

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/StudentComplaint.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://higher.ed.colorado.gov/Academics/StudentComplaints/default.html>

CONNECTICUT

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>

Student Complaint Information:
<http://www.ctohe.org/StudentStudentComplaints.shtml>

DELAWARE

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-StudentComplaints>

FLORIDA**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	<p>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</p> <p>Student Complaint Information: https://www.iowacollegeaid.gov/sdrf-start</p>
KANSAS	<p>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</p> <p>Student Complaint Information: http://www.kansasregents.org/academic_affairs/private_out_of_state/Student_Complaint_process</p>
KENTUCKY	<p>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</p> <p>Student Complaint Information: http://cpe.ky.gov/forstudents/consumerStudentComplaints/</p>
LOUISIANA	<p>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</p> <p>Student Complaint Information: http://www.regents.la.gov/page/StudentStudentComplaints</p>
MAINE	<p>Angel Loredó angel.loredo@maine.gov Higher Education Specialist Department of Higher Education 23 State House Station Augusta, Maine 04333-0023 207.624.6846</p> <p>Student Complaint Information: http://www.maine.gov/doe/highered/sara/</p>
MARYLAND	<p>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</p> <p>Student Complaint Information: http://mhec.maryland.gov/institutions_training/Pages/career/pes/StudentComplaint.aspx</p>

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](http://www.mass.edu/forstudents/StudentComplaints/StudentComplaintprocess.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](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/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>

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>

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-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-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/

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**Katie.Hubbart@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>

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@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-31B3-7F15B237DD49A4FF&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-Student Complaints](http://www.schev.edu/index/students-and-parents/resources/student-Student%20Complaints)

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](http://www.wsac.wa.gov/student-Student%20Complaints)

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](http://www.wvhepc.edu/wp-content/uploads/2015/10/Student-Student%20Complaint-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>