

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 and Massachusetts.

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 contacts:

Alabama	<p>Alabama Department of Postsecondary Education https://www.accs.cc/index.cfm/school-licensure/complaints/ Contact: Annette Funderburk Private School Licensure Division Alabama Community College System P.O. Box 302130 Montgomery, Alabama 36104 334-293-4651 Annette.funderburk@accs.edu <i>*The usual Complaint policy may not apply as Andrews University is not required to register online programs in Alabama, due to SARA.</i></p>
	<p>Alabama Commission on Higher Education http://www.ache.alabama.gov/Content/Departments/NRI/NRI.aspx Contact: Elizabeth C. French Director, Office of Institutional Effectiveness and Planning Alabama Commission on Higher Education 334-242-2179 elizabeth.french@ache.alabama.gov <i>*The usual Complaint policy may not apply as Andrews University is not required to register online programs in Alabama, due to SARA.</i></p>

<p>Alaska</p>	<p>Alaska Commission on Postsecondary Education https://acpe.alaska.gov/ConsumerProtection The Alaska Commission on Postsecondary Education (ACPE) processes complaints alleging violations of state institutional authorization law relative to postsecondary institutions or programs in Alaska. The complaint investigation process is described in AS 14.48.130 and 20 AAC 17.130-145. A student is encouraged to pursue the complaint/grievance process at their institution prior to contacting ACPE. This process is outlined in the institution’s catalog. To request a complaint form please send an email to: EED.ACPE-IA@alaska.gov.</p> <p>For questions or assistance relative to complaints please contact: Kierke Kussart Program Coordinator for Institutional Authorization Alaska Commission on Postsecondary Education PO Box 110505 Juneau, AK 99811-0505 907-465-6741 EED.ACPE-IA@alaska.gov</p>
<p>Arizona</p>	<p>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 <i>*The usual Complaint policy may not apply as Andrews University is not required to register online programs in Arizona, due to SARA.</i></p>
<p>Arkansas</p>	<p>Arkansas Department of Higher Education http://www.adhe.edu/students-parents/colleges-universities/student-grievance-form/ as linked on this website: http://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee Contact: Alana Boles Program Specialist, Academic Affairs 501-371-2060 alana.boles@adhe.edu</p>
<p>California</p>	<p>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 <i>*The usual Complaint policy may not apply as Andrews University is not required to register online programs in California</i></p>

<p>Colorado</p>	<p>Colorado Department of Higher Education http://higher.ed.colorado.gov/Academics/Complaints/default.html Contact: Heather DeLange Academic Policy Officer 1560 Broadway, Suite 1600 Denver, CO 80202 303-866-4209 heather.delange@dhe.state.co.us <i>*The usual Complaint policy may not apply as Andrews University is not required to register online programs in Colorado</i></p>
<p>Connecticut</p>	<p>Connecticut Office of Higher Education http://www.ctohe.org/StudentComplaints.shtml</p> <ul style="list-style-type: none"> • For complaints regarding higher education institutions located in other states, contact the state agency responsible for authorization. • For complaints from Connecticut students enrolled in out-of-state SARA institutions, contact the SARA Portal Agency in the state where the institution is located once you have exhausted the complaint process at that institution. <p>Contact: 450 Columbus Boulevard, Suite 510 Hartford, CT 06103-1841 860-947-1800</p>
<p>Delaware</p>	<p>Delaware Department of Education https://www.doe.k12.de.us/sara Issues not resolved at the institutional level may be directed to the home state SARA portal agency of the institution against which the complaint has been logged. Students can locate state portal contact information by visiting the NC-SARA states and institutions webpage.</p> <p>Contact: Delaware Department of Education The Townsend Building 401 Federal Street, Suite 2 Dover, DE 19901-3639 302-735-4000</p>
<p>Florida</p>	<p>Florida Commission for Independent Education http://www.fldoe.org/policy/cie/file-a-complaint.shtml Follow instructions for "Nonpublic Postsecondary Institutions" near the bottom of the page.</p> <p>Contact: Commission for Independent Education 325 W. Gaines Street, Suite 1414 Tallahassee, FL. 32399-0400 cieinfo@fldoe.org Fax: 850-245-3238 <i>*The usual Complaint policy may not apply as Andrews University is not required to register online programs in Florida</i></p>
<p>Georgia</p>	<p>Georgia Nonpublic Postsecondary Education Commission https://gnpec.georgia.gov/student-complaints Contact: Nonpublic Postsecondary Education Commission 2082 East Exchange Place, Suite 220 Tucker, Georgia 30084-5305 770-414-3300 770-414-3309 (FAX)</p>

Hawaii	<p>Hawaii Post-Secondary Education Authorization Program http://cca.hawaii.gov/hpeap/student-complaint-process/ Contact: Bobbie Lum-Mew HPEAP Administrator P.O. Box 541 Honolulu, HI 96809 808-586-7327 hpeap@dcca.hawaii.gov <i>*The usual Complaint policy may not apply as Andrews University is not required to register online programs in Hawaii</i></p>
Idaho	<p>Idaho State Board of Education https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/state-authorization-reciprocity-agreement-sara/complaint-procedures/ Contact: Val Fenske State Coordinator for Private Colleges & Proprietary Schools Idaho State Board of Education 650 West State Street, (PO Box 83720) Boise, ID 83720-0037 Main Office: 208-334-2270, direct line: 208-332-1587 Fax: 208-334-2632 valerie.fenske@osbe.idaho.gov</p>
Illinois	<p>Illinois Board of Higher Education http://complaints.ibhe.org/ Contact: Illinois Board of Higher Education 217-782-2551 info@ibhe.org <i>*The usual Complaint policy may not apply as Andrews University is not required to register online programs in Illinois</i></p>
Indiana	<p>Indiana Commission for Higher Education http://www.in.gov/che/2744.htm Contacts: Indiana Commission for Higher Education Attn: Complaints 101 West Ohio Street, Suite 300 Indianapolis, IN 46204-1984 Complaints@che.in.gov</p>
Iowa	<p>Iowa College Student Aid Commission https://www.iowacollegeaid.gov/sdrf-start Contact: Iowa College Student Aid Commission 430 East Grand Ave., FL 3 Des Moines, IA 50309 877-272-4456</p>

<p>Kansas</p>	<p>Kansas Board of Regents https://kansasregents.org/academic_affairs/sara http://kansasregents.org/academic_affairs/private_out_of_state/complaint_process Issues not resolved at the institutional level may be directed to the home state SARA portal agency of the institution against which the complaint has been logged. For institutions based in Kansas, the portal agency is the Kansas Board of Regents. Students with issues regarding approved Kansas institutions are to follow the complaint procedure as outlined. Contact: Jennifer Armour Business Analyst 1000 SW Jackson, Ste 520 Topeka, KS 66612 (785) 430-4288 jarmour@ksbor.org <i>*The usual Complaint policy may not apply as Andrews University is not required to register online programs in Kansas</i></p>
<p>Kentucky</p>	<p>Kentucky Council on Postsecondary Education * In accordance with 13 KAR 4:010, a non-resident student attending a Kentucky college or university operating through the State Authorization Reciprocity Agreement (SARA) must first exhaust all internal procedures for complaint resolution offered by the college or university before filing a complaint. In addition, the incident giving rise to the complaint must have occurred within two years of filing. (http://cpe.ky.gov/campuses/consumer_complaint.html) Contact: CPE Consumer Complaint Council on Postsecondary Education 1024 Capital Center Drive, Suite 320 Frankfort, KY 40601 cpeconsumercomplaint@ky.gov <i>*The usual Complaint policy may not apply as Andrews University is not required to register online programs in Kentucky</i></p>
<p>Louisiana</p>	<p>Louisiana Board of Regents https://regents.la.gov/divisions/planning-research-and-academic-affairs/institutional-licensure/sara/ Louisiana Attorney General’s Office of Consumer Protection Consumer Protection Division Office of the Attorney General P.O. Box 94005 Baton Rouge, LA 70804-9005 Office: 1-800-351-4889 or 225-326-6400</p>
<p>Maine</p>	<p>Maine Department of Higher Education http://www.maine.gov/doe/highered/sara/index.html Contact: Angel Martinez Loreda Higher Education Specialist Maine Department of Education Augusta, Maine 04333 207-624-6846 angel.loredo@maine.gov</p>

Maryland	<p>Maryland Higher Education Commission http://mhec.maryland.gov/institutions_training/Documents/acadaff/MHECStudentComplaintForms.pdf Contact: Academic Affairs – Student Complaints Maryland Higher Education Commission 6 N. Liberty Street, 10th Floor Baltimore, MD 21207 acadprop@mhec.state.md.us <i>*The usual Complaint policy may not apply as Andrews University is not required to register online programs in Maryland</i></p>
Massachusetts	<p>Massachusetts Department of Higher Education http://www.mass.edu/forstufam/complaints/complaints.asp Contact: Complaint Processing One Ashburton Place, Room 1401 Boston, MA 02108 (617) 727-0955 fax (617) 994-6950 MDHE main phone <i>*The usual Complaint policy may not apply as Andrews University is not required to register online programs in Maryland</i></p>
Michigan	<p>Michigan Department of Licensing and Regulatory Affairs http://www.michigan.gov/pss Form: http://www.michigan.gov/documents/lara/Post-Secondary_Student_Complaints_498839_7.pdf Contact: Department of Licensing and Regulatory Affairs Corporations, Securities & Commercial Licensing Bureau P.O. Box 30018 Lansing, MI 48909 517-241-7000</p>
Minnesota	<p>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 <i>*The usual Complaint policy may not apply as Andrews University is not required to register online programs in Maryland</i></p>
Mississippi	<p>Mississippi Commission on College Accreditation www.mississippi.edu/mcca/student_complaint_process.asp Contact: Menia Dykes 3825 Ridgewood Road Jackson, MS 39211-6453 Telephone: 601.432.6372 Fax: 601.432.6225 mdykes@mississippi.edu</p>

<p>Missouri</p>	<p>Missouri Department of Higher Education http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf Contact: Missouri Department of Higher Education 205 Jefferson Street P.O. Box 1469 Jefferson City, MO 65102-1469 573-526-1577 <i>*The usual Complaint policy may not apply as Andrews University is not required to register online programs in Maryland</i></p>
<p>Montana</p>	<p>Montana University System http://mus.edu/MUS-Statement-of-Complaint-Process.asp Individuals with complaints regarding institutions that are operating in Montana, but are not part of the Montana University System, have the following options:</p> <ul style="list-style-type: none"> • Utilize the internal complaint processes of the applicable institution. • Complaints concerning consumer protection violations should be directed to the Montana Department of Justice Office of Consumer Protection. https://dojmt.gov/consumer/consumer-complaints/ • Complaints concerning proper licensure under Montana law (see Board of Regents' Policy 221, http://www.mus.edu/borpol/bor200/221.pdf), including, if applicable, complaints related to State Authorization Reciprocity Agreement standards, may be directed to the Montana University System Office of the Commissioner of Higher Education, 560 N. Park Avenue, PO Box 203201, Helena, Montana 59620-3201, 406-449-9124. • Complaints concerning broad institutional academic practices, such as those that raise issues regarding the institution's ability to meet accreditation standards may be directed to the applicable institution's accrediting agency. <p>Contact: Office of the Commissioner of Higher Education 560 N. Park Avenue PO Box 203201 Helena, MT 59620-3201 406-449-9162 stateauthorization@montana.edu</p>
<p>Nebraska</p>	<p>Nebraska's Coordinating Commission for Postsecondary Education https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions Contact: Kathleen Fimple Academic Programs Officer Nebraska's Coordinating Commission for Postsecondary Education 402-471-0030 kathleen.fimple@nebraska.gov</p>
<p>Nevada</p>	<p>Nevada Commission on Postsecondary Education https://nshe.nevada.edu/administration/academics-student-affairs/sara/ If you are a Nevada resident attending a distance education program at a SARA (State Authorization Reciprocity Agreement) institution in another state, you will need to begin the complaint process at the institution you attend. In the event that institutional processes do not result in a successful resolution of your complaint, the SARA Portal Agency of that state is responsible for final resolution of the complaint. Contacts: Crystal Abba, Vice Chancellor for Academic and Student Affairs cabba@nshe.nevada.edu Allison Combs, Assistant Vice Chancellor for Academic Affairs acombs@nshe.nevada.edu Tel: (775) 784-4901 Fax: (775) 784-1127</p>

<p>New Hampshire</p>	<p>New Hampshire Department of Education https://www.education.nh.gov/highered/sara.htm https://www.education.nh.gov/highered/compliance-allegation.htm If you are a NH resident attending a distance education program at a SARA institution in another state, you will need to begin the grievance process at the institution you attend. In the event that institutional processes do not result in a successful resolution of your complaint, the SARA portal agency of that state is responsible for final resolution of the complaint. Contact: Edward R. MacKay, Director, Division of Higher Education Higher Education Commission 101 Pleasant Street Concord, NH 03301 603-271-0256 edward.mackay@doe.nh.gov <i>*The usual Complaint policy may not apply as Andrews University is not required to register online programs in New Hampshire</i></p>
<p>New Jersey</p>	<p>New Jersey Secretary of Higher Education http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml http://www.state.nj.us/highereducation/SARA.shtml If you are a New Jersey resident attending a distance education program at a SARA institution in another state, you will need to begin the complaint process at the institution you attend. In the event that institutional processes do not result in a successful resolution of your complaint, the SARA portal agency of that state is responsible for final resolution of the complaint. Contact: https://www.state.nj.us/treas/highereducation/contactus.shtml Office of the Secretary of Higher Education 1 John Fitch Plaza, 10th Floor, PO Box 542, Trenton, NJ 08625-0542 609-292-4310 Fax - 609-292-7225</p>
<p>New Mexico</p>	<p>New Mexico Higher Education Department http://www.hed.state.nm.us/institutions/complaints.aspx http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx Contact: Diane Vigil-Hayes Private & Proprietary Schools Administrator and Compliance Officer New Mexico Higher Education Department 2048 Galisteo Street Santa Fe, NM 87505 505-476-8418 Diane.Vigil@state.nm.us</p>
<p>New York</p>	<p>(New York) Office of College and University Evaluation http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html Office of College and University Evaluation New York State Education Department 89 Washington Avenue Room 969 EBA Albany, NY 12234 518-474-1551 Fax: 518-486-2779 ocueinfo@nysed.gov</p>

<p>North Carolina</p>	<p>University of North Carolina Board of Governors http://www.northcarolina.edu/sites/default/files/documents/student_complaint_form.pdf Contact: 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 <i>*The usual Complaint policy may not apply as Andrews University is not required to register online programs in North Carolina</i></p>
<p>North Dakota</p>	<p>North Dakota University System http://www.ndus.edu/system/state-authorization/ North Dakota residents who are enrolled in a distance education program at a SARA (State Authorization Reciprocity Agreement) institution in another state will need to begin the complaint process at that institution. In the event that institutional processes do not result in a successful resolution, the SARA Portal Agency of that state is responsible for final resolution. Contact: Cheryl Thompson North Dakota University System 2000 44th St SW, Ste. 301 Fargo, ND 58103 cheryl.thompson@ndus.edu</p>
<p>Ohio</p>	<p>Ohio Board of Regents https://www.ohiohighered.org/students/complaints Contact: Matt Exline mexline@regents.state.oh.us 614-728-3095</p>
<p>Oklahoma</p>	<p>Oklahoma State Regents for Higher Education http://www.okhighered.org/current-college-students/complaints.shtml Issues not resolved at the institutional level may be directed to the home state authorization reciprocity agreement portal agency of the institution against which the complaint has been logged. Contact: Mr. Jose Dela Cruz Coordinator of Academic Affairs Projects Oklahoma State Regents for Higher Education 405-225-9141</p>
<p>Oregon</p>	<p>Oregon Office of Degree Authorization http://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary-complaints.aspx Contact: Juan Baez-Arevalo Director of Private Postsecondary Education Higher Education Coordinating Commission Juan.baez-arevalo@state.or.us 503-947-5977 <i>*The usual Complaint policy may not apply as Andrews University is not required to register online programs in Oregon</i></p>

<p>Pennsylvania</p>	<p>Pennsylvania Department of Education http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/College-and-Universities.aspx#tab-1 (See "Student Complaints" at the bottom of the page) Contact: RA-COLLUNIVSEMINFO@state.pa.us <i>*The usual Complaint policy may not apply as Andrews University is not required to register online programs in Pennsylvania</i></p>
<p>Rhode Island</p>	<p>Rhode Island Office of the Postsecondary Commissioner https://www.riopc.edu/page/student_complaint/ Contact: Rhode Island Office of the Postsecondary Commissioner 560 Jefferson Boulevard Warwick, Rhode Island 02886 401-736-1100 Fax: 401-732-3541 ribghe@ribghe.org <i>*The usual Complaint policy may not apply as Andrews University is not required to register online programs in Rhode Island</i></p>
<p>South Carolina</p>	<p>South Carolina Commission on Higher Education http://www.che.sc.gov/ http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf South Carolina Commission on Higher Education Academic Affairs 1122 Lady Street, Suite 300 Columbia, South Carolina 29201 www.che.sc.gov</p>
<p>South Dakota</p>	<p>South Dakota Secretary of State's Office https://consumer.sd.gov/complaintform.aspx Contact: South Dakota Attorney General 1302 E. Highway 14, Suite 1 Pierre, SD 57501-8501 605-773-3215</p>
<p>Tennessee</p>	<p>Tennessee Higher Education Commission https://www.tn.gov/thec/for-students-and-families/transcript-requests-and-institution-complaints.html http://tn.gov/assets/entities/thec/attachments/Complaint_Form_%28Rev.12.16%29_1-26-17.pdf 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 <i>*The usual Complaint policy may not apply as Andrews University is not required to register online programs in Tennessee</i></p>

<p>Texas</p>	<p>Texas Higher Education Coordinating Board http://www.thecb.state.tx.us/index.cfm?objectid=AC6FA0BC-F5DB-16DE-6B667C083DFB5B98 Contact: Texas Higher Education Coordinating Board College Readiness and Success Division P.O. Box 12788 Austin, Texas 78711-2788 Studentcomplaints@thecb.state.tx.us <i>*The usual Complaint policy may not apply as Andrews University is not required to register online programs in Texas</i></p>
<p>Utah</p>	<p>Utah Division of Consumer Protection https://dcp.utah.gov/complaints/index.html Contact: Utah Division of Consumer Protection Attn. Complaint Processor 160 East 300 South, 2nd Floor P.O. Box 146704 Salt Lake City, UT 84114-6704 801-530-6601 Fax: 801-530-6001 http://www.dcp.utah.gov/</p>
<p>Vermont</p>	<p>Vermont State Board of Education http://education.vermont.gov/documents/postsecondary-program-complaint-resolution Contact: Cassandra Ryan Vermont Agency of Education Postsecondary Approval Coordinator Cassandra.ryan@vermont.gov</p>
<p>Virginia</p>	<p>Virginia State Council of Higher Education http://schev.edu/index/students-and-parents/resources/student-complaints 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</p>
<p>Washington</p>	<p>Washington Student Achievement Council http://www.wsac.wa.gov/student-complaints Contact: Tivoli Sharp Program Administrator Washington Student Achievement Council P.O. Box 43430 Olympia, WA 98504-3430 360-753-7869 tivolis@wsac.wa.gov</p>

West Virginia	<p>West Virginia Higher Education Policy Commission http://www.wvhepc.edu/wp-content/uploads/2018/04/Student-Complaint-Process-2018.pdf Contact: Matt Turner, Executive Vice Chancellor for Administration WV Higher Education Policy Commission 1018 Kanawha Blvd., E. Suite 700 Charleston, WV 25301 Phone: 304-558-4016 Email: matt.turner@wvhepc.edu <i>*The usual Complaint policy may not apply as Andrews University is not required to register online programs in West Virginia</i></p>
Wisconsin	<p>Wisconsin Educational Approval Board http://eab.state.wi.us/resources/complaint.asp Contact: Blanca James Office Operations Associate P.O. Box 8696 Madison, WI 53708-8696 608-266-1996 blanca.james@eab.wisconsin.gov</p>
Wyoming	<p>Wyoming Department of Education https://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/ Contact: Elaine Marces Private School Program Manager Wyoming Department of Education 307-777-6210 elaine.marces@wyo.gov</p>
Washington, DC	<p>District of Columbia Education Licensure Commission https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints Contact: Office of the State Superintendent of Education Higher Education Licensure Commission 810 First St. NE, Second Floor Washington, DC 20002 202-727-6436</p>