

Student Complaint Information by State

Students should follow the complaint process established by Bastyr University, as published in the *Student Handbook* on the University's intranet MyBU at <https://mybu.bastyr.edu/StudentAffairs/StudentHandbook/tabid/442/Default.aspx>. Prospective students may access the University's complaint process at www.bastyr.edu.

If the institutional complaint process remains unresolved, students should then contact the Washington Student Achievement Council (WSAC), the University's responsible state agency, at <https://wsac.wa.gov/student-complaints>.

California students may also contact the Bureau for Private Postsecondary Education at any time to file a complaint. A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's internet website: www.bppe.ca.gov (also listed below).

Students enrolled in an online program should contact the Washington Student Achievement Council at <https://wsac.wa.gov/student-complaints> unless they reside in one of the following states/locations:

California	Bureau for Private Postsecondary Education	http://www.bppe.ca.gov
Massachusetts	Massachusetts Department of Education	https://www.mass.edu/forstufam/complaints.asp
North Marinas Islands	The Commonwealth of the Northern Marinas Islands	rita.sablan@cnmipss.org
Puerto Rico	Council on Higher Education of Puerto Rico	http://www.ce.pr.gov/

Bastyr University offers distance education as a member of NC-SARA (National Council for State Authorization Reciprocity Agreements). Information about NC-SARA and the student complaint processes for programs offered under NC-SARA may be found at <http://nc-sara.org/>.

States and territories that are members of NC-SARA are indicated below in GREEN. States and territories that are not members of NC-SARA are indicated below in ORANGE.

The information outlined below is based, in part, on the SHEEO (State Higher Education Executive Officers) "Compendium of (State Authorization) Laws and Regulatory Practices," with support from WCET's (WICHE Cooperative for Educational Technologies) State Authorization Network. SHEEO and WCET collaborated in directing the work of NCHEMS (National Center for Higher Education Management Systems) in gathering, updating and compiling most of this information. Other information was compiled from the NC-SARA and individual state or district websites.

State	Agency	Student complaint process information
Alabama	Alabama Commission on Higher Education	Students are required to follow the NC-SARA member state complaint process outlined above.
Alaska	Alaska Commission on Postsecondary Education	Students are required to follow the NC-SARA member state complaint process outlined above.
Arizona	Arizona SARA Council	Students are required to follow the NC-SARA member state complaint process outlined above.
Arkansas	Arkansas Department of Higher Education	Students are required to follow the NC-SARA member state complaint process outlined above.
California	California Bureau for Private Postsecondary Education	http://www.bppe.ca.gov or 888.370.7589
Colorado	Colorado Department of Higher Education	Students are required to follow the NC-SARA member state complaint process outlined above.
Connecticut	Connecticut Office of Higher Education	Students are required to follow the NC-SARA member state complaint process outlined above.
Delaware	Delaware Department of Education	Students are required to follow the NC-SARA member state complaint process outlined above.
District of Columbia	District of Columbia Education Licensure Commission	Students are required to follow the NC-SARA member state complaint process outlined above.
Florida	Florida Department of Education, Commission for Independent Education	Students are required to follow the NC-SARA member state complaint process outlined above.
Georgia	Nonpublic Postsecondary Education Commission	Students are required to follow the NC-SARA member state complaint process outlined above.
Hawaii	Department of Commerce and Consumer Affairs	Students are required to follow the NC-SARA member state complaint process outlined above.
Idaho	Idaho State Board of Education	Students are required to follow the NC-SARA member state complaint process outlined above.
Illinois	Illinois Board of Higher Education	Students are required to follow the NC-SARA member state complaint process outlined above.
Indiana	Indiana Commission on Higher Education	Students are required to follow the NC-SARA member state complaint process outlined above.
Iowa	Iowa College Student Aid Commission	Students are required to follow the NC-SARA member state complaint process outlined above.

Kansas	Kansas Board of Regents	Students are required to follow the NC-SARA member state complaint process outlined above.
Kentucky	Kentucky Council on Postsecondary Education	Students are required to follow the NC-SARA member state complaint process outlined above.
Louisiana	Louisiana Board of Regents	Students are required to follow the NC-SARA member state complaint process outlined above.
Maine	Maine Department of Education	Students are required to follow the NC-SARA member state complaint process outlined above.
Maryland	Maryland Higher Education Commission	Students are required to follow the NC-SARA member state complaint process outlined above.
Massachusetts	Massachusetts Department of Higher Education	http://www.mass.edu/forstufam/complaints/complaints.asp
Michigan	Michigan Department of Schools and Licensing	Students are required to follow the NC-SARA member state complaint process outlined above.
Minnesota	Minnesota Office of Higher Education	Students are required to follow the NC-SARA member state complaint process outlined above.
Mississippi	Mississippi Institutions of Higher Learning	Students are required to follow the NC-SARA member state complaint process outlined above.
Missouri	Missouri Department of Higher Education	Students are required to follow the NC-SARA member state complaint process outlined above.
Montana	Montana University System	Students are required to follow the NC-SARA member state complaint process outlined above.
Nebraska	Nebraska Coordinating Commission for Postsecondary Education	Students are required to follow the NC-SARA member state complaint process outlined above.
Nevada	Nevada System of Higher Education	Students are required to follow the NC-SARA member state complaint process outlined above.
New Hampshire	New Hampshire Department of Education	Students are required to follow the NC-SARA member state complaint process outlined above.
New Jersey	New Jersey Commission on Higher Education	Students are required to follow the NC-SARA member state complaint process outlined above.
New Mexico	New Mexico Higher Education Department	Students are required to follow the NC-SARA member state complaint process outlined above.
New York	New York Office of College and University Evaluation	Students are required to follow the NC-SARA member state complaint process outlined above.
North Carolina	University of North Carolina Board of Governors	Students are required to follow the NC-SARA member state complaint process outlined above.
North Dakota	North Dakota State University System	Students are required to follow the NC-SARA member state complaint process outlined above.
North Marianas Islands	The Commonwealth of the Northern Marianas Islands	rita.sablan@cnmipss.org
Ohio	Ohio Board of Regents	Students are required to follow the NC-SARA member state complaint process outlined above.
Oklahoma	Oklahoma State Regents for Higher Education	Students are required to follow the NC-SARA member state complaint process outlined above.
Oregon	Oregon Higher Education Coordinating Commission	Students are required to follow the NC-SARA member state complaint process outlined above.
Pennsylvania	Pennsylvania Department of Education, Division of Higher Education	Students are required to follow the NC-SARA member state complaint process outlined above.
Puerto Rico	Council on Higher Education of Puerto Rico	http://www.ce.pr.gov/
Rhode Island	Rhode Island Office of Postsecondary Education	Students are required to follow the NC-SARA member state complaint process outlined above.
South Carolina	South Carolina Commission on Higher Education	Students are required to follow the NC-SARA member state complaint process outlined above.
South Dakota	South Dakota Board of Regents	Students are required to follow the NC-SARA member state complaint process outlined above.
Tennessee	Tennessee Postsecondary School Authorization	Students are required to follow the NC-SARA member state complaint process outlined above.

Texas	Texas Higher Education Coordinating Board	Students are required to follow the NC-SARA member state complaint process outlined above.
Utah	Utah Division of Consumer Protection	Students are required to follow the NC-SARA member state complaint process outlined above.
Vermont	Vermont Agency of Education	Students are required to follow the NC-SARA member state complaint process outlined above.
Virginia	Virginia State Council of Higher Education	Students are required to follow the NC-SARA member state complaint process outlined above.
Virgin Islands	Department of Education	Students are required to follow the NC-SARA member state complaint process outlined above.
West Virginia	West Virginia Higher Education Policy Commission	Students are required to follow the NC-SARA member state complaint process outlined above.
Wisconsin	Wisconsin Educational Approval Board	Students are required to follow the NC-SARA member state complaint process outlined above.
Wyoming	Wyoming Community College Commission	Students are required to follow the NC-SARA member state complaint process outlined above.