

Carnegie Mellon University

Student Complaints and Student Consumer Information by State Official/Agency

State official/agency contact information for each U.S. state/territory that could handle a student's complaint is as follows:

Alabama

Alabama Commission on Higher Education
P.O. Box 302000
Montgomery, Al 36130-2000
Telephone: 334-242-1998
Fax: 334-242-0268
Website: <http://www.ache.alabama.gov/Content/Departments/NRI/federal-reg.pdf>

Alaska

Kierke A. Kussart
Program Coordinator for Institutional Authorization
Alaska Commission on Postsecondary Education
PO Box 110505
Juneau, AK 99811-0505
Telephone: 907-465-6741
E-mail: EED.ACPE-IA@alaska.gov
Website: http://acpe.alaska.gov/About_Us/Consumer_Protection

Arizona

Keith Blanchard
Deputy Director/Investigator
Telephone: 602-542-5769
E-mail: Keith.blanchard@azppse.gov
Website: <https://ppse.az.gov/complaint>

Arkansas

ICAC Coordinator
Arkansas Department of Higher Education
114 East Capitol
Little Rock, AR 72201
E-mail: ICAC@ADHE.EDU
Website:
https://static.ark.org/eeuploads/adhe/APPENDIX_J_Student_Grievance_complaint_process_Revised_2015.doc

California

Bureau for Private Postsecondary Education
2535 Capitol Oaks Drive, Suite 400
Sacramento, CA 95833
Telephone: 916-431-6969
Fax: 916-263-1897
Website: <http://www.bppe.ca.gov/enforcement/complaint.shtml>

Colorado

Heather DeLange
Academic Policy Officer
1560 Broadway, Suite 1600
Denver, CO 80202
Telephone: 303-866-4209
E-mail: heather.delange@dhe.state.co.us
Website: <http://highered.colorado.gov/Academics/Complaints/default.html>

Connecticut

Education & Employment Information Center
Telephone: 800-842-0229
E-mail: edinfo@ctohe.org
Website: <http://www.ctohe.org/StudentComplaints.shtml>.

Delaware

The Delaware Department of Education
Teacher and Administrator Quality
John W. Collette Resource Center
35 Commerce Way
Dover, DE 19904
Telephone: 302-857-3388
E-mail: IHE@doe.k12.de.us
Website: www.doe.k12.de.us

District of Columbia

Office of the State Superintendent of Education
Education Licensure Commission
810 First Street, NE
9th Floor
Washington, DC 20002
Website: <http://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints>

Florida

Commission for Independent Education
325 W. Gaines Street, Suite 1414
Tallahassee, FL 32399-0400
E-mail: amy.lefstead@fldoe.org
Fax: 850-245-3238
Website: <http://cdn.fldoe.org/policy/cie/file-a-complaint.shtml>

Georgia

Nonpublic Postsecondary Education Commission

2082 East Exchange Place, Suite 220

Tucker, Georgia 30084-5305

Telephone: 770-414-3300

Fax: 770-414-3309

Website: <http://gnpec.org/consumer-resources/gnpec-authorized-school-complainant-form/>

Hawaii

Bobbi Lum-Mew

HPEAP Administrator

P.O. Box 541

Honolulu, HI 96809

Telephone: 808-586-7327

E-mail: hpeap@dcca.hawaii.gov

Website: <http://cca.hawaii.gov/hpeap/files/2013/08/Student-Complaint-Form.pdf>

Idaho

Val Fenske

State Coordinator for Private Colleges & Proprietary Schools

Office of the (Idaho) State Board of Education

650 W. State St, (POB 83720)

Boise, ID 83720-0037

Telephone: 208-332-1587

Fax: 208-334-2632

E-mail: Valerie.fenske@osbe.idaho.gov

Website: https://boardofed.idaho.gov/priv_col_univ/student_complaint.asp

Illinois

Richard Tapia

Associate Director for Diversity and Outreach

1 N Old State Capitol Plaza, Suite 333

Springfield, Illinois 62701

Telephone: 217-557-7359

E-mail: tapia@ibhe.org

Website: <http://complaints.ibhe.org/>

Indiana

Sara E. Appel, M.A

Academic Programs Manager

Indiana Commission for Higher Education

101 West Ohio Street, Suite 550

Indianapolis, IN 46204-1984

Telephone: 317-464-4400

Fax: 1-317-464-4410

Email: sappel@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
Telephone: 317-464-4400 Ext. 141
Fax: 317-233-4219
Email: tadams@bpe.che.IN.gov
Website: <http://www.in.gov/che/2744.htm>

Iowa

Carolyn Small
Postsecondary Registration Administrator
Telephone: 877-272-4456
Website: <https://www.iowacollegeaid.gov/content/constituent-request-review>

Kansas

Jacqueline G. Johnson
Director of Private/Out-of-State Postsecondary Education
1000 SW Jackson, Ste 520
Topeka, KS 66612
Telephone: 785-296-4917
E-mail: jjohnson@ksbor.org
Website: http://kansasregents.org/academic_affairs/private_out_of_state/complaint_process

Kentucky

Director of Postsecondary Licensing
Council on Postsecondary Education
1024 Capital Center Drive, Suite 320
Frankfort, KY 40601
E-mail: cpeconsumercomplaint@ky.gov
Website: <http://cpe.ky.gov/institutions/>

Louisiana

Consumer Protection Division/Office of the Attorney General
P.O. Box 94005
Baton rouge, LA 70804-9005
Telephone: 1-800-351-4889 OR 225-326-6400
Fax: 225-342-9318
Website: <http://www.regents.la.gov/page/StudentComplaints>

Maine

Angel Martinez Loreda
Higher Education Specialist
Maine Department of Education
Augusta, Maine 04333
Telephone: 207-624-6846

E-mail: angel.loredo@maine.gov

Website: <http://www.maine.gov/education/highered/DegGrant/DegGrantAuth.htm>

Maryland

Maryland Attorney General

Academic Affairs/Student Complaints

Maryland Higher Education Commission

6 N. Liberty street, 10th Floor

Baltimore, MD 21201

Baltimore, MD 21202

Telephone: 410-767-3301 or 800-974-0203 (toll-free)

Fax: 410-332-0270

E-mail: acadprop@mhec.state.md.us

Website: <http://www.mhec.state.md.us/career/pcs/gripe.asp>

Massachusetts

Angela Williams

Paralegal and Coordinator for Accountability & Regulatory Affairs

Telephone: 617-994-6963

E-mail: awilliams@bhe.mass.edu

Website: <http://www.mass.edu/forstufam/complaints/complaints.asp>

Michigan

Dept. of Licensing and Regulatory Affairs

Bureau of Commercial Services, Licensing Division

Proprietary School Unit

PO Box 30714

Lansing, Michigan 48909

Fax: 517-373-3085

Website: http://www.michigan.gov/lara/0,4601,7-154-61343_35414_60647_2739---,00.html

Minnesota

George R. Roedler, Jr., JD.

Manager, Institutional Registration and Licensing

Minnesota Office of Higher Education

1450 Energy Park Drive, Suite 350

St. Paul, MN 55108

Telephone: 651-259-3975

Fax: 651-642-0675

E-mail: George.roedler@state.mn.us

Website: <http://www.ohe.state.mn.us/mPg.cfm?pageID=1078>

Mississippi

Menia Dykes

Director of Accreditation

Mississippi Commission on College Accreditation

3825 Ridgewood Road

Jackson, MS 39211

E-mail: mdykes@mississippi.edu
Website: <http://www.mississippi.edu/mcca/>

Missouri

Missouri Department of Higher Education
Telephone: 573-526-1577
Fax: 573-751-6635
E-mail: info@dhe.mo.gov
Website: <http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf>

Montana

Montana University System
Office of the Commissioner of Higher Education
2500 Broadway Street
P.O. Box 203201
Helena, MT 59620-3201
Telephone: 406-444-6570
Website: <http://mus.edu/MUS-Statement-of-Complaint-Process.asp>

Nebraska

Kathleen Fimple
Academic Programs Officer
Nebraska's Coordinating Commission for Postsecondary Education
Telephone: 402-471-0030
E-mail: kathleen.fimple@nebraska.gov
Website: <https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions>

Nevada

Commission on Postsecondary Education
8778 S Maryland Parkway, Suite 115
Las Vegas, NV 89123
Fax: 702-486-7340
E-mail: mjwu@cpe.state.nv.us
Website: <http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm>

New Hampshire

Edward MacKay, Director
Division of Higher Education/Higher Education Commission
101 Pleasant Street
Concord, NH 03301
Telephone: 603-271-0256
E-mail: Edward.mackay@doe.nh.gov
Website: <http://www.education.nh.gov/highered/colleges/index.htm>

New Jersey

Rochelle Hendricks
Office of the Secretary of Higher Education
ATTN: Complaints

P.O. Box 542
Trenton, NJ 08625-0542
Telephone: 609-292-4310
Website: <http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml>

New Mexico

Diane Vigil-Hayes
Private & Proprietary Schools Administrator and Compliance Officer
New Mexico Higher Education Department
2048 Galisteo Street
Santa Fe, NM 87505
Telephone: 505-476-8418
E-mail: Diane.Vigil@state.nm.us
Website: <http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx>

New York

New York State Education Department
Office of College and University Evaluation
EBA Room 969
89 Washington Ave
Albany, NY 12234
E-mail: ekramer@mail.nysed.gov
Website: <http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html>

North Carolina

Post-Secondary Education Complaints
C/O Director of Licensure
University of North Carolina General Administration
910 Raleigh Road
Chapel Hill, NC 27514
Telephone: 919-962-4558
E-mail: studentcomplaint@northcarolina.edu.
Website: http://www.northcarolina.edu/sites/default/files/documents/student_complaint_form.pdf

North Dakota

Parrell D. Grossman, Director
Office of Attorney General, Consumer Protection and Antitrust Division
Gateway Professional Center, 1050 East Interstate Avenue, Ste. 200
Bismarck, ND 58503
Telephone: 701-328-5570
E-mail: pgrossman@nd.gov
Website: <http://www.nd.gov/cte/>

Ohio

Max Exline
Telephone: 614-728-3095
Fax: 614-466-5866
E-mail: mexline@regents.state.oh.us

Website: <https://www.ohiohighered.org/students/complaints>

Oklahoma

Mr. Jose Dela Cruz

Coordinator of Academic Affairs Projects

Oklahoma State Regents for Higher Education

Telephone: 405-225-9141

Website: <http://www.okhighered.org/current-college-students/complaints.shtml>

Oregon

Juan Baez-Arevalo

Director of Private Postsecondary Education

Oregon Higher Education Coordinating Commission

775 Court St. NE

Salem, OR 97301

Telephone: 503-947-5977

E-mail: juan.baez-arevalo@state.or.us

Website: <http://www.ode.state.or.us/search/results/?id=83>

Pennsylvania

Division of Higher & Career Education

Pennsylvania Department of Education- Postsecondary and Adult Education

333 Market Street, 12th Floor

Harrisburg, PA 17126-0333

Telephone: 717-783-8228

Fax: 717-722-3622

E-mail: ra-collunivseminfo@pa.gov

Website: <http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#tab-1>

Rhode Island

Commission of Higher Education

RI Office of Higher Education

80 Washington Street, Suite 524

Providence, RI 02903

Website: <http://www.ribghe.org/8a1031912.pdf>

South Carolina

SC Commission on Higher Education

Academic Affairs

Attn: Student Complaint

1122 Lady Street, Suite 300

Columbia, SC 29201

E-mail: submitcomplaint@che.sc.gov

Website:

http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf

South Dakota

South Dakota Attorney General

1302 E. Hwy 14, Suite 1

Pierre, SD 57501-8501

Telephone: 605-773-3215

E-mail: atghelp@state.sd.us

Website:

<http://sdsos.gov/general-information/postsecondary-education/default.aspx>

Tennessee

Shauna Jennings

Investigations Officer & Complaint Specialist

Tennessee Higher Education Commission

404 James Robertson Parkway, Suite 1900

Nashville, TN 37243

E-mail: shauna.jennings@tn.gov

Telephone: 615-741-0662

Website: <http://tn.gov/thec/article/frequently-asked-postsecondary-questions>

Texas

William Franz, General Counsel

Texas Higher Education Coordinating Board

Office of General Counsel

P.O. Box 12788

Austin, TX 78711-2788

E-mail: william.franz@thecb.state.tx.us

Website: <http://www.thecb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9D>

Utah

Utah Division of Consumer Protection

Attn: Complaint Processor

160 East 300 South

Salt Lake City, UT 84114-6704

Telephone: 801-530-6601

Website: <http://consumerprotection.utah.gov/complaints/index.html>

Vermont

Cathy Hilgendorf

Postsecondary Approval Coordinator

Vermont Agency of Education

120 State Street

Montpelier, VT 06620

Telephone: 802-828-5402

E-mail: cathy.hilgendorf@state.vt.us

Website: [http://education.vermont.gov/documents/EDU-VTAOE-Complaint Resolution for Postsecondary Education.pdf](http://education.vermont.gov/documents/EDU-VTAOE-Complaint_Resolution_for_Postsecondary_Education.pdf)

Virginia

State Council of Higher Education for Virginia

Telephone: 804-371-2285

Website: <http://schev.edu/index/students-and-parents/resources/student-complaints>

Washington

Karen Oelschlager

Program Administrator /Degree Authorization

Washington Student Achievement Council

Telephone: 360-753-7869

E-mail: kareno@wsac.wa.gov

Website: <http://www.wsac.wa.gov/student-complaints>

West Virginia

Dr. Kathy Butler, Senior Director of Academic Affairs

WV Higher Education Policy Commission

1018 Kanawha Blvd., E. Suite 700

Charleston, WV 25301

Telephone: 304-558-0261

E-mail: kbutler@hepc.wvnet.edu

Website: <https://www.wvhepc.org/resources/133-20.pdf>

Wisconsin

Blanca James

Office Operations Associate

P.O. Box 8696

Madison, WI 53708-8696

Telephone: 608-266-1996

E-mail: blanca.james@eab.wisconsin.gov

Website: <http://eab.state.wi.us/resources/complaint.asp>

Wyoming

Elaine Marces

Wyoming Department of Education

Telephone: 307-777-6210

E-mail: elaine.marces@wyo.gov

Website: <https://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/>

United States Protectorates and Territories

Puerto Rico

David Baez Davila

Acting Executive Director, Puerto Rico Council on Education

Telephone: 787-641-7100

Fax: 787-641-2573

E-mail: dbaez@ce.pr.gov

Website: <http://www2.pr.gov/agencias/cepr/inicio/sobrecepr/Pages/Area-de-Programas-de-Apoyo-a-la-Educacion.aspx>

Republic of Palau

Palau Community College

P.O. Box 9

Koror, Palau 96940

Telephone: 680-488-2470

Fax: 680-488-2447

Website: www.palau.edu

U.S. Virgin Islands

The Virgin Islands Department of Education

1834 Kongens Gade

St. Thomas, VI 00802

Telephone: 340-774-0100

Fax: 340-779-7153

Website: <http://www.vide.vi/>