

Students living in states other than Washington taking online classes from Walla Walla Community College may use the [Instructional Grievance Procedure](#) as a means of seeking resolution.

For the SARA-participating states below, an online student who resides in that state who has exhausted the institutional complaint process may file a complaint with the Washington Student Achievement Council. The [Washington Student Achievement Council \(WSAC\)](#) has authority to investigate student complaints against specific schools.

Online students may also file a complaint with the appropriate agency in their state of residence, per the list below:

State Portal Agency Contact Information

State	Agency	Contact	Telephone	Email
Alabama	Alabama Commission on Higher Education 100 N. Union St. #782 Montgomery, Alabama 36104	G. G. Fitch, Executive Director		Gregory.Fitch@ache.alabama.gov
Alaska	Alaska Commission on Post Secondary Education PO Box 110505 Juneau, AK 99811-0505	Joann Rieselbach School Relations Manager	907-465-6678	joann.rieselbach@alaska.gov
Arizona	Arizona SARA Council 2323 W. 14th Street Tempe, AZ 85281	Lanna Dueck Executive Director	480-517-8226	lanna.dueck@riosalado.edu http://azsara.arizona.edu/
Arkansas	Arkansas Department of Higher Education 423 Main Street, Suite 400 Little Rock, AR 72201	Alana Boles Program Specialist, Academic Affairs	501-371-2060	alana.boles@adhe.edu
California	Due to federal regulations, we are unable to provide online coursework for students living in California.			
Colorado	Department of Higher Education 1560 Broadway, Suite 1600	Heather Delange Academic Policy	303-866-4209	heather.delange@dhe.state.co.us

	Denver, CO 80202	Officer		
Connecticut	<u>Office of Higher Education</u> 61 Woodland Street Hartford, CT 06105-2326		860-947-1800	edinfo@ctohe.org
Delaware	Delaware Department of Education Townsend Building 401 Federal Street, Suite 2 Dover, DE 19901	Shana Payne Director, Higher Education Office	302-735-4120	ihe@doe.k12.de.us
District of Columbia	<u>Education Licensure Commission</u> 810 1st Street NE, 9th Floor, Washington, DC 20002		202-727-6436 TTY: 711	osse@dc.gov
Florida	<u>Commission for Independent Education</u> 325 W. Gaines St, Suite 1414 Tallahassee, Florida 32399-0400		850-245-3200	
Georgia	Georgia Nonpublic Postsecondary Education Commission (GNPEC) 2082 East Exchange Place, Suite 220 Tucker, GA 30084	Patricia "Pat" Neri Exempt Institution Coordinator	770-414-3235	patn@gnpec.org
Hawaii	<u>Hawaii Post-secondary Education Authorization Program</u> King Kalakaua Building 335 Merchant Street Honolulu, HI 96813		808-586-7327	hpeap@dcca.hawaii.gov
Idaho	Idaho State Board of Education PO Box 83720 Boise, ID 83720-0037	Valerie Fenske Idaho Private Colleges & Proprietary Schools Coordinator	208-332-1587	valerie.fenske@osbe.idaho.gov
Illinois	Illinois Board of Higher Education 1 N. Old State Capitol Plaza, Suite 333	Nkechi Onwuameze Assistant Director for Academic Affairs	217-557-7382	sara@ibhe.org

	Springfield, Illinois 62701-1377	Illinois SARA Coordinator		
Indiana	Indiana Commission for Higher Education 101 W. Ohio Street, Suite 550 Indianapolis, IN 46204-1984	Ken Sauer Senior Associate Commissioner and Chief Academic Officer	317-232-1090	academics@che.in.gov
Iowa	Iowa College Student Aid Commission 430 E. Grand Ave., 3rd floor Des Moines, IA 50309	J. Carolyn Small Postsecondary Registration Coordinator	515-725-3413	Carolyn.small@iowa.gov
Kansas	Kansas Board of Regents 1000 SW Jackson, Suite 520 Topeka, KS 66612-1368	Jennifer L. Armour Business Analyst, Private Postsecondary Education	785-296-2410	jarmour@ksbor.org
Kentucky	<u>Kentucky Council on Postsecondary Education</u> 1024 Capital Center Drive, Suite 320 Frankfort KY 40601		502-573-1555	
Louisiana	Louisiana Board of Regents 1201 N. Third St., Suite 6-200 Baton Rouge, LA 70802	Larry Tremblay Deputy Commissioner for Planning, Research and Academic Affairs	225-342-4253	larry.tremblay@la.gov
Maine	Department of Higher Education 23 State House Station Augusta, Maine 04333-0023	Angel Loreda Higher Education Specialist	207-624-6846	angel.loredo@maine.gov
Maryland	Maryland Higher Education Commission 6 N. Liberty Street, 10th floor Baltimore, Maryland 21201	Koliwe Moyo Online Education Analyst	410-767-3297	koliwe.moyo1@maryland.gov
Massachusetts	<u>Massachusetts Department of Higher Education</u>		617-994-6950	

	One Ashburton Place, Room 1401 Boston, MA 02108			
Michigan	State of Michigan Dept. of Licensing and Regulatory Affairs Corporations, Securities & Commercial Licensing Schools and Licensing PO Box 30018 Lansing, MI 48909	Michael Beamish, Manager	517-241-6806 phone 517-373-2162 fax	beamishm@michigan.gov
Minnesota	Minnesota Office of Higher Education 1450 Energy Park Drive, Suite 350 Saint Paul, MN 55108	Betsy Talbot	651-259-3965	Betsy.Talbot@state.mn.us
Mississippi	Mississippi Institutions of Higher Learning 3825 Ridgewood Road Jackson, MS 39211	Menia Dykes Director of Accreditation	601-432-6372	mdykes@mississippi.edu
Missouri	Missouri Department of Higher Education 205 Jefferson Street P.O. Box 1469 Jefferson City, MO 65102-1469	Leroy Wade Assistant Commissioner	573-751-2361	leroy.wade@dhe.mo.gov
Montana	Office of the Commissioner of Higher Education Montana University System PO Box 203201 Helena, MT 59620-3201	Elizabeth Ternes Academic Policy Specialist	406-444-0311	eternes@montana.edu
Nebraska	Coordinating Commission for Postsecondary Education P.O. Box 95005 Lincoln, NE 68509-5005	Kathleen L. Fimple Academic Programs Officer	402-471-0030	Kathleen.Fimple@nebraska.gov
Nevada	Nevada System of Higher Education 2601 Enterprise Road Reno, NV 89512	Crystal Abba Vice Chancellor for Academic & Student Affairs	775-784-4901	crystal_abba@nshe.nevada.edu

New Hampshire	Division of Higher Education Higher Education Commission New Hampshire Department of Education 101 Pleasant Street Concord, NH 03301-3494	Edward R. MacKay, Director	603-271-0256	Edward.MacKay@doe.nh.gov
New Jersey	<u>New Jersey Secretary of Higher Education</u> P.O. Box 542 Trenton, NJ 08625-0542		609-292-4310	
New Mexico	New Mexico Higher Education Department 2048 Galisteo Street Santa Fe, NM 87505	David Mathews General Counsel	505-476-8402	david.mathews@state.nm.us
New York	<u>Office of College and University Evaluation</u> New York State Education Department 89 Washington Avenue Room 969 EBA Albany, NY 12234		Phone: 518-474-1551 FAX: 518-486-2779	ocueinfo@nysed.gov
North Carolina	<u>North Carolina Post-Secondary Education Complaints</u> c/o Terrence R. Scarborough University of North Carolina General Administration 910 Raleigh Road Chapel Hill, NC 27515-2688		919-962-4558	studentcomplaint@northcarolina.edu
North Dakota	Distance Education & State Authorization North Dakota University System 1815 Schafer St., Ste. 202 Bismarck, ND 58501-1217	Tanya Spilovoy Director	701-328-4102	tanya.spilovoy@ndus.edu
Ohio	Ohio Board of Regents 25 South Front Street	Matt Exline Assistant Director of	614-728-3095	mexline@regents.state.oh.us

	Columbus, OH 43215	Program Approval Operations		
Oklahoma	Oklahoma State Regents for Higher Education 655 Research Parkway, Ste. 200 P.O. Box 108850 Oklahoma City, OK 73101-8850	Daniel Archer Assistant Vice Chancellor for Academic Affairs	405-225-9142	darcher@osrhe.edu
Oregon	Higher Education Coordinating Commission 775 Court Street NE Salem, OR 97301	Juan Baez-Arevalo Director of Private Post-secondary Education	503-947-5977	juan.baez-arevalo@state.or.us
Pennsylvania	<u>Division of Higher & Career Education</u> Pennsylvania Department of Education Postsecondary and Adult Education 333 Market Street, 12th Fl Harrisburg, PA 17126-0333		Phone: 717-783-8228 Fax: 717-722-3622	ra-collunivseminfo@pa.gov
Rhode Island	<u>Commissioner of Higher Education</u> Rhode Island Office of Higher Education 80 Washington Street Suite 524 Providence, RI 02903			
South Carolina	<u>Academic Affairs and Licensing</u> SC Commission on Higher Education 1122 Lady Street, Suite 300 Columbia, SC 29201			submitcomplaint@che.sc.gov
South Dakota	South Dakota Board of Regents 306 East Capitol Ave., Suite 200 Pierre, SD 57501	Katie Boehnke Academic Affairs Specialist South Dakota SARA Coordinator	605-773-3455	Katie.Boehnke@sdbor.edu
Tennessee	Tennessee Higher Education Commission 404 James Robertson Parkway, Suite	Julie Woodruff Director of Postsecondary	615-253-8857	julie.woodruff@tn.gov

	1900 Nashville, TN 37243	School Authorization and Lead Attorney		
Texas	Texas Higher Education Coordinating Board 1200 E. Anderson Lane Austin, TX 78752	Jessica Acton Program Director	512-427-6214	jessica.acton@theccb.state.tx.us
Utah	Office of the Commissioner for Higher Education Utah System of Higher Education Board of Regents Building The Gateway 60 S 400 W Salt Lake City, Utah 84111	Cynthia "Cyd" Grua	801-321-7152	cgrua@ushe.edu
Vermont	Vermont Agency of Education 120 State St. Montpelier, VT 05620	Cassandra Ryan School Finance Analyst	802-479-8545	Cassandra.Ryan@state.vt.us
Virginia	State Council of Higher Education for Virginia 101 N. 14th Street, 9th Floor Richmond, VA 23219	Darlene Derricott Director of Academic Services	804-225-2621	DarleneDerricott@schev.edu
Washington	Washington Student Achievement Council PO Box 43430 Olympia, WA 98504-3430	Sam Loftin Director of Consumer Protection	360-753-7866	saml@wsac.wa.gov
West Virginia	West Virginia Higher Education Policy Commission 1018 Kanawha Blvd. East, Suite 700 Charleston, WV 25301	Mark Stotler Director of Academic Programming	304-558-0262	mark.stotler@wvhepc.edu
Wisconsin	State of Wisconsin <u>Educational Approval Board</u> 431 Charmany Drive Suite 102 Madison WI 53719		608-266-1996	

Wyoming	State of Wyoming Wyoming Community College Commission 2300 Capitol Ave., 5th Floor, Suite B Cheyenne, WY 82002	Larry Buchholtz Fiscal Operations Team Manager	307-777-7068	larry.buchholtz@wyo.gov
----------------	--	--	--------------	--