

Procedures for Registering Student Complaints

In most cases, complaint procedures require the student to exhaust all complaint avenues internal to the institution before a grievance can be filed at the State or accrediting agency level. Shorter University students are advised to attempt to resolve complaints with the Shorter University faculty and administration.

Registering a Complaint with SACSCOC

Shorter University is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award associate, baccalaureate, and master's degrees. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call (404) 679-4500 for questions about the accreditation of Shorter University.

Complaints about the University may be filed with SACSCOC via the SACSCOC complaint process which can be found at this link: www.sacscoc.org/pdf/081705/complaint%20form.pdf.

Registering a Complaint with a State Board or Commission of Higher Education

In accordance with federal law, Shorter University identifies the processes by which students may file complaints about the University with each U.S. state governing board or commission that governs University educational activity. If you have a complaint about Shorter University's distance education programs, for example, contact the appropriate authority in your state of residence. Below is a list of available complaint process information for all states for your convenience.

Alabama

Alabama Commission on Higher Education
PO Box 302000
Montgomery, AL 36130-2000
<https://www.accs.cc/index.cfm/school-licensure/complaints/>

Alaska

Alaska Commission on Postsecondary Education
PO Box 110505
Juneau, AK 99811-0505
EED.ACPE-IA@alaska.gov

Arizona

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

Arkansas

Arkansas Higher Education Coordinating Board
Arkansas Department of Higher Education
114 East Capitol Ave
Little Rock, AR 72201
<http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/ICAC%20Rules%20and%20Regulations/APPENDIXJ.pdf>

California

California Bureau of Private Postsecondary Education
P.O. Box 980818
W. 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

The Office of Financial & Academic Affairs for Higher Education
61 Woodland Street
Hartford, CT 06105-2326
<http://www.ctdhe.org/POSA/pdf/CP2ComplaintForm.pdf>

Delaware

Delaware Department of Education
Higher Education Office
John G. Townsend Building
401 Federal Street
Dover, DE 19901
dheo@doe.k12.de.us

District of Columbia

District of Columbia Office of the State Superintendent of Education
Education Licensure Commission
810 First Street, NE
2nd Floor
Washington, DC 20002
<http://osse.dc.gov/service/public-complaints>

Florida

Florida Commission on Independent Education
325 W. Gaines Street
Suite 1414
Tallahassee, FL 32399-0400
<http://www.fldoe.org/policy/cie/file-a-complaint.stml>

Georgia

Georgia Nonpublic Postsecondary Education Commission
2082 E. Exchange Pl. #220
Tucker, GA 30084-5334
<http://rules.sos.state.ga.us/docs/392/5/06.pdf>

Hawaii

Hawaii State Board of Education
PO Box 2360
Honolulu, HI 96804
http://hawaii.gov/dcca/ocp/consumer_complaint

Idaho

Idaho State Board of Education
650 West State Street
PO Box 83720
Boise, ID 83720-0037
http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp

Illinois

Illinois Board of Higher Education
431 East Adams, 2nd Floor
Springfield, IL 62701-1404
info@ibhe.org
Institutional Complaint Hotline: (217) 557-7359

Indiana

Indiana Commission on Proprietary Education
Attn: Director of Regulatory Compliance
302 W Washington Street, Room E201
Indianapolis, IN 46204
<http://www.in.gov/cpe/2329.htm>

Iowa

Iowa College Aid
603 E. 12th Street, 5th Floor
Des Moines, IA 50319
<https://www.iowacollegeaid.gov/content/constituent-request-review>

Kansas

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

Kentucky

Kentucky Council on Postsecondary Education
1024 Capital Center Dr. #320
Frankfort, KY 40601-7512
<http://cpe.ky.gov/policies/academicpolicies/licensure.htm>

Louisiana

Louisiana Board of Regents
PO Box 3677
Baton Rouge, LA 70821-3677
<http://www.regentsfiles.org/assets/docs/ProprietarySchools/StudentComplaintProcedure.pdf>

Maine

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

Maryland

Maryland Higher Education Commission
6 N. Liberty Street
Baltimore, MD 21201
<http://www.mhec.state.md.us/career/pes/gripe.asp>

Massachusetts

Massachusetts Department of Higher Education
One Ashburton Place
Room 1401
Boston, MA 02108
<http://www.mass.edu/forstudents/complaints/complaintprocess.asp>

Michigan

Michigan Department of Labor & Economic Growth
Office of Postsecondary Services
Proprietary School Unit Staff
201 N. Washington Sq.
Lansing, MI 48913
<http://www.michiganps.net/complaint.aspx>

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 College Accreditation
3825 Ridgewood Road
Jackson, MS 39211
<http://www.mississippi.edu/mcca/downloads/studentcomplaintform.pdf>

Missouri

Missouri Department of Higher Education
205 Jefferson Street
PO Box 1469

Jefferson City, MO 65102-1469

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

Montana

Montana University System
Office of the Commissioner of Higher Education
2500 Broadway
PO Box 203201

Helena, MT 59620-3201

<http://www.mus.edu>

Nebraska

Nebraska Coordinating Commission for Postsecondary Education
PO Box 95005

Lincoln, NE 68509-5005

<http://www.ccpe.state.ne.us/PublicDoc/CCPE/>

Nevada

Nevada Commission on Postsecondary Education
3663 East Sunset Road
Suite 202

Las Vegas, Nevada 89120

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

New Hampshire

New Hampshire Higher Education Commission
101 Pleasant Street

Concord, NH 03301-3494

<http://www.education.nh.gov/highered/colleges/index.htm>

New Jersey

State of New Jersey

PO Box 542

Trenton, NJ 08625

http://www.state.nj.us/highereducation/More_HE_Resources/accreditation.htm

New Mexico

New Mexico Higher Education Department
2048 Galisteo Street

Santa Fe, NM 87505

<http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx>

New York

New York Office of College and University Evaluation

New York State Education Department

5 North Mezzanine

Albany, NY 12234

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

North Carolina

The University of North Carolina General Administration

Post-secondary Education Complaints

c/o Assistance Director of Licensure and Workforce Studies

910 Raleigh Road

Chapel Hill, NC 27514

http://www.northcarolina.edu/aa_planning/licensure/resources.htm

North Dakota

North Dakota Department of Career and Technical Education
State Capitol - 15th Floor
600 E. Boulevard Ave. Dept. 270
Bismarck, ND 58505-0610
<http://www.nd.gov/cte/>

Ohio

Ohio Board of Regents
30 East Broad Street, 36th floor
Columbus, OH 43215-3414
<http://www.ohiohighered.org/>

Oklahoma

Oklahoma State Regents for Higher Education
655 Research Parkway
Suite 200
Oklahoma City, OK 73104

Oregon

Oregon Office of Degree Authorization
1500 Valley River Drive, Suite 100
Eugene, OR 97401
<http://www.osac.state.or.us/oda/accreditation.html>

Pennsylvania

Pennsylvania Department of Education
333 Market Street, 12th Floor
Harrisburg, PA 17126-0333
http://www.portal.state.pa.us/portal/server.pt/community/higher_education/8711/complaint_procedure/1004474

Puerto Rico

Puerto Rico Council on Higher Education
PO Box 1900
San Juan, PR 00910-1900
<http://www.de.gobierno.pr/>

Rhode Island

Rhode Island Board of Governors for Higher Education
Shepard Building
80 Washington Street
Providence, RI 02903
<http://www.ribghe.org/>

South Carolina

South Carolina Commission on Higher Education
1122 Lady Street, Suite 300
Columbia, SC 29201
http://www.che.sc.gov/Portals/0/CHE_Docs/academicaffairs/license/complaint_procedures_and_form.pdf

South Dakota

South Dakota Board of Regents
306 E. Capitol Ave, Suite 200
Pierre, SD 57501-2545

Tennessee

Tennessee Higher Education Commission
404 James Robertson Parkway, Suite 1900
Nashville, TN 37243

Texas

Texas Workforce Commission

Career Schools and Colleges
101 East 15th Street, Room 226-T
Austin, TX 78778-0001
<http://www.twc.state.tx.us/svcs/propschools/ps401a.pdf>

Texas Higher Education Coordinating Board
1200 E. Anderson Lane
Austin, TX 78752
<http://www.theccb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9D>

Utah

Utah Division of Consumer Protection
160 East 300 South
Salt Lake City, UT 84111
<http://consumerprotection.utah.gov/complaints/index.html>

Vermont

Vermont Department of Education
State Board of Education
120 State Street
Montpelier, VT 05620-2501
http://www.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., 9th Floor
James Monroe Building
Richmond, VA 23219
<http://www.schev.edu/forms/StudentComplaintInformation.pdf>

Washington

Washington Higher Education Coordinating Board
917 Lakeridge Way
PO Box 43430
Olympia, WA 98504-3430
<http://www.wsac.wa.gov/protecting-education-consumers>

West Virginia

West Virginia Higher Education Policy Commission
1018 Kanawha Blvd E., Ste 700
Charleston, WV 25301-2800
<http://www.wvhepc.com/>

Wisconsin

Wisconsin Educational Approval Board
201 W. Washington Avenue, 3rd Floor
P.O. Box 8696
Madison, WI 53708 - 8696
<http://eab.state.wi.us/resources/complaint.asp>

Wyoming

Wyoming Department of Education
2300 Capitol Avenue
Hathaway Building, 2nd Floor
Cheyenne, WY 82002-0050