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:

<table>
<thead>
<tr>
<th>State</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td>Alabama</td>
<td><strong>Alabama Department of Postsecondary Education</strong>&lt;br&gt;<a href="https://www.accs.cc/index.cfm/school-licensure/complaints/">https://www.accs.cc/index.cfm/school-licensure/complaints/</a>&lt;br&gt;Contact: Annette Funderburk&lt;br&gt;Private School Licensure Division&lt;br&gt;Alabama Community College System&lt;br&gt;P.O. Box 302130&lt;br&gt;Montgomery, Alabama 36104&lt;br&gt;334-293-4651&lt;br&gt;<a href="mailto:Annette.funderburk@accs.edu">Annette.funderburk@accs.edu</a>&lt;br&gt;<em>The usual Complaint policy may not apply as Andrews University is not required to register online programs in Alabama, due to SARA.</em></td>
</tr>
<tr>
<td>Alabama</td>
<td><strong>Alabama Commission on Higher Education</strong>&lt;br&gt;<a href="http://www.ache.alabama.gov/Content/Departments/NRI/NRI.aspx">http://www.ache.alabama.gov/Content/Departments/NRI/NRI.aspx</a>&lt;br&gt;Contact: Elizabeth C. French&lt;br&gt;Director, Office of Institutional Effectiveness and Planning&lt;br&gt;Alabama Commission on Higher Education&lt;br&gt;334-242-2179&lt;br&gt;<a href="mailto:elizabeth.french@ache.alabama.gov">elizabeth.french@ache.alabama.gov</a>&lt;br&gt;<em>The usual Complaint policy may not apply as Andrews University is not required to register online programs in Alabama, due to SARA.</em></td>
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<tr>
<td>State</td>
<td>Institution</td>
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<tr>
<td>Alaska</td>
<td><strong>Alaska Commission on Postsecondary Education</strong></td>
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<td>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: <a href="mailto:EED.ACPE-IA@alaska.gov">EED.ACPE-IA@alaska.gov</a>.</td>
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<td>Kierke Kussart</td>
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<tr>
<td>Arizona</td>
<td><strong>Arizona State Board for Private Postsecondary Education</strong></td>
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<tr>
<td></td>
<td>Contact: Keith Blanchard</td>
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<tr>
<td>Arkansas</td>
<td><strong>Arkansas Department of Higher Education</strong></td>
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<tr>
<td>California</td>
<td><strong>California Bureau for Private Postsecondary Education</strong></td>
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<td>State</td>
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<tr>
<td>Colorado</td>
<td>Colorado Department of Higher Education</td>
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</table>
| Connecticut | Connecticut Office of Higher Education | [Website](http://www.ctohe.org/StudentComplaints.shtml) | - 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. | Contact:  
450 Columbus Boulevard, Suite 510  
Hartford, CT 06103-1841  
860-947-1800 |
| Delaware | Delaware Department of Education | [Website](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.  
Contact:  
Delaware Department of Education  
The Townsend Building  
401 Federal Street, Suite 2  
Dover, DE 19901-3639  
302-735-4000 | |
| Florida | Florida Commission for Independent Education | [Website](http://www.fldoe.org/policy/cie/file-a-complaint.stml) | Follow instructions for “Nonpublic Postsecondary Institutions” near the bottom of the page.  
Contact:  
Commission for Independent Education  
325 W. Gaines Street, Suite 1414  
Tallahassee, FL. 32399-0400  
cieinfo@fldoe.org  
Fax: 850-245-3238  
*The usual Complaint policy may not apply as Andrews University is not required to register online programs in Florida* | |
| Georgia | Georgia Nonpublic Postsecondary Education Commission | [Website](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) | |
<table>
<thead>
<tr>
<th>State</th>
<th>Program/Commission</th>
<th>Contact Information</th>
<th>Note</th>
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</thead>
<tbody>
<tr>
<td>Hawaii</td>
<td><strong>Hawaii Post-Secondary Education Authorization Program</strong></td>
<td><a href="http://cca.hawaii.gov/hpeap/student-complaint-process/">http://cca.hawaii.gov/hpeap/student-complaint-process/</a></td>
<td><em>The usual Complaint policy may not apply as Andrews University is not required to register online programs in Hawaii</em></td>
</tr>
<tr>
<td></td>
<td>Contact: Bobbie Lum-Mew&lt;br&gt;HPEAP Administrator&lt;br&gt;P.O. Box 541&lt;br&gt;Honolulu, HI 96809&lt;br&gt;808-586-7327&lt;br&gt;<a href="mailto:hpeap@dcca.hawaii.gov">hpeap@dcca.hawaii.gov</a></td>
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<td>Contact: Val Fenske&lt;br&gt;State Coordinator for Private Colleges &amp; Proprietary Schools&lt;br&gt;Idaho State Board of Education&lt;br&gt;650 West State Street, (PO Box 83720)&lt;br&gt;Boise, ID 83720-0037&lt;br&gt;Main Office: 208-334-2270, direct line: 208-332-1587&lt;br&gt;Fax: 208-334-2632&lt;br&gt;<a href="mailto:valerie.fenske@osbe.idaho.gov">valerie.fenske@osbe.idaho.gov</a></td>
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<tr>
<td>Illinois</td>
<td><strong>Illinois Board of Higher Education</strong></td>
<td><a href="http://complaints.ibhe.org/">http://complaints.ibhe.org/</a></td>
<td><em>The usual Complaint policy may not apply as Andrews University is not required to register online programs in Illinois</em></td>
</tr>
<tr>
<td></td>
<td>Contact: Illinois Board of Higher Education&lt;br&gt;217-782-2551&lt;br&gt;<a href="mailto:info@ibhe.org">info@ibhe.org</a></td>
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<tr>
<td>Indiana</td>
<td><strong>Indiana Commission for Higher Education</strong></td>
<td><a href="http://www.in.gov/che/2744.htm">http://www.in.gov/che/2744.htm</a></td>
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<td>Contacts: Indiana Commission for Higher Education&lt;br&gt;Attn: Complaints&lt;br&gt;101 West Ohio Street, Suite 300&lt;br&gt;Indianapolis, IN 46204-1984&lt;br&gt;<a href="mailto:Complaints@che.in.gov">Complaints@che.in.gov</a></td>
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<tr>
<td>Iowa</td>
<td><strong>Iowa College Student Aid Commission</strong></td>
<td><a href="https://www.iowacollegeaid.gov/sdref-start">https://www.iowacollegeaid.gov/sdref-start</a></td>
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<td>Contact: Iowa College Student Aid Commission&lt;br&gt;430 East Grand Ave., FL 3&lt;br&gt;Des Moines, IA 50309&lt;br&gt;877-272-4456</td>
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<tr>
<td>State</td>
<td>Contact Information</td>
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<tr>
<td>Kansas</td>
<td><strong>Kansas Board of Regents</strong>&lt;br&gt;<a href="https://kansasregents.org/academic_affairs/sara">https://kansasregents.org/academic_affairs/sara</a>&lt;br&gt;<a href="http://kansasregents.org/academic_affairs/private_out_of_state/complaint_process">http://kansasregents.org/academic_affairs/private_out_of_state/complaint_process</a>&lt;br&gt;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.&lt;br&gt;Contact:&lt;br&gt;Jennifer Armour&lt;br&gt;Business Analyst&lt;br&gt;1000 SW Jackson, Ste 520&lt;br&gt;Topeka, KS 66612&lt;br&gt;(785) 430-4288&lt;br&gt;<a href="mailto:jarmour@ksbor.org">jarmour@ksbor.org</a>&lt;br&gt;<em>The usual Complaint policy may not apply as Andrews University is not required to register online programs in Kansas</em>*</td>
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<td>Kentucky</td>
<td><strong>Kentucky Council on Postsecondary Education</strong>&lt;br&gt;* 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.&lt;br&gt;(<a href="http://cpe.ky.gov/campuses/consumer_complaint.html">http://cpe.ky.gov/campuses/consumer_complaint.html</a>)&lt;br&gt;Contact:&lt;br&gt;CPE Consumer Complaint&lt;br&gt;Council on Postsecondary Education&lt;br&gt;1024 Capital Center Drive, Suite 320&lt;br&gt;Frankfort, KY 40601&lt;br&gt;<a href="mailto:cpeconsumercomplaint@ky.gov">cpeconsumercomplaint@ky.gov</a>&lt;br&gt;<em>The usual Complaint policy may not apply as Andrews University is not required to register online programs in Kentucky</em>*</td>
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<td>Louisiana</td>
<td><strong>Louisiana Board of Regents</strong>&lt;br&gt;<a href="https://regents.la.gov/divisions/planning-research-and-academic-affairs/institutional-licensure/sara/">https://regents.la.gov/divisions/planning-research-and-academic-affairs/institutional-licensure/sara/</a>&lt;br&gt;<strong>Louisiana Attorney General’s Office of Consumer Protection</strong>&lt;br&gt;Consumer Protection Division&lt;br&gt;Office of the Attorney General&lt;br&gt;P.O. Box 94005&lt;br&gt;Baton Rouge, LA 70804-9005&lt;br&gt;Office: 1-800-351-4889 or 225-326-6400</td>
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<td>Maine</td>
<td><strong>Maine Department of Higher Education</strong>&lt;br&gt;<a href="http://www.maine.gov/doe/highered/sara/index.html">http://www.maine.gov/doe/highered/sara/index.html</a>&lt;br&gt;Contact:&lt;br&gt;Angel Martinez Loredo&lt;br&gt;Higher Education Specialist&lt;br&gt;Maine Department of Education&lt;br&gt;Augusta, Maine 04333&lt;br&gt;207-624-6846&lt;br&gt;<a href="mailto:angel.loredo@maine.gov">angel.loredo@maine.gov</a></td>
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<tr>
<td>State</td>
<td>Agency</td>
<td>Website</td>
<td>Contact Information</td>
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| Maryland| **Maryland Higher Education Commission**          | [http://mhec.maryland.gov/institutions_training/Documents/acadaff/MHECStudentComplaintForms.pdf](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 | *The usual Complaint policy may not apply as Andrews University is not required to register online programs in Maryland* |
| Massachusetts| **Massachusetts Department of Higher Education** | [http://www.mass.edu/forstufam/complaints/complaints.asp](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 | *The usual Complaint policy may not apply as Andrews University is not required to register online programs in Maryland* |
Contact:  
Department of Licensing and Regulatory Affairs  
Corporations, Securities & Commercial Licensing Bureau  
P.O. Box 30018  
Lansing, MI  48909  
517-241-7000 | |
| Minnesota| **Minnesota Office of Higher Education**          | [http://www.ohe.state.mn.us/mPg.cfm?pageID=1078](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 | *The usual Complaint policy may not apply as Andrews University is not required to register online programs in Maryland* |
| Mississippi| **Mississippi Commission on College Accreditation** | [www.mississippi.edu/mcca/student_complaint_process.asp](http://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 | |
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<tr>
<th>State</th>
<th>Institution</th>
<th>Contact</th>
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<tr>
<td>Missouri</td>
<td>Missouri Department of Higher Education</td>
<td>Contact: Missouri Department of Higher Education</td>
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<td></td>
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<td>P.O. Box 1469</td>
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<td></td>
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<td>Jefferson City, MO 65102-1469</td>
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<td>573-526-1577</td>
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<td><em>The usual Complaint policy may not apply as Andrews University is not required to register online programs in Maryland</em></td>
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<tr>
<td>Montana</td>
<td>Montana University System</td>
<td>Contact: Office of the Commissioner of Higher Education</td>
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<tr>
<td></td>
<td><a href="http://mus.edu/MUS-Statement-of-Complaint-Process.asp">http://mus.edu/MUS-Statement-of-Complaint-Process.asp</a></td>
<td>560 N. Park Avenue</td>
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<tr>
<td></td>
<td></td>
<td>PO Box 203201</td>
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<tr>
<td></td>
<td></td>
<td>Helena, Montana 59620-3201</td>
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<td></td>
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<td>406-449-9124</td>
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<td><a href="mailto:stateauthorization@montana.edu">stateauthorization@montana.edu</a></td>
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<tr>
<td>Nebraska</td>
<td>Nebraska’s Coordinating Commission for Postsecondary Education</td>
<td>Contact: Kathleen Fimple</td>
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<td><a href="https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions">https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions</a></td>
<td>Academic Programs Officer</td>
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<td>Nebraska’s Coordinating Commission for Postsecondary Education</td>
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<td>402-471-0030</td>
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<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>Contact: Crystal Abba, Vice Chancellor for Academic and Student Affairs</td>
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<td><a href="https://nshe.nevada.edu/administration/academics-student-affairs/sara/">https://nshe.nevada.edu/administration/academics-student-affairs/sara/</a></td>
<td><a href="mailto:cabba@nshe.nevada.edu">cabba@nshe.nevada.edu</a></td>
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<td>Allison Combs, Assistant Vice Chancellor for Academic Affairs</td>
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<td><a href="mailto:acombs@nshe.nevada.edu">acombs@nshe.nevada.edu</a></td>
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<td></td>
<td></td>
<td>Tel: (775) 784-4901</td>
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<tr>
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<td>Fax: (775) 784-1127</td>
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<tr>
<td>State</td>
<td>Department</td>
<td>Website Links</td>
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<tr>
<td>New Hampshire</td>
<td>New Hampshire Department of Education</td>
<td><a href="https://www.education.nh.gov/highered/sara.htm">website</a></td>
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<tr>
<td>New Jersey</td>
<td>New Jersey Secretary of Higher Education</td>
<td><a href="http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml">website</a> <a href="http://www.state.nj.us/highereducation/SARA.shtml">website</a></td>
</tr>
<tr>
<td>New Mexico</td>
<td>New Mexico Higher Education Department</td>
<td><a href="http://www.hed.state.nm.us/institutions/complaints.aspx">website</a> <a href="http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx">website</a></td>
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<tr>
<td>State</td>
<td>Institution</td>
<td>Contact Details</td>
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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  
*The usual Complaint policy may not apply as Andrews University is not required to register online programs in North Carolina* |                                                                                                        |
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 |                                                                                                        |
| Ohio       | Ohio Board of Regents                             | [https://www.ohiohighered.org/students/complaints](https://www.ohiohighered.org/students/complaints)  
Contact:  
Matt Exline  
mexline@regents.state.oh.us  
614-728-3095 |                                                                                                        |
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 |                                                                                                        |
Contact:  
Juan Baez-Arevalo  
Director of Private Postsecondary Education  
Higher Education Coordinating Commission  
Juan.baez-arevalo@state.or.us  
503-947-5977  
*The usual Complaint policy may not apply as Andrews University is not required to register online programs in Oregon* |                                                                                                        |
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<tr>
<th>State</th>
<th>Department/Commission</th>
<th>Contact Information</th>
<th>Note</th>
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| Pennsylvania | 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  
*The usual Complaint policy may not apply as Andrews University is not required to register online programs in Pennsylvania |
| Rhode Island | 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  
ribhge@ribhge.org  
*The usual Complaint policy may not apply as Andrews University is not required to register online programs in Rhode Island |
| South Carolina | 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 |
| South Dakota | 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 |
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  
*The usual Complaint policy may not apply as Andrews University is not required to register online programs in Tennessee |
<table>
<thead>
<tr>
<th>State</th>
<th>Institution Name</th>
<th>URL</th>
<th>Contact Information</th>
<th>Additional Information</th>
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<tbody>
<tr>
<td>Texas</td>
<td>Texas Higher Education Coordinating Board</td>
<td><a href="http://www.thecb.state.tx.us/index.cfm?objectid=AC6FA0BC-F5DB-16DE-6B667C083DFB5B98">Website</a></td>
<td>College Readiness and Success Division</td>
<td>The usual Complaint policy may not apply as Andrews University is not required to register online programs in Texas</td>
</tr>
<tr>
<td>Utah</td>
<td>Utah Division of Consumer Protection</td>
<td><a href="https://dcp.utah.gov/complaints/index.html">Website</a></td>
<td>Utah Division of Consumer Protection</td>
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<tr>
<td>Vermont</td>
<td>Vermont State Board of Education</td>
<td><a href="http://education.vermont.gov/documents/postsecondary-program-complaint-resolution">Website</a></td>
<td>Cassandra Ryan, Vermont Agency of Education</td>
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<tr>
<td>Washington</td>
<td>Washington Student Achievement Council</td>
<td><a href="http://www.wsac.wa.gov/student-complaints">Website</a></td>
<td>Washington Student Achievement Council</td>
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<tr>
<td>State</td>
<td>Institution</td>
<td>Website</td>
<td>Contact Information</td>
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</tbody>
</table>
WV Higher Education Policy Commission  
1018 Kanawha Blvd., E. Suite 700  
Charleston, WV 25301  
Phone: 304-558-4016  
Email: matt.turner@wvhepc.edu  
*The usual Complaint policy may not apply as Andrews University is not required to register online programs in West Virginia* |
| Wisconsin        | Wisconsin Educational Approval Board                      | http://eab.state.wi.us/resources/complaint.asp                         | Blanca James  
Office Operations Associate  
P.O. Box 8696  
Madison, WI 53708-8696  
608-266-1996  
blanca.james@eab.wisconsin.gov |
Private School Program Manager  
Wyoming Department of Education  
307-777-6210  
elaine.marces@wyo.gov |
Higher Education Licensure Commission  
810 First St. NE, Second Floor  
Washington, DC 20002  
202-727-6436 |