

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](#)

State	NC-SARA State Portal Agency	Licensing Agency
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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
 AZ SARA
ldueck.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

COLORADO	<p>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</p> <p>Student Complaint Information: http://highered.colorado.gov/Academics/Student Complaints/default.html</p>
CONNECTICUT	<p>Christon R. Kurker-Stewart, Esq. ckurker-stewart@ctohe.org Senior Associate, Academic Affairs Connecticut Office of Higher Education 39 Woodland Street Hartford, CT 06105-2337 860.947.1820 http://www.ctdhe.org</p> <p>Student Complaint Information: http://www.ctohe.org/StudentStudent Complaints.shtml</p>
DELAWARE	<p>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</p> <p>Student Complaint Information: http://www.doe.k12.de.us/sara</p>
DISTRICT OF COLUMBIA	<p>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</p> <p>Student Complaint Information: http://osse.dc.gov/service/higher-education-licensure-commission-helc-public-Student Complaints</p>
FLORIDA	<p>Morgan Champion morgan.champion@fldoe.org Commission for Independent Education 325 W. Gaines Street, Suite 1414 Tallahassee, FL 32399-0400 Phone: 850-245-3212</p> <p>Student Complaint Information: http://www.fldoe.org/schools/higher-ed/fl-college-system/about-us/Student Complaints.stml</p>
GEORGIA	<p>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</p> <p>Student Complaint Information: http://gnpec.org/ga-sara/</p>
HAWAII	<p>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</p> <p>Student Complaint Information: http://cca.hawaii.gov/hpeap/hpeap-sara-Student Complaint-process/</p>
IDAHO	<p>Valerie Fenske valerie.fenske@osbe.idaho.gov</p>

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 Loredó
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.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 Complaint%20Info.htm](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:
<http://education.nh.gov/highered/compliance-allegation.htm>

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/OSHEStudent ComplaintInstructions.shtml](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-Student Complaint-form.aspx](http://www.hed.state.nm.us/students/hed-student-Student-Complaint-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/STUDENT COMPLAINTFORMINFO.html](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	<p>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</p> <p>Student Complaint Information: https://www.ohiohighered.org/students/Student Com plaints</p>
OKLAHOMA	<p>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</p> <p>Student Complaint Information: https://www.ohiohighered.org/students/Student Com plaints</p>
OREGON	<p>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</p> <p>Student Complaint Information: http://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary-Student Com plaints.aspx</p>
PENNSYLVANIA	<p>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</p> <p>Student Complaint Information: http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Student Com plaints.aspx#tab-1</p>
PUERTO RICO	<p>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</p> <p>Student Complaint Information: http://www.ce.pr.gov/</p>
RHODE ISLAND	<p>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</p> <p>Student Complaint Information: https://www.riopc.edu/page/student_Student Com plaint/</p>
SOUTH CAROLINA	<p>Clay Barton Cbarton@che.sc.gov South Carolina Commission on Higher Education 1122 Lady Street, Suite 300 Columbia, SC 29201 803.737.7781</p> <p>Student Complaint Information: http://www.che.sc.gov/Students,FamiliesMilitary/LearningAboutCollege/ConsumerInformation.aspx</p>
SOUTH DAKOTA	<p>Katie Hubbard Katie.Hubbart@sdbor.edu Academic Affairs Specialist South Dakota SARA Coordinator South Dakota Board of Regents</p>

306 East Capitol Ave., Suite 200
Pierre, SD 57501
605.773.3455

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 James 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@theccb.state.tx.us
Program Director
Texas Higher Education Coordinating Board
1200 E. Anderson Lane
Austin, TX 78752
512.427.6214

Student Complaint Information:
www.theccb.state.tx.us/download.cfm?downloadfile=053424CA-C5EC-31B3-7F15B237DD49A4FF&typename=dmF...

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
cgrua@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/submitStudentComplaints/>

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:
<http://education.vermont.gov/vermont-schools/school-operations/post-secondary-programs#out-of-state-colleges>

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-StudentComplaints>

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-StudentComplaints>

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>