



**St AMBROSE
UNIVERSITY**
Assessment and
Institutional Research

Registering a Complaint Regarding Online Programs

Students who wish to file a complaint may contact the St Ambrose University Vice President for Academic and Student Affairs at 563-333-6000 for assistance. To clarify the student's concerns, complaints should be sent in writing to: *St Ambrose University Vice President for Academic and Student Affairs, 518 W. Locust Street, Davenport, IA 52803.*

Contact information for registering a complaint with the accrediting or state licensure agencies is available below. These agencies should be contacted only after the student has registered a complaint with the University and has not received a response to the request for resolution.

Accrediting Agency

Higher Learning Commission of the North Central Association of Colleges and Schools: *230 S. LaSalle St., Ste. 7-500, Chicago, IL 60604-1413*

State Licensure Agencies

In compliance with the U.S. Department of Education, under the provisions of section 668.43 (b), St Ambrose University provides its enrolled or prospective students with contact information for filing complaints with the relevant State official or agency that would handle a student's complaint, regardless of whether the State regulates the institution.

The State licensure agencies correspond with the physical location of students while enrolled in St Ambrose's degree programs. For residential students taking courses on-campus, the Iowa University Student Aid Commission would be the applicable agency. For online students, the State agency would generally correspond with the student's State of residence.

States and US Territories

Alabama

Alabama Commission on Higher Education
P. O. Box 302000
Montgomery, AL 36130-2000
<http://ache.edu/>

Alaska

Alaska Commission on Postsecondary Education
P.O. Box 110505 Juneau, AK 99811-0505

http://www.law.state.ak.us/pdf/consumer/FORM_complaint.pdf

Arizona

Arizona State Board for Private Postsecondary Education
1400 W. Washington Street, Room 260 Phoenix, AZ 85007
<https://ppse.az.gov/complaint>

Arkansas

Arkansas Department of Higher Education
423 Main Street, Suite 400 Little Rock, AR 72201
https://static.ark.org/eeuploads/adhe/Appendix_J_Student_Grievance_Procedure.pdf
<http://www.sbpce.arkansas.gov/complaint-process>

California

California Bureau for Private Postsecondary Education
P.O. Box 980818
West Sacramento, CA 95798-0818
http://www.bppe.ca.gov/forms_pubs/complaint.pdf

Colorado

Colorado Department of Higher Education
1560 Broadway, Suite 1600 Denver, CO 80202
<http://highered.colorado.gov/Academics/Complaints/default.html>

Connecticut

Office of Financial & Academic Affairs for Higher Education
61 Woodland Street
Hartford, CT 06105-2326
http://www.ct.gov/dcp/lib/dcp/consumer_statement_cpfr-2.pdf

Delaware

Delaware Department of Education
401 Federal Street Dover, Delaware 19901
<https://www.doe.k12.de.us/>

District of Columbia

Office of the State Superintendent of Education - Education Licensure Commission
810 First Street, NE, 9th Floor Washington, DC 20002
<https://osse.dc.gov/publication/policy-complaint-procedures-elementary-secondary-education-act-programs-and-competitive>

Florida

Florida Department of Education
325 West Gaines Street, Suite 1414 Tallahassee, FL 32399-0400
<https://www.fldoe.org/sara/complaint-process.stml>

Georgia

Georgia Nonpublic Postsecondary Education Commission
2082 E Exchange Pl. #220 Tucker, GA 30084-5334

<http://www.gadoe.org/Curriculum-Instruction-and-Assessment/Special-Education-Services/Pages/Formal-Complaints.aspx>

Hawaii

Office of Consumer Protection - Department of Commerce and Consumer Affairs
235 South Beretania Street, Room 801 Honolulu, HI 96813-2419
<http://cca.hawaii.gov/ocp/>

Idaho

Idaho State Board of Education - State Coordinator for Private Universities & Proprietary Schools
650 West State Street, Suite 307 Boise, Idaho 83720-0037
<https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/>

Illinois

Illinois Board of Higher Education
431 East Adams Street, Second Floor Springfield, IL 62701-1404
<https://complaints.ibhe.org/>

Indiana

Indiana Commission on Proprietary Education
302 West Washington Street, Room E201 Indianapolis, IN 46204
<http://www.in.gov/bpe/2329.htm>

Iowa

Iowa College Student Aid Commission
475 SW Fifth Street, Suite D, Des Moines, IA 50309-4608
Toll Free: 877-272-4456
<https://www.iowacollegeaid.gov/StudentComplaintForm>

Kansas

Kansas Board of Regents
1000 SW Jackson, Suite 520 Topeka, KS 66612-1368
http://www.kansasregents.org/students/university_student_complaints

Kentucky

Kentucky Council on Postsecondary Education
1024 Capital Center Drive, Suite 320 Frankfort, KY 40601
http://cpe.ky.gov/campuses/consumer_complaint.html

Louisiana

Louisiana Board of Regents
P.O. Box 3677 Baton Rouge, LA 70821-3677
<https://www.regents.la.gov/assets/docs/2013/03/Board-of-Regents-SARA-Student-Complaint-Process.pdf>

Maine

Maine Department of Education
23 State House Station Augusta, Maine 04333-0023

Consumer Protection Division of the Office of the Maine Attorney General

<https://www.maine.gov/doe/about/contact/complaint>

Maryland

Maryland Higher Education Commission

6 North Liberty Street Baltimore, MD 21201

http://mhec.maryland.gov/institutions_training/Pages/career/pcc/complaint.aspx

Massachusetts

Massachusetts Board of Higher Education

One Ashburton Place, Room 1401 Boston, MA 02108

<http://www.mass.edu/forstufam/complaints/complaints.asp>

Michigan

Dept. of Licensing and Regulatory Affairs

Bureau of Commercial Services, Licensing Division

Proprietary School Unit PO Box 30714 Lansing, Michigan 48909

<https://www.michigan.gov/leo/bureaus-agencies/wd/pss>, under Consumer Information

Minnesota

Minnesota Office of Higher Education

1450 Energy Park Drive, Suite 350 St. Paul, MN 55108

<http://www.ohe.state.mn.us/mPg.cfm?pageID=1078>

Mississippi

Mississippi Commission on University Accreditation

3825 Ridgewood Road Jackson, MS 39211-6453

http://www.mississippi.edu/mcca/student_complaint_process.asp

Missouri

Missouri Department of Higher Education

P.O. Box 1469 Jefferson City, MO 65102-1469

<http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf>

Montana

Montana University System –Office of the Commissioner of Higher Education

2500 Broadway Street P.O. Box 203201 Helena, MT 59620-3201

<http://mus.edu/MUS-Statement-of-Complaint-Process.asp>

Nebraska

Nebraska Coordinating Commission for Postsecondary Education

P.O. Box 95005 Lincoln, NE 68509-5005

<https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions>

Nevada

Nevada Commission on Postsecondary Education

8778 South Maryland Parkway Suite 115 Las Vegas, Nevada 89123

https://cpe.nv.gov/Students/Students_Home/

New Hampshire

New Hampshire Department of Education
101 Pleasant Street Concord, NH 03301-3494

<https://www.education.nh.gov/pathways-education/higher-education-new-hampshire>

New Jersey

New Jersey Commission on Higher Education
P.O. Box 542 Trenton, NJ 08625-0542

<http://www.state.nj.us/bpu/assistance/complaints/>

New Mexico

New Mexico Higher Education Department
2048 Galisteo Street Santa Fe, NM 87505-2100

<https://hed.nm.gov/students-parents/nc-sara>

New York

New York State Education Department
Office of University and University Evaluation EBA Room 9696
89 Washington Avenue Albany, NY 12234

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

North Carolina

Post-Secondary Education Complaints, c/o Assistant Director of Licensure and Workforce Studies, University of
North Carolina General Administration
910 Raleigh Road Chapel Hill, NC 7514

<https://www5.ncseaa.edu/SARANC/Complaint.html>

North Dakota

North Dakota University System
600 East Boulevard Avenue, Dept. 215 Bismarck, ND 58505-0230

<https://ndus.edu/state-authorization-sara/>

Ohio

Ohio State Board of Career Universitys and Schools
30 East Broad Street, Suite 2481 Columbus, OH 43215

<http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx>

Oklahoma

Oklahoma State Regents for Higher Education – Academic Affairs Office
655 Research Parkway, Suite 200 Oklahoma City, OK 73104

<http://www.okhighered.org/current-college-students/complaints.shtml>

Oregon

Office of Degree Authorization
1500 Valley River Drive, Suite 100 Eugene, OR 97401

<https://www.oregon.gov/highered/about/Pages/complaints.aspx>

Pennsylvania

Pennsylvania Department of Education

333 Market Street, 12th Floor Harrisburg, PA 17126-0333

[https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/State-Authorization-Reciprocity-Agreement-\(SARA\).aspx](https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/State-Authorization-Reciprocity-Agreement-(SARA).aspx)

Rhode Island

Rhode Island Board of Governors for Higher Education

80 Washington Street, Suite 254 Providence, RI 02903

<https://riopc.edu/services/help-for-students/>

South Carolina

South Carolina Commission on Higher Education –Academic Affairs

1122 Lady Street, Suite 300 Columbia, SC 29201

<https://www.che.sc.gov/students-families-and-military/student-resources> under Student Complaint Procedures and Form

South Dakota

South Dakota Board of Regents

306 East Capitol Avenue, Suite 200 Pierre, SD 57501

South Dakota Office of the Attorney General

<https://consumer.sd.gov/complaintform.aspx>

Tennessee

Tennessee Higher Education Commission – Division of Postsecondary School Authorization

404 James Robertson Parkway, Suite 1900 Nashville, TN 37243-0830

<https://www.tbr.edu/contacts/submitting-comment-complaint-or-request>

Texas

Texas Higher Education Coordinating Board

1200 East Anderson Lane Austin, TX 78752

<https://www.highered.texas.gov/student-complaints/>

Utah

Utah Division of Consumer Protection

160 East 300 South Salt Lake City, UT 84114

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

Vermont

Vermont State Board of Education

120 State Street, 4th Floor Montpelier, VT 05620-2501

<http://education.vermont.gov/sites/aoe/files/documents/edu-postsecondary-program-complaint-resolution.pdf>

Virginia

State Council of Higher Education for Virginia

101 North 14th Street, 9th Floor Richmond, VA 23219

<https://www.schev.edu/students/resources/student-complaints>

Washington

Washington Student Achievement Council

P.O. Box 43430 Olympia, WA 98540-3430

<http://www.wsac.wa.gov/student-complaints>

West Virginia

West Virginia Higher Education Policy Commission

1018 Kanawha Boulevard, East, Suite 700 Charleston, WV 25301-2800 <http://www.wvhpec.edu/wp-content/uploads/2014/06/Student-Complaint-Process-revised-3.pdf>

Wisconsin

Wisconsin Educational Approval Board

201 W. Washington Avenue, 3rd Floor Madison, WI 53703

<https://apir.wisc.edu/institution/distance-education/complaints/>

Wyoming

Wyoming Department of Education

2300 Capitol Avenue, Hathaway Building, 2nd Floor Cheyenne, WY 82002-2060

<https://edu.wyoming.gov/for-district-leadership/school-programs/private-school-licensing/>, under Important Information

American Samoa Board of Higher Education

P.O. Box 2609

Pago Pago, AS 96799-2609

Commonwealth of Northern Mariana Islands

P.O. Box 501250

Saipan, MP 96950-1250

Federated States of Micronesia – Department of Education

P.O. Box PS 87

Palikir, Pohnpei, FM 96941

Guam Board of Regents

UOG Station

Mangilao, Guam 96923

Puerto Rico Council on Higher Education

P.O. Box 1900 San Juan, PR 00910-1900

<http://www.ce.pr.gov/>

Republic of the Marshall Islands – RMI Scholarship and Loan Board

P.O. Box 1436

Majuro, Marshall Islands 96960

Republic of Palau – Ministry of Education

P.O. Box 189

Koror, Palau PW 96940

US Virgin Islands Department of Education

1834 Kongens Gade

St. Thomas, VI 00802-674