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.ncahigherlearningcommission.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

<table>
<thead>
<tr>
<th>State</th>
<th>NC-SARA State Portal Agency</th>
<th>Licensing Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALABAMA</td>
<td>G. G. “Greg” Fitch, Executive Director</td>
<td><a href="mailto:al.sara@ache.edu">al.sara@ache.edu</a></td>
</tr>
<tr>
<td></td>
<td>Alabama Commission on Higher Education</td>
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</tr>
<tr>
<td></td>
<td>100 N. Union St. #782</td>
<td></td>
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<tr>
<td></td>
<td>Montgomery, Alabama 36104</td>
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<tr>
<td></td>
<td>251-460-6261</td>
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<td>Student Complaint Information:</td>
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<td></td>
<td><a href="http://www.ache.state.al.us/Content/Departments/NRI/NRI.aspx">http://www.ache.state.al.us/Content/Departments/NRI/NRI.aspx</a></td>
<td></td>
</tr>
<tr>
<td>ALASKA</td>
<td>Kierke Kussart</td>
<td><a href="mailto:kierke.kussart@alaska.gov">kierke.kussart@alaska.gov</a></td>
</tr>
<tr>
<td></td>
<td>Program Coordinator Institutional Authorization</td>
<td></td>
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<tr>
<td></td>
<td>Alaska Commission on Postsecondary Education</td>
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<tr>
<td></td>
<td>P.O. Box 110505</td>
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<tr>
<td></td>
<td>Juneau, AK 99811-0505</td>
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<tr>
<td></td>
<td>907.465.6741</td>
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<td><a href="http://acpe.alaska.gov/ABOUT_US/Consumer_Protection">http://acpe.alaska.gov/ABOUT_US/Consumer_Protection</a></td>
<td></td>
</tr>
<tr>
<td>ARIZONA</td>
<td>Lanna Dueck</td>
<td><a href="mailto:ldueck.azsara@riosalado.edu">ldueck.azsara@riosalado.edu</a></td>
</tr>
<tr>
<td></td>
<td>AZ SARA</td>
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<tr>
<td></td>
<td>2323 W. 14th Street</td>
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<tr>
<td></td>
<td>Tempe, AZ 85281</td>
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<tr>
<td></td>
<td>480.517.8226</td>
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<tr>
<td>ARKANSAS</td>
<td>Alana Boles</td>
<td><a href="mailto:alana.boles@adhe.edu">alana.boles@adhe.edu</a></td>
</tr>
<tr>
<td></td>
<td>Program Specialist, Academic Affairs</td>
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<td></td>
<td>Arkansas Department of Higher Education</td>
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<tr>
<td></td>
<td>423 Main Street, Suite 400</td>
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<td>Little Rock, AR 72201</td>
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<td>501.371.2060</td>
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</tbody>
</table>
http://www.adhe.edu/students-parents/colleges-universites/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

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.
ckurker-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.ctdhe.org/StudentComplaints.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.go
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:
http://osse.dc.gov/service/higher-education-licensure-commission-helc-public-Student Complaints
Florida Commission for Independent Education
325 W. Gaines Street, Suite 1414
Tallahassee, FL 32399-0400
850.245.3200
http://www.fldoe.org/policy/cie

Student Complaint Information:
http://www.fldoe.org/schools/higher-ed/fl-college-system/about-us/Student Complaints.stml

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:
http://cca.hawaii.gov/hpeap/hpeap-sara-Student Complaint-process/

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_Student Complaint.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/Student Complaint.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
IOWA  
Jayna Grauerholz, J.D.  
jayna.grauerholz@iowa.gov  
Postsecondary Registration Compliance Officer  
Iowa College Student Aid Commission  
430 East Grand Ave, FL 3  
Des Moines, IA 50309-1920  
515.725.3431  

Student Complaint Information:  https://www.iowacollegeaid.gov/sdrf-start  

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:  
http://www.kansasregents.org/academic_affairs/private_out_of_state/Student Complaint_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  
502.573.1555 ext. 350  

Student Complaint Information:  
http://cpe.ky.gov/forstudents/consumerStudent Complaints/  

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/StudentStudent Complaints  

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/Student Complaint.aspx
MASSACHUSETTS

Massachusetts Department of Higher Education
One Ashburton Place, Room 1401
Boston, MA 02108
617.994.6950
http://www.mass.edu/

Student Complaint Information:
http://www.mass.edu/forstudents/
Student Complaints/Student ComplaintProcess.asp

MICHIGAN

Michael Beamish, Manager
beamishm@michigan.gov
State of Michigan
Department of Licensing and Regulatory Affairs
Corporations, Securities & Commercial Licensing
Schools and Licensing
P.O. Box 30018
Lansing, MI 48909
517.241.6806 phone

Student Complaint Information:
http://www.michigan.gov/documents/lara/Post-Secondary_Student_Student Complaints_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.ohe.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
Elizabeth 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

Student Complaint Information:
https://ccpe.nebraska.gov/state-authorization-reciprocity-agreements-sara

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
http://www.state.nj.us/highereducation/

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
NEW YORK
Owen Donovan
ihcauthorize@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@ncseaa.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.ncseaa.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-sharpe@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-Student
Complaints.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-Student
Complaints.aspx#tab-1

PUERTO RICO
Puerto Rico Council on Education
P.O. Box 19900
San Juan, PR 00910-1900
787.641.7100
Link (in Spanish):
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/

SOUTHERN CAROLINA
Clay Barton
C Barton@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 Hubbard
Katie.Hubbard@sdbor.edu
Academic Affairs Specialist
South Dakota SARA Coordinator
South Dakota Board of Regents
306 East Capitol Ave., Suite 200
Pierre, SD 57501
605.773.3455
Student Complaint Information:
https://www.sdbor.edu/Pages/default.aspx
JULIE WOODRUFF
Director of Postsecondary School Authorization and Lead Attorney
Tennessee Higher Education Commission
404 James Robertson Parkway, Suite 1900
Nashville, TN 37243
615.253.8857

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

JESSICA ACTON
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-3183-7F15B237DD49A4FF&amp;typename=dmF...

CAMILLE MCKAYLE
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

CYNTHIA “CYD” GRUA
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/

CASSANDRA RYAN
School Finance Analyst
Vermont Agency of Education
120 State St.
Montpelier, VT 05620
802.479.8545

Student Complaint Information:

DARENE DERRICOTT
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:
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@wvhec.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:

WISCONSIN

Dr. Morna Foy
nancy.merrill@wtc-system.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