

State Agency Contact & Complaint Information
Revised May 14, 2012

Starting July 1, 2011, Federal law requires that U.S. colleges and universities provide students information on state agencies to contact in the event of a complaint against a school. The following state agencies have responsibility for authorizing or exempting private postsecondary educational institutions operating within their respective states. Visit Union Institute & University's Web page (http://www.myunion.edu/about/state_licensing.html) for an electronic version of this document, including links to the state agencies' Web pages. Note that state laws vary widely; in the majority of states, regulations pertain only to institutions with a physical presence in the state. Web pages shown below were active as of March 22, 2011. If an agency has a dedicated link for complaints, that information is also provided. Information verified by a report issued by the State Higher Education Executive Officers (SHEEO) Association.

Alabama

Commission on Higher Education
P. O. Box 302000
Montgomery, AL 36130-2000
Phone: (334) 242-1998
Fax: (334) 242-0268
<http://www.ache.state.al.us/>

Department of Postsecondary Education
135 South Union Street, Montgomery, AL
36104-4340
P.O. Box 302130, Montgomery, AL 36130-2130
Phone: 334.293.4500 | Fax: 334.293.4504
<http://www.accs.cc/dpe.aspx>

Alaska

Commission on Postsecondary Education
PO Box 110505
Juneau, AK 99811-0505
Phone: 907-465-6741
Fax: 907-465-5316 Fax
http://akadvantage.alaska.gov/About_Us.aspx
Complaints: <http://akadvantage.alaska.gov/Portals/0/Content/Regs122910and010111.pdf>.

Arizona

State Board for Private Postsecondary Education
1400 W. Washington Street, Room 620
Phoenix, Arizona 85007
Phone: 602-542-5709, Option 5
Fax: 602-542-1253
<http://azppse.state.az.us/>
Complaints: http://azppse.state.az.us/student_info/compliance.asp

Arkansas

Higher Education Coordinating Board
Arkansas Department of Higher Education
114 East Capital Avenue
Little Rock, AR 72201
Phone: 501-371-2000

<http://www.adhe.edu/Pages/home.aspx>

Complaints:

<http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/ICAC%20Rules%20and%20Regulations/APPENDIXJ.pdf>

California

Bureau for Private Postsecondary Education
P. O. Box 980818
W. Sacramento, CA 95798-0818
Phone: (916) 431-6905
Fax: (916) 263-1897

<http://www.bppe.ca.gov/>

Complaints: http://www.bppe.ca.gov/forms_pubs/complaint.pdf

Colorado

Commission on Higher Education
Degree Authorization Act Officer
1560 Broadway, Suite 1600
Denver, CO 80202
Phone: (303) 866-2723
Fax: (303) 866-4266

<http://highered.colorado.gov/CCHE.html>

Complaints: <http://highered.colorado.gov/Academics/Complaints/default.html>

Connecticut

Department of Higher Education
Office of Financial and Academic Affairs for Higher Education
61 Woodland Street
Hartford, CT 06105-2326
Tel: (860)947-1800
Fax: (860)947-1310

<http://www.ctdhe.org/>

Complaints: forms available on department site at <http://www.ctdhe.org/>

Delaware

Department of Education
John G. Townsend Building
401 Federal Street
Dover, Delaware 19901
Phone: (302) 735-4000
Fax: (302) 739-4654

<http://www.doe.k12.de.us/>

District of Columbia

Education Licensure Commission
Office of the Superintendent of Education
810 First Street NE, 9th Floor
Washington, DC 20002
Telephone: (202) 727-6436

<http://seo.dc.gov/seo/cwp/view,a,1224,q,536329.asp>

Complaints: for process, see regulations at

http://www.seo.dc.gov/seo/frames.asp?doc=/seo/lib/seo/services/edl/pdf/regulations_degree_grantin_g.pdf&group=1507&open=|31195|

Florida

Commission for Independent Education
325 W. Gaines St, Suite 1414
Tallahassee, Florida 32399-0400
Phone: (850) 245-3200
Fax: (850) 245-3233

<http://www.fldoe.org/cie/>

Georgia

Nonpublic Postsecondary Education Commission
2082 E. Exchange Place, Suite 220
Tucker, GA 30084-5305
Phone: 770-414-3300
Fax: 770-414-3309

<http://www.gnpec.org/MainMenu.asp>

Complaints: <http://rules.sos.state.ga.us/docs/392/5/06.pdf>

Hawaii

State Board of Education
P.O. Box 2360
Honolulu HI 96804
(808) 586-3334
Fax: (808) 586-3433

<http://www.hawaiiboe.net/Pages/Welcome.aspx>

Note: There is no state agency with jurisdiction over out-of-state postsecondary institutions)

Complaints: http://hawaii.gov/dcca/ocp/consumer_complaint

Idaho

State Board of Education
Coordinator for Private Colleges and Proprietary Schools
650 W. State Street
Boise, ID 83720
Telephone: 208-332-1587
Fax: 208-334-2632

<http://www.boardofed.idaho.gov/>

Complaints: <http://legislature.idaho.gov/idstat/Title33/T33CH24.htm>

Illinois

Board of Higher Education
Assistant Director for Diversity and Outreach
431 East Adams, 2nd Floor
Springfield, Illinois 62701-1404
Phone: (217) 557-7359 (Complaint Hotline)
Fax: (217) 782-8548
<http://www.ibhe.state.il.us/>

Indiana

Commission on Higher Education
302 West Washington Street, Room E201
Indianapolis, IN 46204
Telephone: 317-232-1326
Fax: 317-233-4219
<http://www.in.gov/cpe/>
Complaints: <http://www.in.gov/cpe/2329.htm>

Iowa

Student Aid Commission
603 E. 12th Street, FL 5th
Des Moines, IA 50319
Phone: 877-272-4456
Fax: 515-725-3401
<http://www.iowacollegeaid.gov/>
Complaints: <http://www.iowacollegeaid.gov/images/docs/file/forms/constituentrequestform.pdf>

Kansas

Board of Regents
Director, Private/Out-of-State Postsecondary Education
1000 SW Jackson Street, Suite 520
Topeka, KS 66612-1368
Phone: 785-296-4917
Fax: 785-296-0983
<http://www.kansasregents.org/>
Complaints: <http://www.kansasregents.org/resources/PDF/524-ComplaintProcedureandForm.pdf>

Kentucky

Council on Postsecondary Education
Director of Postsecondary Licensing
1024 Capital Center Drive, Suite 320
Frankfort KY 40601
Phone: (502) 573-1555, ext. 350
Fax: (502) 573-1535
<http://cpe.ky.gov/>
Complaints: <http://cpe.ky.gov/policies/academicpolicies/licensure.htm>

Louisiana

Board of Regents
P.O. Box 3677
Baton Rouge, LA 70821-3677
Phone: (225) 342-4253
Fax: (225) 342-9318 or 6926
<http://www.regents.state.la.us/>

Office of the Attorney General
Consumer Protection Section
P.O. Box 94005
Baton Rouge, LA 70804-9005
Complaint Hotline: 800-351-4889
<http://www.ag.state.la.us/Article.aspx?articleID=36&catID=0>

Maine

Department of Education
Higher Education Specialist
23 State House Station
Augusta, ME 04333
Phone: 207-624-6846
Fax: 207-624-6700
<http://www.maine.gov/education/>

Maryland

Higher Education Commission
839 Bestgate Road, Suite 400
Annapolis, MD 21401
Phone: 410-260-4500
<http://www.mhec.state.md.us/>

Massachusetts

Board of Higher Education
One Ashburton Place, Room 1401
Boston, MA 02108
617-994-6950
<http://www.mass.edu/>
Complaints: <http://www.mass.edu/forstudents/complaints/complaintprocess.asp>

Michigan

Department of Energy, Labor, and Economic Growth
Corporation Division, Bureau of Commercial Services
P.O. Box 30004
Lansing, MI 48909
Phone: 517-241-6470
Fax: 517-241-0538
<http://michigan.gov/dleg>
Complaints: <http://www.michiganps.net/complaint.aspx>

Minnesota

Office of Higher Education
Manager, Institutional Registration and Licensing
1450 Energy Park Drive, Suite 350
St. Paul, MN 55108-5227
Phone: (651) 259-3975
Fax: (651) 642-0675
<http://www.ohe.state.mn.us/>
Complaints: <http://www.ohe.state.mn.us/mPg.cfm?pageID=205>

Mississippi

Commission of on College Registration
3825 Ridgewood Road
Jackson, MS 39211
Telephone: (601) 432-6518
Fax: (601) 432-6225
<http://www.sbcjc.cc.ms.us/program/psDefault.aspx>
Complaints: <http://www.mississippi.edu/mcca/downloads/studentcomplaintform.pdf>

Missouri

Department of Higher Education
P.O. Box 1469
Jefferson City, MO 65102-1469
Phone: (573) 751-2361
Fax: (573) 751-6635
<http://www.dhe.mo.gov/>
Complaints: <http://www.dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf>

Montana

Office of the Commissioner of
Higher Education
PO Box 203201
Helena, MT 59620-3201
406-444-6570
<http://www.mus.edu/>

Montana Department of Justice
Office of Consumer Protection
2225 11th Avenue
Helena, MT 59620
<https://doj.mt.gov/consumer/consumer-complaints/>

Nebraska

Coordinating Commission for Postsecondary
Education
P.O. Box 95005
Lincoln, NE 68509-5005
Phone: (402) 471-2847
Fax: (402) 471-2886
<http://www.ccpe.state.ne.us/PublicDoc/Ccpe/>

Attorney General Office
Consumer Protection Division
2115 State Capitol
Lincoln, NE 68509
Phone: (402) 471-2682
Complaints: <http://www.ago.ne.gov/complaint>

Nevada

Commission on Postsecondary Education

3663 East Sunset Road Suite 202

Las Vegas, Nevada 89120

Phone: (702) 486-7330

Fax: (702) 486-7340

<http://www.cpe.state.nv.us/>

Complaints: <http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm>

New Hampshire

Postsecondary Education Commission

3 Barrell Court, Suite 300

Concord, NH 03301

Phone: (603) 271-2555

<http://www.nh.gov/postsecondary/>

Complaints: <http://www.education.nh.gov/highered/colleges/index.htm> (Select "Compliance and Allegation Procedures")

Department of Education

Coordinator, Dispute Resolution & Complaint

101 Pleasant Street

Concord, NH 03301

Phone: (603) 271-2299

New Jersey

Commission on Higher Education

PO Box 542

Trenton, NJ 08625-0542

609-292-4310

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

Complaints: nj_che@che.state.nj.us

New Jersey Division of Consumer Affairs

124 Halsey Street

Newark, New Jersey 07102

<http://www.nj.gov/oag/ca/complaint/ocp.pdf>

New Mexico

Higher Education Department

Executive Assistant to the Cabinet Secretary

2048 Galisteo Street

Santa Fe, NM 87505-2100

Phone: (505) 476-8400

<http://hed.state.nm.us/>

Complaints: www.hed.state.nm.us/Complaint_3.aspx

New York

Office of College and University Evaluations

New York State Education Department

5 North Mezzanine

Albany, NY 12234

Telephone: 518: 474-2593

Fax: 518: 486-2779

<http://www.highered.nysed.gov/ocue/>

Complaints: <http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html>

North Carolina

Board of Governors
University of North Carolina
910 Raleigh Rd. P.O. Box 2688
Chapel Hill, NC 27514
Phone: (919) 962-1000
<http://www.northcarolina.edu/aa/ncsaa/index.htm>

Post-Secondary Education Complaints
Assist. Director Licensure & Workforce Studies
University of North Carolina
Same address
Complaints: (919) 962-4558
studentcomplaint@northcarolina.edu

North Dakota

North Dakota Department of Career and Technical Education
State Capitol 15th Floor
600 East Boulevard Avenue, Dept. 270
Bismarck, ND 58505-0610
701-328-2678
<http://www.nd.gov/cte/>
Complaints: <http://www.nd.gov/cte/private-post-inst/docs/MemotoColleges2011.pdf>

Ohio

The Ohio Board of Regents
30 East Broad Street, 36th floor
Columbus, OH 43215-3414
General: 614-466-6000
Fax: 614-466-5866
<http://regents.ohio.gov/index.php>

Oklahoma

State Regents for Higher Education
655 Research Parkway, Ste 200
Oklahoma City, OK 73104
405-225-9100
<http://www.okhighered.org/>
Complaints: Contact Assistant Vice Chancellor for Academic Affairs

Oregon

Office of Degree Authorization
1500 Valley River Drive, Suite 100
Eugene, OR 97401
(541) 687-7478
<http://www.osac.state.or.us/oda/>
Complaints: Contact Office of Degree Authorization

Pennsylvania

Department of Education

333 Market Street

Harrisburg, PA 17126-0333

717-783-6788

http://www.pde.state.pa.us/portal/server.pt/community/pennsylvania_department_of_education/7237

Complaints:

Division of Higher and Career Education

http://www.portal.state.pa.us/portal/server.pt/community/higher_education/8711/complaint_procedure/1004474

Puerto Rico

Puerto Rico Council on Education

268 Avenue Ponce De Leon

San Juan, PR 00918-2002

Phone: 787-641-7100

<http://www.de.gobierno.pr/>

Rhode Island

Board of Governors for Higher Education

80 Washington Street, Suite 524

Providence, RI 02903

Phone: 401-456-6000

Fax: 401-456-6029

<http://www.ribghe.org/>

South Carolina

Commission on Higher Education

1333 Main St, Ste 200

Columbia, SC 29201.

Phone: (803) 737 - 2260,

Fax: (803) 737 - 2297

<http://www.che.sc.gov/>

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

South Dakota

Board of Regents

306 East Capitol Ave., Suite 200

Pierre, SD 57501

605 773 3455

<http://www.sdbor.edu>

Complaints: The South Dakota Attorney General accepts consumer complaints of various sorts.

<http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx>

Tennessee

Higher Education Commission
404 James Robertson Parkway
Suite 1900
Nashville, TN 37243
(615) 741-3605

<http://www.state.tn.us/thec/>

Complaints: Address to Investigations Officer. See "Consumer Services" at
<http://www.tn.gov/thec/Divisions/LRA/PostsecondaryAuth/psa.html>

Texas

Higher Education Coordinating Board
P.O. Box 12788
Austin, TX 78711-2788
(512) 427-6101

<http://www.thecb.state.tx.us/>

Complaints: Contact Coordinating Board

Utah

Division of Consumer Protection
160 East 300 South
Salt Lake City, Utah 84111
Phone: 801-530-6601
Fax: 801-530-6001

<http://consumerprotection.utah.gov/>

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

Vermont

State Board of Education
120 State Street
Montpelier, VT 05620-2501
(802) 828-3135

<http://education.vermont.gov/new/html/mainboard.html>

Complaints:

http://education.vermont.gov/new/pdfdoc/pgm_postsecondary/EDU-Complaint_Resolution_Statement_for_Postsecondary_Education_Matters.pdf

Virginia

State Council of Higher Education for Virginia
101 N. 14TH St., 10th Floor, James Monroe Bldg.
Richmond, VA 23219
Tel: (804) 225-2600
Fax: (804) 225-2604

<http://www.schev.edu/>

Complaints: Contact Compliance Manager at above address

<http://www.schev.edu/forms/StudentComplaintInformation.pdf>

Washington

Higher Education Coordinating Board

P.O. Box 43430

Olympia, WA 98504

360-753-7800

<http://www.hecb.wa.gov/>

Complaints: <http://www.hecb.wa.gov/autheval/daa/ConsumerInformation.asp>

West Virginia

Higher Education Policy Commission

1018 Kanawha Blvd East, Ste 700

Charleston WV 25301-2800

Phone: 304.558.2101

Fax: 304.558.5719

<http://wvhepcnew.wvnet.edu/>

Complaints: Contact Senior Director of Academic Affairs at above address

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

Wisconsin

Educational Approval Board

P.O. Box 8696

Madison, WI 53708-8696

Phone: (608) 266-1996

Fax: (608) 264-8477

<http://eab.state.wi.us/>

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

Complaint form: <http://eab.state.wi.us/resources/forms/3.01ComplaintForm.doc>

Wyoming

Department of Education

2300 Capitol Avenue

Hathaway Building, 2nd Floor

Cheyenne, WY 82002-0050

Phone: (307) 777-7690

Fax: (307) 777-6234

<http://edu.wyoming.gov/Default.aspx>