

## Distance Education Out-of-State Authority

The U.S. Department of Education released new regulations regarding distance education in October 2010. One of the new regulations focuses on the need for institutions offering distance education to acquire authorization from any state where the institution has currently enrolled students.

Stephen F. Austin State University is in the process of gaining these authorizations. Depending on the outcome of this process, SFA could notify students residing in a particular state that they are not eligible to register for distance education courses. In cases where SFA students are affected by this change, the University will provide assistance to students to resolve this matter.

### Complaint Resolution

As part of the process, SFA is required to provide current and prospective students with contact information for filing complaints. For complaints regarding grades, course requirements and course procedures follow the [SFASU Policy 6.3, Academic Appeals by Students](#).

1. If an issue cannot be resolved internally, you may file a complaint with your state. Contact information for individual states is provided below.
2. Stephen F. Austin State University is accredited by the Southern Association of Colleges and Schools (SACS). The SACS site provides [complaint procedures against the commission or its accredited institutions](#).
3. For questions concerning the complaint process or the new U.S. DOE regulations affecting distance education, please contact the SFA Distance Education Coordinator at [kampsjl@sfasu.edu](mailto:kampsjl@sfasu.edu) or 936-468-1818.

### List of State Contacts

#### Alabama

Alabama Commission on Higher Education  
[www.ache.state.al.us](http://www.ache.state.al.us)  
(334) 242-1998 (334) 242-0268

#### Alaska

Alaska Commission on Postsecondary Education  
<http://akadventure.alaska.gov/>  
(907) 465-2962 (907) 465-5316

#### Arizona

Arizona State Board for Private Postsecondary Education  
[Student Grievance Procedure](#)  
(602) 542-5709 (602) 542-1253

## Arkansas

Arkansas Department of Higher Education  
[Student Grievance Procedure](#) (pdf)  
(501) 371-2000

## Colorado

Colorado Department of Higher Education  
[Student Grievance Procedure](#)  
(303) 866-2723 (303) 866-4266

## Connecticut

Connecticut Board of Regents for Higher Education  
[www.ctregents.org](http://www.ctregents.org)  
(860)947-1801

## Delaware

Delaware Department of Education  
[www.doe.k12.de.us](http://www.doe.k12.de.us)  
(302) 735-4000 (302) 739-4654

## Florida

Florida Department of Education  
[Student Grievance Procedure](#)  
(850) 245-0505 (850) 245-9667

## Georgia

Nonpublic Postsecondary Education Commission  
[Student Grievance Procedure](#)  
(770) 414-3300

## Idaho

Idaho Board of Education  
[Student Grievance Procedure](#) (pdf)(Page 8)  
(208) 334-2270 (208) 334-2632

## Illinois

Illinois Board of Higher Education  
[Student Grievance Procedure](#)  
(217) 782-2551 (217) 782-8548

# SFA ONLINE

[sfaonline.sfasu.edu](http://sfaonline.sfasu.edu)

## Iowa

Iowa College Student Aid Commission  
[www.iowacollegeaid.gov](http://www.iowacollegeaid.gov)  
(515) 725-3400 (515) 725-3401

## Kansas

Board of Regents  
[Student Grievance Procedure](#)  
(785) 296-4917 (785) 296-7052

## Kentucky

Kentucky Council on Postsecondary Education  
[Student Grievance Procedure](#)  
(502) 573-1555 (502) 573-1535

## Louisiana

Louisiana Board of Regents  
[Student Grievance Procedure](#)(pdf)  
(225) 342-4253 (225) 342-9318

## Maine

Maine Department of Education  
[www.maine.gov/education](http://www.maine.gov/education)  
(207) 624-6600 (207) 624-6700

## Maryland

Maryland Higher Education Commission  
[Student Grievance Procedure](#) (pdf)  
(410) 260-4500 (800) 974-0203

## Massachusetts

Massachusetts Board of Higher Education  
[Student Grievance Procedure](#)  
(617) 994-6950 (617) 727-0955

## Michigan

Michigan Department of Energy, Labor & Economic Growth  
[Student Grievance Procedure](#)  
(517) 373-1820 (517) 373-2129

## Minnesota

Minnesota Office of Higher Education

[Student Grievance Procedure](#)

(651) 642-0567 (651) 642-0675

## Mississippi

Mississippi Commission on College Accreditation

[www.ihl.state.ms.us/mcca](http://www.ihl.state.ms.us/mcca)

(601) 432-6198 (601) 432-6225

## Missouri

Missouri Department of Higher Education

[Student Grievance Procedure](#) (pdf)

(573) 751-2361 (573) 751-6635

## Montana

Montana University System, Montana Board of Regents

<http://mus.edu/board/>

(406) 444-6570

## Nebraska

Nebraska Coordinating Commission for Postsecondary Education

[www.ccpe.state.ne.us/PublicDoc/CCPE](http://www.ccpe.state.ne.us/PublicDoc/CCPE)

(402) 471-2847 (402) 471-2886

## Nevada

Nevada Commission on Postsecondary Education

[Student Grievance Procedure](#)

(702) 486-7330 (702) 486-7340

## New Hampshire

New Hampshire Postsecondary Education Commission

[Student Grievance Procedure](#)

(603) 271-3494

## New Jersey

New Jersey Commission of Higher Education

[Student Grievance Procedure](#)

(609) 588-3226

# SFA ONLINE

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## New Mexico

New Mexico Higher Education Department

[Student Grievance Procedure](#)

(505) 476-8400 (505) 476-8453

## North Carolina

North Carolina Community College System, Office of Proprietary School Services

[Student Grievance Procedure](#) (pdf)

(919) 807-7146 (919) 807-7164

## North Dakota

North Dakota State Board for Career and Technical Education

[www.nd.gov/cte](http://www.nd.gov/cte)

(701) 328-3180 (701) 328-1255

## Ohio

Ohio State Board of Career Colleges and Schools

[Student Grievance Procedure](#)

(614) 466-2752 (614) 466-2219

## Oklahoma

Oklahoma State Regents for Higher Education

[www.okhighered.org](http://www.okhighered.org)

(405) 225-9100

Oklahoma Department of Education - Private and Career Schools Office

[Student Grievance Procedure](#)

(503) 947-5600 (503) 378-5156

## Pennsylvania

Pennsylvania Department of Education, Division of Program Services

[Student Grievance Procedure](#)

(717) 783-6137 (717) 783-6139

## Puerto Rico

Puerto Rico Council on Higher Education

<http://www.ces.gobierno.pr/>

(787) 641-7100 (787) 641-2573

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## South Carolina

South Carolina Commission on Higher Education  
[Student Grievance Procedure](#) (pdf)  
(803) 737-2260 (803) 737-2297

## South Dakota

South Dakota Board of Regents  
[Student Grievance Procedure](#)  
(803) 737-2260 (803) 737-2297

## Tennessee

Tennessee Higher Education Commission  
<http://www.tn.gov/thec/>  
(615) 741-3605 (615) 741-62307

## Texas

Texas Higher Education Coordinating Board  
[www.thecb.state.tx.us](http://www.thecb.state.tx.us)  
(512) 427-6101

## Utah

Utah Division of Consumer Protection  
[Student Grievance Procedure](#)  
(801) 530-6601 (801) 530-6001

## Vermont

Vermont State Board of Education  
[education.vermont.gov/index.htm](http://education.vermont.gov/index.htm)  
(802) 828-3135

## Washington

Washington Higher Education Coordinating Board  
[www.hecb.wa.gov](http://www.hecb.wa.gov)  
(360) 753-7869

## Washington DC

Washington DC - Education Licensure Commission  
[app.dcre.dc.gov/about/index\\_bpla\\_education.shtm](http://app.dcre.dc.gov/about/index_bpla_education.shtm)  
(202) 442-4343 (202) 442-4465

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## West Virginia

West Virginia Higher Education Policy Commission  
[Student Grievance Procedure](#)  
(304) 558-4016

## Wisconsin

Wisconsin Educational Approval Board  
[canderson@hepc.wvnet.edu](mailto:canderson@hepc.wvnet.edu) (email)  
(608) 266-1996 (608) 264-8477

## Wyoming

Wyoming Department of Education  
[edu.wyoming.gov](http://edu.wyoming.gov)  
(307) 777-5712