Michigan State University encourages students and prospective students initially to address complaints relating to MSU institutional policies and consumer protection issues with personnel in the office, department, or college that caused the alleged grievance. Senior University administrators will be involved, as needed, to resolve the complaints.

Pursuant to the state authorization provision of the Program Integrity Regulations (34 C.F.R. 668.43) established by the Department of Education on October 29, 2010, the following contact information is provided for filing complaints that remain unresolved after engaging in the above-referenced process. Complaints concerning broad institutional academic practices, such as those that raise issues regarding the University's ability to meet accreditation standards, may be forwarded to the Higher Learning Commission of the North Central Association of Colleges and Schools, 30 North LaSalle Street, Chicago, Illinois 60602-2504 or www.ncalhigherlearningcommission.org. Complaints concerning consumer protection violations may be directed to the Office of the Attorney General of the State of Michigan, Consumer Protection Division, P.O. Box 30213, Lansing, MI 48909-7713 or http://michigan.gov/ag/0,1607,7-164-1773-42077--,00.html.

The Michigan Department of Licensing and Regulatory Affairs’ Corporations, Security & Commercial Licensing Bureau is the agency designated to review complaints against institutions of higher education providing distance education. Complaints concerning MSU’s distance education activities regulated by Michigan’s Higher Education Authorization and Distance Education Reciprocal Exchange Act (2015 PA 45) may be directed to the Department of Licensing and Regulatory Affairs, Corporations, Securities & Commercial Licensing Bureau, P.O. Box 30018, Lansing, MI 48909 through the process described at http://www.michigan.gov/documents/lara/Post-Secondary_Student_Complaints_498839_7.pdf.

State Authorization Reciprocity Agreement (SARA) - On September 11 2015, MSU became an official member of the National Council of State Authorization Reciprocity Agreements (NC-SARA) and began participating in the State Authorization Reciprocity Agreement (SARA). A “State authorization reciprocity agreement” is an agreement between two or more States that authorizes an institution located and legally authorized in a State covered by the agreement to provide postsecondary education through distance education or correspondence courses to students in other States covered by the agreement.

- Participating SARA States
- SARA Student Complaint Process

### State | NC-SARA State Portal Agency | Licensing Agency
---|---|---
**ALABAMA** | G. G. “Greg” Fitch, Executive Director al.sara@ache.edu Alabama Commission on Higher Education 100 N. Union St. #782 Montgomery, Alabama 36104 251-460-6261 | Student Complaint Information: http://www.ache.state.al.us/Content/Departments/NRI/NRI.aspx

**ALASKA** | Kierke Kussart kierke.kussart@alaska.gov Program Coordinator Institutional Authorization Alaska Commission on Postsecondary Education P.O. Box 110505 Juneau, AK 99811-0505 907.465.6741 | Student Complaint Information: http://acpe.alaska.gov/ABOUT_US/Consumer_Protection

**ARIZONA** | Lanna Dueck lduck.azsara@riosalado.edu 2323 W. 14th Street Tempe, AZ 85281 480.517.8226 | Student Complaint Information: https://ppse.az.gov/Student Complaint

**ARKANSAS** | Alana Boles alana.boles@adhe.edu Program Specialist, Academic Affairs Arkansas Department of Higher Education 423 Main Street, Suite 400 Little Rock, AR 72201 501.371.2060 | Student Complaint Information: http://www.adhe.edu/students-parents/colleges-universities/student-grievance-form

**CALIFORNIA** | California Bureau for Private Postsecondary Education 2535 Capitol Oaks Drive, Suite 400 Sacramento, CA 95833 Mailing Address: P. O. Box 980818 West Sacramento, CA 95798-0818 916.431.6959 Toll-Free: 888.370.7589 http://www.bppe.ca.gov/ | Student Complaint Information: http://www.bppe.ca.gov/enforcement/Student Complaint.shtml

State Authorization Reciprocity Agreements | Michigan State University
---|---

Current as June 30, 2018
COLORADO
Heather Delange
heather.delange@dhe.state.co.us
Academic Policy Officer
Department of Higher Education
1560 Broadway, Suite 1600
Denver, CO 80202
303.862.3005

Student Complaint Information:
http://highered.colorado.gov/Academics/Student.Complaints/default.html

CONNECTICUT
Christon R. Kurker-Stewart, Esq.
kurker-stewart@ctoho.org
Senior Associate, Academic Affairs
Connecticut Office of Higher Education
39 Woodland Street
Hartford, CT 06105-2337
860.947.1820
http://www.ctdhe.org

Student Complaint Information:
http://www.ctoho.org/StudentStudent.Complaints.shtml

DELWARE
Shana Payne
Shana.Payne@doe.k12.de.us
Director, Higher Education Office
Delaware Department of Education
Delaware Higher Education Office
Townsend Building
401 Federal Street, Suite 2
Dover, DE 19901
302.735.4120

Student Complaint Information:  http://www.doe.k12.de.us/sara

DISTRICT OF COLUMBIA
Angela H. Lee
Angela.Lee@dc.gov
Executive Director
Higher Education Licensure Commission
Postsecondary Education
Office of the State Superintendent of Education
810 1st Street, NE
Washington, DC 20002
202.727.6436

Student Complaint Information:

FLORIDA
Morgan Champion
morgan.champion@fldoe.org
Commission for Independent Education
325 W. Gaines Street, Suite 1414
Tallahassee, FL 32399-0400
Phone: 850-245-3212

Student Complaint Information:

GEORGIA
Patricia “Pat” Neri
GASARA@gnpec.org
GA-SARA Coordinator
Georgia Nonpublic Postsecondary Education Commission
2082 East Exchange Place, Suite 220
Tucker, GA 30084
770.414.3235

Student Complaint Information:
http://gnpec.org/ga-sara/

HAWAII
Bobbi Lum-Mew
hpeap@dcca.hawaii.gov
Program Administrator
Hawaii Post-Secondary Education
Authorization Program
Department of Commerce & Consumer Affairs
P.O. Box 541
Honolulu, HI 96809
808-586-7327

Student Complaint Information:

IDAHO
Valerie Fenske
valerie.fenske@osbe.idaho.gov
Idaho Private Colleges & Proprietary Schools Coordinator
Idaho State Board of Education
P.O. Box 83720
Boise, ID 83720-0037
208.332.1587

Student Complaint Information:
https://boardofed.idaho.gov/priv_col_univ/student_StudentComplaint.asp

ILLINOIS
Nkechi Onwuameze, PhD
sara@ibhe.org
Assistant Director for Academic Affairs
Illinois SARA Coordinator
Illinois Board of Higher Education
1 N. Old State Capitol Plaza, Suite 333
Springfield, IL 62701-1377
217.557.7382

Student Complaint Information:
http://www.ibhe.state.il.us/consumerinfo/StudentComplaint.htm

INDIANA
Ken Sauer
academics@che.in.gov
Senior Associate Commissioner and Chief Academic Officer
Indiana Commission for Higher Education
101 W. Ohio Street, Suite 550
Indianapolis, IN 46204-1984
317.232.1090

Student Complaint Information:
http://www.in.gov/che/2744.htm

KANSAS
Jennifer L. Armour
jarmour@ksbor.org
Business Analyst, Private Postsecondary Education
Kansas Board of Regents
1000 SW Jackson, Suite 520
Topeka, KS 66612-1368
785.430.4288

Student Complaint Information:
https://www.kansasregents.org/academic_affairs/private_out_of_state/Studen tComplaint_process

KENTUCKY
Sarah Levy
sarah.levy@ky.gov
Director of Postsecondary Licensing
Kentucky Council on Postsecondary Education
1024 Capital Center Drive, Suite 320
Frankfort, KY 40601
502.573.1535 ext. 350

Student Complaint Information:
http://cpe.ky.gov/forstudents/consumerStudentComplaints/

LOUISIANA
Larry Tremblay
larry.tremblay@la.gov
Deputy Commissioner for Planning, Research and Academic Affairs
Louisiana Board of Regents
1201 N. Third St., Suite 6-200
Baton Rouge, LA 70802
225.342.4253

Student Complaint Information:
http://www.regents.la.gov/page/StudentStudentComplaints

MAINE
Angel Loredo
angel.loredo@maine.gov
Higher Education Specialist
Department of Higher Education
23 State House Station
Augusta, Maine 04333-0023
207.624.6846

Student Complaint Information:
http://www.maine.gov/doe/highered/sara/
MARYLAND  
Koliwe Moyo  
koliwe.moyo@maryland.gov  
Online Education Analyst  
Maryland Higher Education Commission  
6 North Liberty Street, 10th Floor  
Baltimore, MD 21201  
410.767.3297  

Student Complaint Information:  
http://mhec.maryland.gov/institutions_training/Pages/career/pcs/StudentComplaint.aspx  

MASSACHUSETTS  
Alex Nally  
SARAInquiries@dhe.mass.edu  
SARA Coordinator  
Massachusetts Department of Higher Education  
One Ashburton Place, Room 1401  
Boston, MA 02108  
617.994.6910  

Student Complaint Information:  
http://www.mass.edu/forstudents/StudentComplaints/StudentComplaintprocess.asp  

MICHIGAN  
James R. Farhat  
farhatj@michigan.gov  
Specialist,  
Department of Licensing and Regulatory Affairs  
Corporations, Securities & Commercial Licensing  
Schools and Licensing  
P.O. Box 30018  
Lansing, MI 48909  
517.241.4274  

Student Complaint Information:  
http://www.michigan.gov/documents/lara/Post-Secondary_Student_StudentComplaints_498839_7.pdf  

MINNESOTA  
Betsy Talbot  
Betsy.Talbot@state.mn.us  
Minnesota Office of Higher Education  
1450 Energy Park Drive, Suite 350  
Saint Paul, MN 55108  
651.259.3965  

Student Complaint Information:  
http://www.che.state.mn.us/mpg.cfm?pageID=1078  

MISSISSIPPI  
Menia Dykes  
mdykes@mississippi.edu  
Director of Accreditation  
Mississippi Institutions of Higher Learning  
3825 Ridgewood Road  
Jackson, MS 39211  
601.432.6372  

Student Complaint Information:  
http://www.ihl.state.ms.us/  

MISSOURI  
Leroy Wade  
leroy.wade@dhe.mo.gov  
Assistant Commissioner  
Missouri Department of Higher Education  
205 Jefferson Street  
P.O. Box 1469  
Jefferson City, MO 65102-1469  
573.751.2361  

Student Complaint Information:  
http://www.dhe.mo.gov/  

MONTANA  
Elisabeth Ternes  
eternes@montana.edu  
Academic Policy Specialist  
Office of the Commissioner of Higher Education  
Montana University System  
P.O. Box 203201  
Helena, MT 59620-3201  
406.444.0311  

Student Complaint Information:  
http://mus.edu/che/default.asp  

NEBRASKA  
Kathleen L. Fimple, Ph.D.  
Kathleen.Fimple@nebraska.gov  
Academic Programs Officer  
Coordinating Commission for Postsecondary Education  
P.O. Box 95005  
Lincoln, NE 68509-5005  
402.471.0030  

Current as June 12, 2018
NEVADA
Crystal Abba
crystal_abba@nshe.nevada.edu
Vice Chancellor for Academic & Student Affairs
Nevada System of Higher Education
2601 Enterprise Road
Reno, NV 89512
775.784.4901

Student Complaint Information:
http://www.cpe.state.nv.us/CPE%20Student%20Complaint%20Info.htm

NEW HAMPSHIRE
Edward R. MacKay
Edward.MacKay@doe.nh.gov
Division Director
Higher Education Commission
New Hampshire Department of Education
101 Pleasant Street
Concord, NH 03301-3494
603.271.0256

Student Complaint Information:

NEW JERSEY
Eric Taylor, Esquire
eric.taylor@oshe.nj.gov
Director, Office of Licensure
New Jersey Secretary for Higher Education
20 West State Street, 4th Floor
P.O. Box 542
Trenton, NJ 08625-0542
609.984.3738

Student Complaint Information:
http://www.state.nj.us/highereducation/OSHEStudentComplaintInstructions.shtml

NEW MEXICO
Jeneva LiRosi
Jeneva.LiRosi@state.nm.us
General Counsel
New Mexico Higher Education Department
2044 Galisteo Street Suite 4
Santa Fe, NM 87505-2100
505.476.8402

Student Complaint Information:
http://www.hed.state.nm.us/students/hed-student-StudentComplaint-form.aspx

NEW YORK
Owen Donovan
IHEauthorize@nysed.gov
Supervisor
Higher Education Programs
New York State Education Department
89 Washington Avenue
Albany, NY 12234
518.474.1551

Student Complaint Information:
http://www.highered.nysed.gov/ocue/spr/STUDENTCOMPLAINTFORMINFO.html

NORTH CAROLINA
Terrence R. Scarborough, M.P.A.
tscarborough@ncsea.edu
Director of SARA-NC
North Carolina State Education Assistance Authority
P.O. Box 14103
Research Triangle Park, NC 27709
919.549.8614, ext. 4660

Student Complaint Information: http://www.ncsea.edu/

NORTH DAKOTA
Dr. Richard Rothaus
richard.rothaus@ndus.edu
NDUS Vice Chancellor for Academic and Student Affairs
North Dakota University System

Student Complaint Information: https://www.ndus.edu/system/state-authorization/
Ohio
Matt Exline
mexline@regents.state.oh.us
Assistant Director of Program Approval Operations
Ohio Department of Higher Education
25 South Front Street
Columbus, OH 43215
614.728.3095

Student Complaint Information:
https://www.ohiohighered.org/students/Student Complaints

Oklahoma
Daniel Archer
darcher@osrhe.edu
Assistant Vice Chancellor for Academic Affairs
Oklahoma State Regents for Higher Education
655 Research Parkway, Ste. 200
P.O. Box 108850
Oklahoma City, OK 73101-8850
405.225.9142

Student Complaint Information:
https://www.ohiohighered.org/students/Student Complaints

Oregon
Juan Baez-Arevalo
juan.baez.arevalo@state.or.us
Director of Private Postsecondary Education
Oregon Higher Education Coordinating Commission
775 Court Street NE
Salem, OR 97301
503.947.5977

Student Complaint Information:
http://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary-StudentComplaints.aspx

Pennsylvania
Patricia Landis
plandis@pa.gov
Division Chief
Pennsylvania Department of Education
Division of Higher and Career Education
333 Market Street
Harrisburg, PA 17126
717.783.8228

Student Complaint Information:
http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-StudentComplaints.aspx#tab-1

Puerto Rico
David Baez Davilla
dbaez@ce.pr.gov
Acting Director, Education Support Programs
Puerto Rico Council on Education
P.O. Box 19900
San Juan, PR 00919-1900
787.641.7100 – Ext. 2056

Student Complaint Information:
http://www.ce.pr.gov/

Rhode Island
Michael Walker-Jones
Michael.Walker-Jones@riopc.edu
Assistant Commissioner/External Affairs
RI Office of the Postsecondary Commissioner
560 Jefferson Blvd.
Warwick, Rhode Island 02886-1304
401.736.1122

Student Complaint Information:
https://www.riopc.edu/page/student_Student Complaint/

South Carolina
Clay Barton
Cbarton@che.sc.gov
South Carolina Commission on Higher Education
1122 Lady Street, Suite 300
Columbia, SC 29201
803.737.7781

Student Complaint Information:
http://www.che.sc.gov/Students,FamiliesMilitary/LearningAboutCollege/ConsumerInformation.aspx

South Dakota
Katie Hubbart
KHubbard@sdbor.edu
Academic Affairs Specialist
South Dakota SARA Coordinator
South Dakota Board of Regents
Student Complaint Information:
https://www.sdbor.edu/Pages/default.aspx

TENNESSEE

Julie Woodruff
julie.woodruff@tn.gov
Director of Postsecondary School Authorization and Lead Attorney
Tennessee Higher Education Commission
404 Nashville Robertson Parkway, Suite 1900
Nashville, TN 37243
615.253.8857

Student Complaint Information:
https://www.tn.gov/thec/article/consumer-services

TEXAS

Jessica Acton
jessica.acton@thecb.state.tx.us
Program Director
Texas Higher Education Coordinating Board
1200 E. Anderson Lane
Austin, TX 78752
512.427.6214

Student Complaint Information:
www.thecb.state.tx.us/download.cfm?downloadfile=053424CA-C5EC-31B3-7F15B2370049A4FF&typename=dmtF...

U.S. VIRGIN ISLANDS

Camille McKayle
cmckayl@uvi.edu
Provost and Vice President for Academic Affairs
University of the Virgin Islands
#2 John Brewers Bay
St. Thomas, USVI 00802
340.693.1200

Student Complaint Information:
http://nc-sara.org/states/virgin-islands

UTAH

Cynthia "Cyd" Grua
rgrua@ushe.edu
Office of the Commissioner for Higher Education
Utah System of Higher Education
Board of Regents Building, The Gateway
60 S 400 W
Salt Lake City, Utah 84111
801.321.7152

Student Complaint Information:
https://higheredutah.org/submitStudent Complaints/

VERMONT

Cassandra Ryan
Cassandra.Ryan@state.vt.us
School Finance Analyst
Vermont Agency of Education
120 State St.
Montpelier, VT 05620
802.479.8545

Student Complaint Information:

VIRGINIA

Darlene Derricott
DarleneDerricott@schev.edu
Director of Academic Services
State Council of Higher Education for Virginia
101 N. 14th Street, 9th Floor
Richmond, VA 23219
804.2252621

Student Complaint Information:
http://www.schev.edu/index/students-and-parents/resources/student-Student Complaints

WASHINGTON

Tivoli Sharp
tivolis@wsac.wa.gov
Washington Student Achievement Council
P.O. Box 43430
Olympia, WA 98504-3430
360.753.7869

Student Complaint Information:
http://www.wsac.wa.gov/student-Student Complaints
WEST VIRGINIA
Mark Stotler
mark.stotler@wvhepc.edu
Director of Academic Programming
West Virginia Higher Education Policy Commission
1018 Kanawha Blvd. East, Suite 700
Charleston, WV 25301
304.558.0262

Student Complaint Information:
http://www.wvhepc.edu/wp-content/uploads/2015/10/Student-Student
Complaint-Process-revised-3.pdf

WISCONSIN
Dr. Morna Foy
nancy.merrill@wtcsystem.edu
President, Wisconsin Technical College System; Chair, Wisconsin Distance
Learning Authorization Board
4622 University Avenue
P.O. Box 7874
Madison, WI 53707-7874
608.267.9514

Student Complaint Information:
http://heab.wi.gov/dlab/students.html

WYOMING
Larry Buchholtz
larry.buchholtz@wyo.gov
Fiscal Operations Team Manager
State of Wyoming
Wyoming Community College Commission
2300 Capitol Ave., 5th Floor, Suite B
Cheyenne, WY 82002
307.777.7068

Student Complaint Information:
https://communitycolleges.wy.edu/sara.aspx