

Status of State Authorization for Distance Education

| State | Status | Student Complaint Link |
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| Alabama | Approved | https://www.accs.edu/about-accs/private-school-licensure/complaints/ |
| Alaska | Approved | https://acpe.alaska.gov/ConsumerProtection |
| Arizona | Exempt | https://ppse.az.gov/student-complaint-procedure |
| Arkansas | Approved | https://adhe.edu/students-parents/student-grievance-form |
| California | Exempt | https://www.bppe.ca.gov/enforcement/complaint.shtml |
| Colorado | Exempt | https://cdhe.colorado.gov/students/how-do-i/file-a-student-complaint |
| Connecticut | Not Approved | http://www.ctohe.org/StudentComplaints.shtml |
| District of Columbia | Not Approved | https://osse.dc.gov/publication/due-process-complaint-form |
| Delaware | Not Approved | https://www.doe.k12.de.us/cms/lib/DE01922744/Centricity/Domain/161/DDOE%20SARA%20Student%20Complaint%20Form.docx |
| Florida | Not Approved | https://www.fldoe.org/about-us/office-of-the-inspector-general/file-a-complaint.shtml |
| Georgia | Not Approved | https://gnpec.georgia.gov/student-resources/complaints-against-institution |
| Hawaii | Exempt | https://gnpec.georgia.gov/student-resources/complaints-against-institution |
| Idaho | Exempt | https://boardofed.idaho.gov/priv_col_univ/student_complaint.asp |
| Illinois | Exempt | NC-SARA Complaint: https://complaints.ibhe.org/ Non-NC-SARA: Student complaints from institutions that the Agency oversees are handled within the Agency. Complaints outside the oversight of the Agency are referred to other appropriate agencies such as the Illinois Attorney General's Office. (https://nc-sara.org/guide/state-search?states=14) |
| Indiana | Not Approved | https://www.in.gov/che/files/161116_ICHE_StudentComplaintForm.pdf |
| Iowa | Exempt | https://iowacollegeaid.gov/StudentComplaintForm |
| Kansas | Approved | https://www.kansasregents.org/students/university_student_complaints |
| Kentucky | Not Approved | http://cpe.ky.gov/campuses/consumer_complaint.html |
| Louisiana | Exempt | https://regents.la.gov/wp-content/uploads/2018/09/Louisiana-SARA-Institutional-Application-Process-and-Student-Complaint-Process.pdf |
| Maine | Exempt - Tentative | https://www.maine.gov/doe/specialized/support/dispute/procedures/complaintinvestigation.html |
| Maryland | Not Approved | https://mhec.maryland.gov/institutions_training/Pages/career_pcs/complaint.aspx |
| Massachusetts | Not Approved | https://www.mass.edu/forstufam/complaints/complaints.asp |
| Michigan | Not Approved | https://www.michigan.gov/lara/bureau-list/cscl/complaints |
| Minnesota | Not Approved | http://www.ohe.state.mn.us/mPg.cfm?pageID=1078 |

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| Mississippi | Exempt | https://www.mdek12.org/complaint |
| Missouri | Not Approved | https://dhewd.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf |
| Montana | Not Approved | https://mus.edu/MUS-Statement-of-Complaint-Process.html |
| Nebraska | Exempt | https://ccpe.nebraska.gov/student-complaint-form |
| Nevada | Not Approved | https://doe.nv.gov/home/FAQs/Complaints_FAQ/ |
| New Hampshire | Exempt | Before students submit a complaint to this Division, they must first contact the appropriate official(s) at the institution they are attending (or attended), and follow the grievance procedures outlined in that institution's catalog and Web site. If an individual continues to have an allegation against any college, university, or postsecondary career school (higher education institution) operating within the state, s/he should file a complaint using the complaint form linked below. https://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx |
| New Jersey | Exempt | https://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml |
| New Mexico | Not Approved | NMHED has authority to help facilitate resolution to student complaints, only after the student has utilized all internal complaint procedures at the educational institution. https://hed.nm.gov/students-parents/student-complaints |
| New York | Not Approved | http://usny.nysed.gov/forms/ |
| North Carolina | Not Approved | We gather information from the student filing the complaint. We reach out to the institution regarding the complaint, the process, and the final decision from the institution. If necessary, we also include the Consumer Protection Division in the Attorney General's Office at the North Carolina Department of Justice. https://studentcomplaints.northcarolina.edu/form |
| North Dakota | Pending | https://stateauth.ndus.edu/?page_id=102 |
| Ohio | Exempt | https://scr.ohio.gov/ConsumerInformation/Filingacomplaint.aspx |
| Oklahoma | Exempt | https://www.okhighered.org/current-college-students/complaints.shtml |
| Oregon | Not Approved | Key contacts for types of institutions encourage the student to exhaust all institutional resources before filing a complaint. Upon submission, a written complaint is distributed to the key staff person for investigation. The ODA works with institutions and the state regulator agency to ensure complaints from students are resolved. https://www.oregon.gov/highered/about/Pages/complaints.aspx |
| Pennsylvania | Registration is voluntary | If the institution does not have physical presence, the complaint is forwarded to the state in which the institution is located. |

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| | | http://www.kansasregents.org/students/university_student_complaints |
| Rhode Island | Not Approved | https://www.riopc.edu/page/student_complaint/ |
| South Carolina | Exempt | https://www.usca.edu/academic-affairs/complaints/complaint-form/file |
| South Dakota | Exempt | Non-Sara: https://consumer.sd.gov/complaintform.aspx |
| Tennessee | Exempt | https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html |
| Texas | Exempt | https://www.highered.texas.gov/student-complaints/ |
| Utah | Not Approved | http://www.consumerprotection.utah.gov/complaints.html?f=c |
| Vermont | Exempt | https://education.vermont.gov/documents/postsecondary-program-complaint-resolution |
| Virginia | Not Approved | https://www.schev.edu/students/resources/student-complaints |
| Washington | Exempt | https://wsac.wa.gov/student-complaints |
| West Virginia | Exempt | https://www.wvhepc.edu/wp-content/uploads/2014/06/Student-Complaint-Process-revised-3.pdf |
| Wisconsin | Approved | https://dsps.wi.gov/Pages/Programs/EducationalApproval/EAPFileAComplaint.aspx |
| Wyoming | Approved | https://edu.wyoming.gov/wp-content/uploads/2018/08/Wyoming-Department-of-Education-Student-Complaint-Process.pdf |