad institutional academic practices, such as those</td>
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<td>that raise issues regarding the institution’s ability to meet accreditation</td>
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<td>standards may be directed to the applicable institution’s accrediting agency.</td>
</tr>
<tr>
<td>Nebraska</td>
<td>Nebraska’s Coordinating Commission for Postsecondary Education</td>
<td><a href="https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions">Nebraska’s Coordinating Commission for Postsecondary Education</a></td>
</tr>
<tr>
<td></td>
<td>Contact:</td>
<td>Kathleen Fimple</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Academic Programs Officer</td>
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<tr>
<td></td>
<td></td>
<td>Nebraska's Coordinating Commission for Postsecondary Education</td>
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<td></td>
<td></td>
<td>402-471-0030</td>
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<tr>
<td></td>
<td></td>
<td><a href="mailto:kathleen.fimple@nebraska.gov">kathleen.fimple@nebraska.gov</a></td>
</tr>
<tr>
<td>Nevada</td>
<td>Nevada Commission on Postsecondary Education</td>
<td><a href="http://www.cpe.state.nv.us/">Nevada Commission on Postsecondary Education</a></td>
</tr>
<tr>
<td></td>
<td>Contact:</td>
<td>Contact:</td>
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<td></td>
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<td>Kathleen Fimple</td>
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<td>Academic Programs Officer</td>
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<td></td>
<td>Nevada's Coordinating Commission for Postsecondary Education</td>
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<td>402-471-0030</td>
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<tr>
<td></td>
<td></td>
<td><a href="mailto:kathleen.fimple@nebraska.gov">kathleen.fimple@nebraska.gov</a></td>
</tr>
<tr>
<td>New Hampshire</td>
<td>New Hampshire Department of Education</td>
<td><a href="http://www.cpe.state.nv.us/">New Hampshire Department of Education</a></td>
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<tr>
<td></td>
<td>Contact:</td>
<td>Contact: Edward R. MacKay, Director,</td>
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<tr>
<td></td>
<td></td>
<td>Division of Higher Education</td>
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<tr>
<td></td>
<td></td>
<td>Higher Education Commission</td>
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<tr>
<td></td>
<td></td>
<td>101 Pleasant Street</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Concord, NH 03301</td>
</tr>
<tr>
<td></td>
<td></td>
<td>603-271-0256</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:edward.mackay@doe.nh.gov">edward.mackay@doe.nh.gov</a></td>
</tr>
<tr>
<td>New Jersey</td>
<td>New Jersey Secretary of Higher Education</td>
<td><a href="http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml">New Jersey Secretary of Higher Education</a></td>
</tr>
<tr>
<td></td>
<td>Complaint information:</td>
<td>Contact:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Diane Vigil-Hayes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Private &amp; Proprietary Schools Administrator and Compliance Officer</td>
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<td></td>
<td></td>
<td>New Mexico Higher Education Department</td>
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<tr>
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<td><a href="http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx">New Mexico Higher Education Department</a></td>
</tr>
<tr>
<td></td>
<td>Contact:</td>
<td>Diane Vigil-Hayes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Private &amp; Proprietary Schools Administrator and Compliance Officer</td>
</tr>
<tr>
<td></td>
<td></td>
<td>New Mexico Higher Education Department</td>
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<tr>
<td></td>
<td></td>
<td>2048 Galisteo Street</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Santa Fe, NM 87505</td>
</tr>
<tr>
<td></td>
<td></td>
<td>505-476-8418</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:Diane.Vigil@state.nm.us">Diane.Vigil@state.nm.us</a></td>
</tr>
<tr>
<td>State</td>
<td>Institution</td>
<td>Contact Information</td>
</tr>
<tr>
<td>------------</td>
<td>--------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
New York State Education Department  
89 Washington Avenue  
Room 969 EBA  
Albany, NY 12234  
518-474-1551 Fax: 518-486-2779  
ocueinfo@nysed.gov |
| North Carolina | University of North Carolina Board of Governors | North Carolina Post-Secondary Education Complaints  
c/o Terrence R. Scarborough  
University of North Carolina General Administration  
910 Raleigh Road, Chapel Hill, NC 27515-2688  
919-962-4558  
trscarborough@northcarolina.edu |
| North Dakota | North Dakota University System | Tanya Spilovoy, D. Ed.  
Director of Distance Education and State Authorization  
1815 Schafer St., Ste. 202  
Bismarck, ND 58501-1217  
tanya.spilovoy@ndus.edu |
| Ohio       | Ohio Board of Regents                             | https://www.ohiohighered.org/students/complaints  
Contact: Matt Exline  
mexline@regents.state.oh.us  
614-728-3095 |
| Oklahoma   | Oklahoma State Regents for Higher Education       | Mr. Jose Dela Cruz  
Coordinator of Academic Affairs Projects  
Oklahoma State Regents for Higher Education  
405-225-9141 |
Contact: Juan Baez-Arevalo  
Director of Private Postsecondary Education  
Higher Education Coordinating Commission  
Juan.baez-arevalo@state.or.us  
503-947-5977 |
| Pennsylvania | Pennsylvania Department of Education             | RA-COLLUNIVSEMINFO@state.pa.us |
| Rhode Island | Rhode Island Office of the Postsecondary Commissioner | http://www.ribghe.org/pdfs/BOGStudentComplaintProcessII011012.pdf |
| South Carolina | South Carolina Commission on Higher Education    | http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf |
| South Dakota | South Dakota Secretary of State’s Office         | South Dakota Attorney General  
1302 E. Highway 14, Suite 1  
Pierre, SD 57501-8501  
605-773-3215 |
<table>
<thead>
<tr>
<th>State</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| Tennessee | **Tennessee Higher Education Commission**  
Students with complaints should follow the outlined grievance procedures in the institution's catalog. If the complaint is not resolved at the institutional level, students may send the complaint, in writing, to Postsecondary State Authorization Staff.  
Contact:  
Shauna Jennings  
Investigations Officer & Complaint Specialist  
Tennessee Higher Education Commission  
404 James Robertson Parkway, Suite 1900  
Nashville, TN 37243  
shauna.jennings@tn.gov  
615-741-0662 |
| Texas | **Texas Higher Education Coordinating Board**  
Contact:  
Texas Higher Education Coordinating Board  
College Readiness and Success Division  
P.O. Box 12788  
Austin, Texas 78711-2788  
Studentcomplaints@thecb.state.tx.us |
| Utah | **Utah Division of Consumer Protection**  
Contact:  
Utah Division of Consumer Protection  
Attn. Complaint Processor  
160 East 300 South  
SLC, UT 84114-6704  
801-530-6601  
http://www.dcp.utah.gov/ |
| Vermont | **Vermont State Board of Education**  
Contact:  
Cathy Hilgendorf  
Postsecondary Approval Coordinator  
Vermont Agency of Education  
120 State Street  
Montpelier, VT 06620  
802-828-5402  
cathy.hilgendorf@state.vt.us |
| Virginia | **Virginia State Council of Higher Education**  
State Council of Higher Education for Virginia  
101 N. 14TH St., 10TH FL  
James Monroe Building  
Richmond, VA 23219 - 3659  
804-225-2600 Fax: 804-225-2604 |
| Washington | **Washington Student Achievement Council**  
Contact:  
Karen Oelschlager  
Program Administrator  
Washington Student Achievement Council  
P.O. Box 43430  
Olympia, WA 98504-3430  
360-753-7869  
kareno@wsac.wa.gov |
<table>
<thead>
<tr>
<th>State</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| West Virginia | **West Virginia Higher Education Policy Commission**  
Dr. Kathy Butler, Senior Director of Academic Affairs  
WV Higher Education Policy Commission  
1018 Kanawha Blvd., E. Suite 700  
Charleston, WV 25301  
304-558-0261  
kbutler@hepc.wvnet.edu |
| Wisconsin  | **Wisconsin Educational Approval Board**  
Contact:  
Blanca James  
Office Operations Associate  
P.O. Box 8696  
Madison, WI 53708-8696  
608-266-1996  
blanca.james@eab.wisconsin.gov |
| Wyoming    | **Wyoming Department of Education**  
Contact:  
Elaine Marces  
307-777-6210  
elaine.marces@wyo.gov |
| Washington, DC | **District of Columbia Education Licensure Commission**  
Contact:  
Office of the State Superintendent of Education  
Higher Education Licensure Commission  
810 First St. NE, Second Floor  
Washington, DC 20002 |