

## State Regulators/Student Consumer Complaints

Updated August 2015

State	Regulator	Agency	Address	City	Zip	Email	Phone	Website
Alabama	Tivoli	Nash	Department of Postsecondary Education	PO Box 302130	Montgomery	36130	ltivoli.nash@dpe.edu	334-293-4653 www.accs.cc
	Elizabeth	French	Commission on Higher Education	100 North Union Street	Montgomery	36104	elizabeth.french@ache.alabama.gov	334-242-2179 www.ache.state.al.us/
Alaska	Kierke	Kussart	Alaska Commission on Postsecondary Education	PO Box 110505	Juneau	99811	kierke.kussart@alaska.gov	907-465-6741 http://acpe.alaska.gov/ABOUT_US/Consumer_Protection
Arizona	Keith	Blanchard	State Board of Private Postsecondary Education	1400 W. Washington St., Room 260	Phoenix	85007	keith.blanchard@azppse.gov	602-542-5769 azppse.gov
Arkansas	ICAC	Coordinator	Arkansas Department of Higher Education	114 East Capitol	Little Rock	72201	ICAC@adhe.edu	501-371-2000 http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/ICAC%20Rules%20and%20Regulations/APPENDIX.pdf
California	Joanne	Wenzel	Enforcement Unit--Bureau for Private Postsecondary Education	2535 Capitol Oaks Dr., Ste 400	Sacramento	95833	joanne.wenzel@dca.ca.gov	888-370-7589 www.bbpe.ca.gov
Colorado	Heather	DeLange	Commission on Higher Education	1560 Broadway, Suite 1600	Denver	80202	heather.delange@dhe.state.co.us	303-866-2723 highered.colorado.gov/
	Mary	Kanaly	Division of Private Occupational Schools	1560 Broadway, Suite 1600	Denver	80202	mary.kanaly@dhe.state.co.us	303-866-4192 highered.colorado.gov/dops
Connecticut	Patricia	Santoro	Office of Higher Education	61 Woodland St.	Hartford	06105	PSantoro@ctdhe.org	860-947-1816 www.ctdhe.org
Delaware	Patrick	Dunn	Department of Higher Education	401 Federal St. Suite 2	Dover	19901	pat.dunn@doe.k12.de.us	302-857-3388 http://dedoe.schoolwires.net/domain/157
Florida	Amy	Lefstead	Commission for Independent Education	325 W. Gaines St., Suite 1414	Tallahassee	32399	amy.lefstead@fdoe.org	850-245-3200 http://www.fdoe.org/policy/cie/file-a-complaint.shtml
Georgia	Corinna	Robinson	Nonpublic Postsecondary Education Commission	2082 E. Exchange Place, Suite 220	Tucker	30084	crobinson@gnpec.org	770-414-3300 http://gnpec.org/consumer-resources/
Hawaii			Office of Consumer Protection	235 South Beretania Street, RM 801	Honolulu	96813	ocp@dcca.hawaii.gov	808-586-2630 http://cca.hawaii.gov/ocp/udgj/regulation/
Idaho	Valerie	Fenske	Board of Education	650 W. State Street, S-307	Boise	83720	valerie.fenske@osbe.idaho.gov	208-332-1587 www.boardofed.idaho.gov
Illinois	Richard	Tapia	Board of Higher Education	431 E. Adams St, 2nd Floor	Springfield	62701	rtapia@ihbe.org	217-557-7359 www.ihbe.org
Indiana	Ross	Miller	Indiana Commission for Higher Education	101 W. Ohio Street, Suite 670	Indianapolis	46204	rmiller@che.in.gov	317-464-4400, Ext. 13 www.in.gov/bpe
Iowa	Carolyn	Small	Iowa College Student Aid Commission	430 E. Grand Ave., 3rd floor	Des Moines	50309	carolyn.small@iowa.gov	877-272-4456, Opt. 4 https://www.iowacollegeaid.gov/content/constituent-request-review
Kansas	Crystal	Puderbaugh	Board of Regents	1000 SW Jackson St., Suite 520	Topeka	66612	cpuderbaugh@ksbor.org	785-296-2528 www.kansasregents.org
Kentucky	Sarah	Levy	Council on Postsecondary Education	1024 Capital Center Dr # 320	Frankfort	40601	sarah.levy@ky.gov	502-573-1555 cpe.ky.gov/
Louisiana	Emily	Saleh	Board of Regents	PO Box 3677	Baton Rouge	70821	emily.saleh@regents.la.gov	225-342-4253 www.regents.la.gov
Maine	Laurie	Halligan	Department of Education	23 State House Station	Augusta	04333	laurie.halligan@maine.gov	207-624-6607 http://www.maine.gov/doe/highered/degree-granting/index.html
Maryland	Shavna	Acker-Ball	Maryland Higher Education Commission	6 N. Liberty Street, 10th Floor	Baltimore	21201	collegiatecomplaint.mhec@maryland.gov	410-767-3301 http://www.mhec.state.md.us/
Massachusetts	Angela	Coletta	Department of Higher Education	One Ashburton Place, Room 1401	Boston	02108	acoletta@bhe.mass.edu	617-994-6924 www.mass.edu/
Michigan	Michael	Beamish	Department of Licensing and Regulatory Affairs	PO Box 30018	Lansing	48909	beamish@michigan.gov	517-241-6806 http://www.michigan.gov/lara/0,4601,7-154-35299_61343_35395_35396---,00.html
Minnesota	Betsy	Talbot	Office of Higher Education	1450 Energy Park Drive, Suite 350	St. Paul	55108	betsy.talbot@state.mn.us	651-259-3965 www.ohc.state.mn.us
Mississippi	Kim	Verneuille	Commission on Proprietary School/College Registration	3825 Ridgewood Road	Jackson	39211	kverneuille@mccb.edu	601-432-6185 http://www.mccb.edu/program/psDefault.aspx
Missouri	Leroy	Wade	Department of Higher Education	205 Jefferson St., PO Box 1469	Jefferson City	65102	info@dhe.mo.gov	573-751-2361 http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf
Montana	Compliance	Agent	Office of the Commissioner of Higher Education	2500 E. Broadway, Box 203201	Helena	59620	stateauthorization@montana.edu	406-444-6570 http://mus.edu/MUS-Statement-of-Complaint-Process.asp
Nebraska	Kathleen	Fimple	Coordinating Commission for Postsecondary Education	140 North 8th Street #300	Lincoln	68508	kathleen.fimple@nebraska.gov	402-471-2847 www.ccpa.ne.gov
Nevada	Kelly	Wuest	Commission on Postsecondary Education	8778 S. Maryland Parkway, Suite 115	Las Vegas	89123	kdwuest@cpe.state.nv.us	702-486-7330 www.cpe.state.nv.us
New Hampshire	MacKay	Edward	NH Department of Education, Higher Education Commission	101 Pleasant Street	Concord	03301	edward.mackay@doe.nh.gov	603-271-0256 education.nh.gov/highered
New Jersey	Eric	Taylor	Office of the Secretary of Higher Education	20 West State Street, 4th Floor, PO Box 542	Trenton	08625	eric.taylor@oshe.nj.gov	609-984-3738 www.state.nj.us/highereducation
New Mexico	Vigil-Hayes	Diane	Higher Education Department	2048 Galisteo Street	Santa Fe	87505	diane.vigil@state.nm.us	505-476-8400 http://www.hed.state.nm.us/institutions/complaints.aspx
New York	Carole	Yates	State Education Department	89 Washington Avenue, EBA 560	Albany	12234	carole.yates@nysed.gov	518-474-3969 www.highered.nysed.gov/bpps
North Carolina	Terrence	Scarborough	University of North Carolina Board of Governors	PO Box 2688	Chapel Hill	27514	trscarborough@northcarolina.edu	919-962-4558 www.northcarolina.edu/bog/
North Dakota	Tanya	Spilovoy	North Dakota University System	1815 Schafer St., Ste. 202	Bismarck	58501	tanya.spilovoy@ndus.edu	701-328-2960 http://www.ndus.edu/system/
Ohio	Matt	Exline	Board of Regents	30 East Broad Street, 36th Floor	Columbus	43215	mexline@regents.state.oh.us	614-728-3095 www.ohiohighered.org
Oklahoma	Jose	Dela Cruz	State Regents for Higher Education	655 Research Parkway, Suite 200	Oklahoma City	73104	jcruz@osrhe.edu	405-225-9141 www.okhighered.org
Oregon	Juan	Báez-Arévalo	Office of Degree Authorization, Oregon Higher Education Coordinating Commission	775 Court Street NE	Salem	97310	juan.baez-arevalo@state.or.us	503-947-5977 www.osac.state.or.us/oda/
Pennsylvania	Patricia	Landis	Department of Education	333 Market St., 12th Floor	Harrisburg	17126	ra-collunivseminfo@pa.gov	717-783-8228 http://www.education.state.pa.us/portal/server.pl/community/higher_education/8711/complaint_procedure/1004474
Rhode Island	Deanna	Velletri	Office of Higher Education	80 Washington St Suite 524, Shepard Building	Providence	02903	dvelletri@ribghe.org	401-456-6010 www.ribghe.org
South Carolina	Renea	Eshleman	Commission on Higher Education	1122 Lady Street, Suite 300	Columbia	29201	reshleman@che.sc.gov	803-737-2281 www.che.sc.gov
South Dakota	Attorney	General	South Dakota Attorney General	1302 E. Highway 14, Ste. 1	Pierre	57501	atghelp@state.sd.us	605-773-3215 www.sdbor.edu
Tennessee	Shauna	Jennings	Higher Education Commission	404 James Robertson Pkwy, Suite 1900	Nashville	37243	Shauna.Jennings@tn.gov	615-741-5293 http://tn.gov/thecc/Divisions/LRA/PostsecondaryAuth/ComplainForm.pdf
Texas	William	Franz	Texas Higher Education Coordinating Board	PO BOX 12788	Austin	78711	StudentComplaints@thecc.state.tx.us	512-427-6101 http://www.thecc.state.tx.us/
Utah	Marla	Winegar	Department of Commerce, Div. of Consumer Protection	160 East 300 South 2nd Floor	Salt Lake City	84111	mwinegar@utah.gov	801-530-6601 www.dcp.utah.gov
Vermont	Cassandra	Ryan	Vermont Agency of Education	219 North Main Street	Barre	05679	Cassandra.Ryan@state.vt.us	802-479-8545 www.education.vermont.gov
Virginia	Sylvia	Rosa-Casanova	State Council of Higher Education	101 N. 14th Street, 10th Floor, James Monroe Bldg	Richmond	23219	SylviaRosaCasanova@schev.edu	804-371-2285 http://www.schev.edu/students/studentcomplaint.asp
Washington	Karen	Oelschlager	Washington Student Achievement Council	PO Box 43430	Olympia	98504	kareno@wsac.wa.gov	360-753-7869 www.wsac.wa.gov
West Virginia	Mark	Stoller	Higher Education Policy Commission	1018 Kanawha Blvd. E. Ste 700	Charleston	25301	stoller@hepc.wvnet.edu	304-558-0262 http://www.hepc.wvnet.edu/
Wisconsin	David	Dies	Educational Approval Board	201 W. Washington Avenue, 3rd Floor	Madison	53703	david.dies@eab.state.wi.us	608-267-7733 eab.state.wi.us
Wyoming	Elaine	Marcus	Department of Education	2300 Capitol Avenue, Hathaway Bldg 2nd Floor	Cheyenne	82002	elaine.marcus@wyo.gov	307-777-6210 edu.wyoming.gov
Washington D.C.	Dorothy	Thomas	Office of the State Superintendent of Education	810 First Street, NE, 2nd Floor	Washington	20002	dorothy.thomas@dc.gov	202-724-2065 www.osse.dc.gov