

Distance Learning Complaint Process for Out of State Students

Mayville State University is committed to resolving student grievances, complaints and concerns in an expeditious and fair manner. Students residing outside North Dakota while attending Mayville State University who want to resolve a grievance should follow the student complaint processes explained below. However, if an issue cannot be resolved internally, you may file a complaint with your State by referring to the list of state agencies below.

Student Concerns: Student concerns about specific issues should generally be addressed to the respective office or university employee for resolution. The following are specific processes that students should follow for prompt resolution of concerns:

A. Students who have concerns about classroom related matters (including matters related to the instructor, teaching materials, methodology, classroom environment, physical facilities, or other matters resulting from normal classroom activities) should follow the following procedure:

Discuss the situation with the instructor to see if a resolution can be reached. If the problem is still not resolved, contact the instructor's Division Chair for assistance. Situations still not resolved should be brought to the attention of the Vice President for Academic Affairs.

If the situation has not been resolved through this procedure, students may contact the President of the University for final resolution.

For questions on this process, please contact the Director of Extended Learning, [Misti Wuori](#), at 701-788-4631.

Grade appeal processes are handled differently and are outlined in the [Student Handbook](#).

B. Students who have concerns about billings, business operations, institutional charges, etc. should contact [Ashley Mooney](#) or [Laura Nelson](#) in the Business Office at 701-788-4757. Financial billing issues related to policy or university procedures should be directed to [Steve Bensen](#), Vice President for Administrative Affairs.

C. Students who have concerns about financial aid awards, scholarships, or the processing of financial aid should contact [Shirley Hanson](#), Director of Financial Aid, at 701-788-4767.

Issues related to financial aid policies or procedures should be directed to [Andrew Pflipsen](#), Vice President for Student Affairs, at 701-788-4770.

D. Students who have concerns about their official admissions status or their academic standing should contact Pam Braaten, Director of Academic Records, at 701-788-4773.

Issues related to admissions and academic standing policies should be directed to Keith Stenehjem, Vice President for Academic Affairs, at 701-788-4755.

Issues related to admissions procedures should be directed to [Misti Wuori](#), Director for Admissions and Extended Learning, at 701-788-4631.

E. Students who have concerns about specific student services - such as housing, food services, academic support, career development, student health services, counseling, student programming or special services - should first contact the director or professional in charge of that program.

Concerns may also be addressed by [Andrew Pflipsen](#), Vice President for Student Affairs, at 701-788-4770.

F. Student athletes who have questions or concerns about eligibility or athletic awards should contact the respective coach.

Issues related to institutional, DAC or NAIA policies or institutional procedures should be directed to Mike Moore, Athletic Director, at 701-788-4706.

G. Students who have concerns about technology related issues - such as laptop issues, access to computing resources, etc. should contact the Help Desk at 701-788-4723.

Concerns about institutional policies and procedures related to the use of technology should be directed to Keith Stenehjem, Vice President for Academic Affairs, at 701-788-4755.

I. Students, parents or alumni who have questions or concerns about alumni status, alumni information or contributions to the university should contact the MSU Foundation Office at 701-788-4867.

J. Students who have concerns about the condition of specific facilities or grounds should first contact the manager of that building or grounds area.

Issues may also be directed to Dan Lorenz in Main Building (facilities operations) or Bob Kozojed in the Campus Center Building (custodial services).

In the event that a situation cannot be resolved through ordinary and normal procedures with the respective staff person or Vice President, students may contact the university president for a final resolution.

Mayville State University is accredited by the Higher Learning Commission of the [North Central Association of Colleges and Schools](#).

Alabama	Alabama Commission on Higher Education P. O. Box 302000 Montgomery, AL 36130-2000 Phone: (334) 242-1998 Fax: (334) 242-0268 http://www.ache.alabama.gov/Content/Departments/NRI/NRI.aspx Alabama Department of Postsecondary Education P. O. Box 302130 Montgomery, AL 36130-2130 Phone: (855) 428-8313 Fax: (334) 293-4504 https://secure.ethicspoint.com/domain/media/en/gui/33877/index.html
Alaska	Alaska Commission on Postsecondary Education Keirke Kussart, Program Coordinator for Institutional Authorization P.O. Box 110505 Juneau, AK 99811-0505 Phone: (907) 465-6741 Fax: (907) 465-5316 Email: EED.ACPE-IA@alaska.gov http://acpe.alaska.gov/
Arizona	Arizona State Board for Private Postsecondary Education Keith Blanchard, Deputy Director/Investigator 1400 W. Washington Street Room 260 Phoenix, AZ 85007 Phone: (602) 542-5769 Fax: (602) 542-1253 Email: keith.blanchard@azppse.gov https://ppse.az.gov/complaint
Arkansas	Arkansas Higher Education Coordinating Board Arkansas Department of Higher Education 114 East Capitol Ave Little Rock, AR 72201 Phone: (501) 371-2000 Email: ADHE_Info@adhe.edu http://www.adhe.edu/ Arkansas State Board of Private Career Education 501 Woodlane, Suite 312S Little Rock, AR 72201 Phone: (501) 683-8000 Email: sbpce@arkansas.gov http://sbpce.arkansas.gov/students/Pages/complaintProcess.aspx

California	Bureau for Private Postsecondary Education 2535 Capitol Oaks Drive, Suite 400 Sacramento, CA 95833 Phone: (916) 431-6905 Fax: (916) 263-1897 Email: bppe@dca.ca.gov http://www.bppe.ca.gov/enforcement/complaint.shtml
Colorado	Colorado Department of Higher Education Heather DeLange, Academic Policy Officer 1560 Broadway, Suite 1600 Denver, Colorado 80202 Phone: (303) 866-2723 Fax: (303) 866-4209 Email: heather.delange@dhe.state.co.us http://higher.ed.colorado.gov/Academics/Complaints/default.html Division of Private Occupational Schools Georgia Robert, Deputy Director 1560 Broadway, Suite 1600 Denver, Colorado 80202 Phone: (303) 866-2723 Email: Georgia.roberts@dhe.state.co.us http://higher.ed.colorado.gov/Academics/Complaints/FileComplaint.asp
Connecticut	Connecticut Department of Higher Education The Office of Financial and Academic Affairs for Higher Education 61 Woodland Street Hartford, CT 06105-2326 Phone: (800) 842-0229 Email: edinfo@ctohe.org http://www.ctohe.org/StudentComplaints.shtml
Delaware	Delaware Higher Education Office The Townsend Building 401 Federal St., Ste. 2 Dover, DE 19901 Phone: (302) 735-4120 Fax: (302) 739-5894 Email: dheo@doe.k12.de.us http://www.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 Phone: (202) 727-6436 Fax: (202) 478-2956 Email: osse@dc.gov http://osse.dc.gov/publication/due-process-complaint-form

Florida	Florida Commission on Independent Education 325 W. Gaines Street, Suite 1414 Tallahassee, FL 32399-0400 Phone: (850) 245-3200 Fax: (850) 245-3238 Email: cieinfo@fldoe.org http://www.fldoe.org/policy/cie/file-a-complaint.shtml (Follow the process for Nonpublic Postsecondary Institutions)
Georgia	Georgia Nonpublic Postsecondary Education Commission 2082 E Exchange Place, Suite 220 Tucker, GA 30084-5305 Phone: (770) 414-3300 Fax: (770) 414-3309 Email: ccam@npec.state.ga.us http://gnpec.org/
Hawaii	Hawaii Postsecondary Education Authorization Program Bobbi Lum-Mew, HPEAP Administrator P.O. Box 541 Honolulu, Hawaii 96809 Phone: (808) 586-7327 Fax: (808) 933-8845 Email: hpeap@dcca.hawaii.gov http://cca.hawaii.gov/hpeap/files/2013/08/Student-Complaint-Form.pdf
Idaho	Idaho State Board of Education Attn: State Coordinator for Private Colleges and Proprietary Schools 650 West State Street, P.O. Box 83720 Boise, ID 83720-0037 Phone: (208) 334-1587 Fax: (208) 334-2632 Email: valerie.fenske@osbe.idaho.gov http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp
Illinois	Dr. Dan Cullen Deputy Director, Academic Affairs Illinois Board of Higher Education 1 N. Old State Capitol Plaza, Suite 333 Springfield, IL 62701 (217) 557-7382 Cullen@ibhe.org http://www.ibhe.org/default.htm

Indiana	Ken Sauer, Ph.D. Senior Associate Commissioner for Research and Academic Affairs, Indiana Commission for Higher Education/ Executive Director, Indiana Board for Proprietary Education 101 W. Ohio Street, Suite 550 Indianapolis, Indiana 46204-1984 Phone: (317) 464-4400 ext. 121 Fax: (317) 464-4410 E-mail: ksauer@che.in.gov Ross Miller Director of Accreditation and Regulatory Compliance Indiana Board for Proprietary Education/ Indiana Commission for Higher Education 101 W. Ohio Street, Suite 670 Indianapolis, IN 46204-1984 Phone: (317) 464-4400 Ext. 138 Fax: (317) 233-4219 Email: rmiller@bpe.che.in.gov Indiana Department of Workforce Development Dinell Edge, Accreditation Specialist Phone: (317) 234-8338 Email: dedgel@dwd.in.gov
Iowa	Iowa College Student Aid Commission Carolyn Small, Postsecondary Registration Coordinator 603 E. 12th Street, 5th Floor Des Moines, IA 50319 Phone: (515) 725-3413 or (877) 272-4456 Fax: (515) 725-3401 Email: carolyn.small@iowa.gov http://www.iowacollegeaid.gov/forms
Kansas	Kansas Board of Regents Jacqueline G. Johnson, Director Private/Out-Of-State Postsecondary Education 1000 SW Jackson Street, Suite 520 Topeka, KS 66612-1368 Phone: (785) 296-4917 Fax: (785) 296-7052 Email: jjohnson@ksbor.org http://www.kansasregents.org/academic affairs/private out of state

Kentucky	Kentucky Commission on Proprietary Education Steve Wilborn, Interim Executive Director Phone: (502) 564-4185 Email: kcpe@ky.gov Kentucky Council on Postsecondary Education Director of Postsecondary Licensing Attn: Council on Postsecondary Education 1024 Capital Center Dr #320 Frankfort, KY 40601-7512 Phone: (502) 573-1555 Fax: (502) 573-1535 Email: speconsumercomplaint@ky.gov http://cpe.ky.gov/policies/academicpolicies/faqs-students.htm (See item #10)
Louisiana	Louisiana Board of Regents - Direct complaints to: Louisiana Attorney General's Office of Consumer Protection P.O. Box 94005 Baton Rouge, LA 70804-9005 Phone: (225) 326-6079 Fax: (225) 326-6499 http://www.ag.state.la.us/Article.aspx?articleID=36&catID=0 Emily C. Saleh, Policy Analyst, Louisiana Board of Regents 225-342-4253 Emily.Saleh@la.gov http://www.regents.la.gov/
Maine	Angel Martinez Loreda Higher Education Specialist Maine Department of Education Augusta, Maine 04333 207-624-6846 angel.loredo@maine.gov http://www.maine.gov/doe/highered/
Maryland	Monica Wheatley Associate Director of Collegiate Affairs Office of Academic Affairs Maryland Higher Education Commission 6 North Liberty Street Baltimore, MD 21201 (410) 767-3301 monica.wheatley@maryland.gov http://www.mhec.state.md.us/career/pcs/gripe.asps

Massachusetts	Academic Policy Staff Massachusetts Department of Higher Education One Ashburton Place, Room 1401 Boston, MA 02108 Email: approvalquery@bhe.mass.edu http://www.mass.edu/forstufam/complaints/complaints.asp
Michigan	Michael Beamish, Manager Michigan Department of Licensing and Regulatory Affairs Corporations, Securities, and Commercial Licensing Bureau Licensing Division PO Box 30718 - Lansing, MI 48909 517-241-6806 beamishm@michigan.gov http://www.michigan.gov/lara/0,4601,7-154-35299_61343_35395_35396---.00.html
Minnesota	Minnesota Office of Higher Education George R. Roedler, Jr., JD., Manager Institutional Registration & Licensing 1450 Energy Park Drive, Suite 350 St. Paul, MN 55108-5227 Phone: (651) 259-03975 Fax: (651) 642-0675 Email: George.roedler@state.mn.us http://www.ohe.state.mn.us/mPg.cfm?pageID=1078
Mississippi	Mississippi Commission on College Accreditation Menia Dykes, Director of Accreditation 3825 Ridgewood Road Jackson, MS 39211-6453 Phone: (601) 432-6372 Fax: (601) 432-6225 Email: mdykes@mississippi.edu http://www.mississippi.edu/mcca/ http://www.mississippi.edu/mcca/downloads/studentcomplaintform.pdf
Missouri	Missouri Department of Higher Education Rusty Monhollon, Assistant Commissioner for Academic Affairs 205 Jefferson Street P.O. Box 1469 Jefferson City, MO 65102-1469 Phone: (573) 751-5221 Fax: (573) 751-6635 Email: rusty.monhollon@dhe.mo.gov http://dhe.mo.gov/ http://www.dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf

Montana	Montana University System Office of Commissioner of Higher Education Montana University System 2500 Broadway Street PO Box 203201 Helena, MT 59620-3201 Phone: (406) 444-6570 Email: stateauthorization@montana.edu http://mus.edu/che/arsa/StateAuthorization/default.asp
Nebraska	Brad Dirksen Program Director Nebraska Department of Education 402-471-4825 Brad.dirksen@nebraska.gov http://www.education.ne.gov/PPCS/
Nevada	Nevada Commission on Postsecondary Education 8778 South Maryland Parkway, Suite 115 Las Vegas, Nevada 89120 Phone: (702) 486-7330 ext. 229 Fax: (702) 486-7340 http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm
New Hampshire	New Hampshire Department of Education - HEC Attn: Edward R. MacKay, Director Div. of Higher Ed 101 Pleasant Street Concord, NH 03301 Phone: (603) 271-0256 Email: Edward.mackay@doe.nh.gov http://www.education.nh.gov/highered/colleges/index.htm
New Jersey	New Jersey Secretary of Higher Education Rochelle Hendricks, Secretary of Higher Education PO Box 542 Trenton, NJ 08625-0542 Phone: (609) 292-4310 Email: Executive Assistant, Carol.Johnson@oshe.nj.gov http://www.state.nj.us/highereducation/
New Mexico	New Mexico Higher Education Department Diane Vigil-Hayes, Private & Proprietary Schools Admin. & Compliance Officer 2048 Galisteo Street Santa Fe, NM 87505 Phone: (505) 476-8418 Email: diane.vigil@state.nm.us http://www.hed.state.nm.us/

New York	Leslie Templeman Director, Office of College and University Evaluation New York State Education Department leslie.templeman@nysed.gov http://www.highered.nysed.gov/ocue/aipr/home.html http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html
North Carolina	North Carolina Post-Secondary Education Complaints c/o Terrence R. Scarborough University of North Carolina General Administration 910 Raleigh Road, Chapel Hill, NC 27515-2688 (919) 962-4558 trscarborough@northcarolina.edu Email: studentcomplaint@northcarolina.edu http://www.northcarolina.edu/sites/default/files/documents/student_complaint_form.pdf
North Dakota	Tanya Spilovoy Director, Distance Education and State Authorization North Dakota University System State Authorization 1815 Schafer Street, Ste. 202 Bismarck, ND 58505-0230 tanya.spilovoy@ndus.edu http://www.ndus.edu/system/state-authorization/
Ohio	The Ohio Board of Regents Matt Exline Assistant Director, Program Development and Approval 614-728-3095 mexline@regents.state.oh.us https://www.ohiohighered.org/
Oklahoma	Oklahoma State Regents for Higher Education Mr. Jose Dela Cruz, Coordinator of Academic Affairs Projects 655 Research Parkway Suite 200 Oklahoma City, OK 73104 Phone: (405) 225-9141 Email: communicationsdepartment@osrhe.edu http://www.okhighered.org/current-college-students/complaints.shtml

Oregon	Oregon Office of Degree Authorization Juan Baez-Arevalo, Director of Private Postsecondary Education Oregon Higher Education Coordinating Commission 775 Court St. NE, Salem, OR 97301 Phone: (503)947-5977 Email: Juan.baez-arevalo@state.or.us http://www.oregonstudentaid.gov/default.aspx
Pennsylvania	Pennsylvania Department of Education Patricia Landis, Division Chief, Higher and Career Education 333 Market Street Harrisburg, PA 17126-0333 Phone: (717) 783-8228 Fax: (717) 722-3622 Email: RA-COLLUNIVSEMINFO@state.pa.us http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#.VaaYIfbbLcs
Puerto Rico	Puerto Rico Council on Education David Báez Dávila Acting Executive Director 787-641-7100 dbaez@ce.pr.gov http://www.ce.pr.gov/
Rhode Island	Michael Walker-Jones Assistant Commissioner Rhode Island Office of the Postsecondary Commissioner michael.walker-jones@ribghe.org 401-736-1122 401-732-3541 (fax) http://www.ribghe.org/ http://www.ribghe.org/8a1031912.pdf
South Carolina	South Carolina Commission on Higher Education Renea Eshleman, Program Manager, Non-Public Postsecondary Institution Licensing 1122 Lady Street, Suite 300 Columbia, SC 29201 Phone: (803) 737-2281 Fax: (803) 737-2297 Email: reshleman@che.sc.gov http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf

South Dakota	Krista Rounds Postsecondary Education Office of Secretary of State - State Capitol 500 East Capitol Avenue Pierre SD 57501-5070 Telephone (605) 773-3537 Fax (605) 773-4550 Email sos.edu@state.sd.us http://sdsos.gov/general-information/postsecondary-education/default.aspx
Tennessee	Stephanie Bellard Chase Associate Executive Director for DPSA Tennessee Higher Education Commission 615-741-5293 stephanie.bellard@tn.gov http://www.tn.gov/thec/ http://www.tn.gov/thec/topic/postsecondary-state-authorization
Texas	Cathie Maeyaert Special Projects Director Texas Higher Education Coordinating Board 512-427-6527 Cathie.Maeyaert@THECB.state.tx.us http://www.thecb.state.tx.us/
Utah	Utah Division of Consumer Protection Attn: Complaint Processor 160 East 300 South Salt Lake City, Utah 84111-6704 Phone: (801) 530-6601 Fax: (801) 530-6001 Email: consumerprotection@utah.gov http://consumerprotection.utah.gov/complaints/index.html

Vermont	Vermont State Board of Education Through the Vermont Agency of Education Cassandra Ryan Postsecondary Approval Coordinator 802-479-8545 cassandra.ryan@state.vt.us http://education.vermont.gov/documents/EDU-Complaint Resolution Statement for Postsecondary Education Matters.pdf http://education.vermont.gov/index.php
Virginia	Virginia State Council of Higher Education Sylvia Rosa-Casanova, Director, Private & Out-of-State Postsecondary Education 101 N. 14th St. Richmond, VA 23219 Phone: (804)225-3399 Email: SylviaRosaCasanova@schev.edu http://www.schev.edu/students/studentcomplaint.asp
Washington	Washington Student Achievement Council Karen Oelschlager, Program Administrator P.O. Box 43430 Olympia, WA 98504-3430 Phone: (360)753-7869 Email: kareno@wsac.wa.gov http://www.wsac.wa.gov/
West Virginia	West Virginia Higher Education Policy Commission Mark Stotler Assistant Director of Academic Affairs West Virginia Higher Education Policy Commission 304-558-0262 stotler@hepc.wvnet.edu https://www.wvhpec.org/resources/133-20.pdf
Wisconsin	David C. Dies Executive Secretary Wisconsin Educational Approval Board 608-267-7733 david.dies@eab.wisconsin.gov http://eab.state.wi.us/resources/complaint.asp http://eab.state.wi.us/
Wyoming	Wyoming Department of Education Elaine Marces, Private School Program Manager Phone: (307) 777-6210 Email: Elaine.marces@wyo.gov http://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/