



# Compliance and Community Policies

## **Access to and Confidentiality of Student Information (FERPA)**

In compliance with the Family Education Rights and Privacy Act (FERPA) of 1974, as amended, the College does not permit the release of personally identifiable information in student records without the written consent of the student, except as specifically allowed by FERPA statute or regulation. The College has decided that personally identifiable information is not considered directory information. The Registrar controls access to and disclosure of student education records and maintains safeguards against unlawful disclosure.

Students have the right to inspect and review all College records, files, and data directly related to themselves with certain exceptions such as financial records of the student's parents, confidential recommendations which were received before Jan. 1, 1975, or records to which students have waived their right of access. Official records and data related to a student are incorporated into his/her file, kept in the Registrar's Office.

FERPA requires colleges to respect the privacy of education records and provides them the right to make public, at their discretion and without prior authorization from individual students, the following personally identifiable information which is considered directory information: current student name, class year, home address and telephone number, date and place of birth, dates of attendance at Cambridge College, occupation, program status/major, degrees, honors, and awards received, high school and any college previously attended. Students may limit the release of the above information by filing a special form with the Registrar's Office each year.

FERPA does not apply to the records of applicants for admission who are denied acceptance, nor does it apply to applicants who are accepted but choose not to attend Cambridge College. Admitted students are covered by FERPA once they have enrolled. A student is considered enrolled on the first day of classes.

FERPA defines student as any individual who is or has been in attendance at an educational agency or institution and regarding whom the agency or institution maintains education records. 34 CFR § 99.3. In interpreting this definition with respect to application materials, Cambridge College has generally taken the position that records sent by the student to the college are not protected as education records unless/until the student matriculates.

If students take exception to anything in their folders on the grounds that it is inaccurate, misleading, or otherwise inappropriate, they have the right to challenge its inclusion and seek to have it corrected or deleted. A written request must be submitted to the Registrar for a joint meeting with the Vice President for Academic Affairs, the Registrar, and any other appropriate person to discuss the matter.

If the College fails to comply with FERPA requirements, written complaints may be submitted to the Family Policy and Regulations Office, U.S. Department of Education, Washington, DC, 20202.

**Children at the College**

In order to protect the safety and security of your children, as well as the educational environment, children under the age of 18 are not allowed to accompany parents or guardians to class. Children may accompany their parents or guardians when visiting the College for non-academic reasons, for example: registering for classes, paying bills, etc. Children must never be left unattended by the parent or guardian on the College's property.

Please arrange childcare off-site during class time, tutoring, etc. Parents/guardians are responsible for childcare and supervision at all times. Cambridge College is not responsible for children unattended by the parent or guardian.

**College Name**

Cambridge College's name and marks are copyrighted. Any use of the name or marks without the College's written consent is prohibited. All external marketing materials must have the name and marks attached unless otherwise noted.

**Complaints, Grievances and Appeals**

Resolution of complaints or grievances usually begins with an informal discussion with the person or office immediately concerned. Your academic advisor, program director, center director, or the Dean of Student Affairs can suggest the appropriate channel for resolving particular complaints, and may assist you with the resolution.

This appeals process resolves differences internally. It is not a legal forum. Please make every effort to resolve an issue at levels one and two. Do not proceed to subsequent steps unless no adequate resolution has been achieved.

**STEPS students can take to appeal and resolve FINANCIAL and other ADMINISTRATIVE issues:**

1. Discuss issue with administrator immediately concerned.
2. Discuss issue with your academic advisor or Dean of Student Affairs, and act upon their suggestions.
3. Meet with administrator's supervisor and all concerned. Supervisor makes final decision.
4. Make final appeal to the College officer who investigates and makes a final decision:
  - the Chief Financial Officer (financial cases) or
  - the Executive Vice President (other cases).

**STEPS students can take to appeal and resolve ACADEMIC decisions:**

1. Discuss issue with faculty or staff immediately concerned.
2. Notify the appropriate dean or center director, and meet with your academic advisor.
3. Request meeting with dean and/or center director and all concerned. Dean/director gathers facts and seeks resolution.
4. Make final appeal to the Provost, who investigates and makes a final decision.

**Disenrollment and Reinstatement**

Students may be disenrolled for sufficient academic, financial, or disciplinary reasons. Students may appeal. When all requirements have been met, reinstatement may be possible.

**Reasons may include:**

- Required documentation is still missing from the admissions file at the end of the student's first term.
- Failure to fulfill financial obligations; see also Payment and Refunds.
- Consistent failure to complete courses and/or practica in an appropriate and timely manner, in the judgment of the appropriate dean.
- Additional course work or field work may be required of students who do not satisfy the established requirements of their academic program; students will bear any additional costs.
- Three No Credit or No Credit/Incomplete courses. Students have 30 days to appeal.
- Behavior disruptive to the educational process or in violation of the rights of others.
- Violation of ethical standards of the profession or unethical academic practices (such as plagiarism or cheating; see Academic Integrity).
- Violation of information technology policies, including but not limited to: computers, College network, electronic resources, intellectual property, software, computer lab.

**Consequences:**

- Course registration and attendance are not permitted.
- Official academic transcripts, diplomas, and certificates are withheld.
- Students remain financially liable to Cambridge College for all outstanding debts.
- American Student Assistance is notified of the disenrollment of students with federal student loans.
- The admissions file must be completed (see requirements in the admission booklet). Any issues preventing release of transcripts by other colleges must be resolved, and all official transcripts must be received by Cambridge College.
- The student must send a letter to the Registrar's Office requesting reinstatement.
- All outstanding charges must be paid in full and satisfactory arrangements for the upcoming term's charges must be made.
- Financial aid applications must be resubmitted.
- Students disenrolled for academic reasons must satisfy the faculty concerned and the appropriate dean that they have completed what is required to place them in good academic standing.
- Students disenrolled for ethical or behavioral reasons may be denied readmittance as determined by the appropriate dean or dean of student affairs.

**Drug and Alcohol Policies**

In accordance with the Drug Free Schools and Communities Act Amendments of 1989, Cambridge College prohibits the unlawful use, manufacture, distribution, dispensation, sale and possession of drugs and alcohol by students, administrators, faculty, staff and all others on its property or in any of its activities.

The College will take disciplinary action against violators, consistent with federal, state, and local laws. Such action may include requiring satisfactory participation in a substance abuse treatment, counseling or education program as a condition of reinstatement. Students may face expulsion, disenrollment, or probation with contingencies for reinstatement. Students may also face criminal prosecution.

Effective July 1, 2000, the 1998 Amendments to the Higher Education Act mandate the suspension of eligibility for financial aid for students convicted of drug related offenses.

As a member of the Cambridge College community, it is your responsibility to know and abide by all campus rules and regulations, to understand the risks associated with the use and abuse of alcohol and illegal drugs, and to assist in creating an environment that promotes health-enhancing attitudes and activities.

At the main campus, a list of counseling resources is available from the Dean of Student Affairs:

- Drug and alcohol counseling rehabilitation programs.
- Local agencies and/or private practitioners who provide assistance in the areas of alcohol and substance abuse.

At regional centers, this information is available from the director.

**Equal Opportunity**

(Reference Cambridge College policy on Non-discrimination and Sexual Harassment)

Cambridge College is an equal opportunity institution and does not discriminate on the basis of race, color, national origin, citizenship, religion, marital status, gender, sexual identity, sexual orientation, genetic information, veteran's status, pregnancy, disability, age, or any other legally protected status in admission to, access to, or treatment in the educational programs which it conducts, nor in its practices, procedures and activities. Other questions and concerns may be directed to the Provost.

Inquiries concerning equal opportunity may be referred to:

*The United States Equal Employment Opportunity Commission (EEOC)* John F. Kennedy Federal Building,  
475 Government Center, Boston, MA 02203 • 617-565-3200.  
EEOC offices nationwide are listed online at [www.eeoc.gov/](http://www.eeoc.gov/).

*Massachusetts Commission Against Discrimination (MCAD)*

One Ashburton Place, Sixth Floor, Room 601  
Boston, MA 02108 • 617-994-6000 • [www.mass.gov](http://www.mass.gov)

436 Dwight Street, Second Floor, Room 220  
Springfield, MA 01103 • 413-739-2145

## Firearms and Weapons

All firearms, knives, and all objects that can be used as weapons are forbidden at all Cambridge College locations at all times. Discovery of any such item in any person's possession is grounds for immediate disenrollment.

## Harassment and Sexual Harassment

(Reference Cambridge College policy on Non-discrimination and Sexual Harassment)

Conduct that subjects a person to offensive or unsafe treatment and any implicit or explicit sexual conduct that diminishes, offends, or abuses another member of the College community will not be tolerated. Sexual harassment and harassment based on race, color, national origin, citizenship, religion, marital status, gender, sexual identity, sexual orientation, genetic information, veteran's status, pregnancy, disability, age, or any other legally protected status is recognized as violations of law and are strictly prohibited at Cambridge College.

The summary legal **definition of sexual harassment** is broad, including sexually oriented conduct that is not welcomed and is perceived as hostile, offensive, intimidating, or humiliating. Such conduct may constitute sexual harassment, depending upon the circumstances, including the severity of the conduct and its pervasiveness.

**Resolution** — Every effort is made to resolve all complaints expeditiously and with confidentiality, fairness, and safety.

Questions, complaints and problems regarding harassment should be discussed promptly with your academic advisor and the appropriate College administrator. If you are not comfortable with the recommended referral channel, any responsible College administrator may be consulted. Pressing complaints may be directed to the Vice President for Academic Affairs.

The resolution process may proceed to informal discussion, investigation, and, if possible, an informal solution that satisfies those involved. If informal procedures fail to provide a satisfactory resolution, a more formal resolution process may be initiated.

If you believe you have been subjected to harassment or sexual harassment, you may also file a formal complaint with the government agencies listed below. Claims must be filed within a short time period (EEOC - 180 days; MCAD - 300 days).

*The United States Equal Employment Opportunity Commission (EEOC)* John F. Kennedy Federal Building,  
475 Government Center, Boston, MA 02203 • 617-565-3200.  
EEOC offices nationwide are listed online at [www.eeoc.gov/](http://www.eeoc.gov/).

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Retaliation of any kind against an individual who uses these resolution procedures is prohibited and will be regarded as a violation of this policy.

## Hazing Policy

In 1985, the Massachusetts House of Representatives passed legislation that prohibits any form of hazing on campuses throughout the Commonwealth. The College, as well as the Commonwealth of Massachusetts, forbids the hazing or harassment of any student on or off the campus. Any student who organizes or participates in hazing will be subject to dismissal from the College.

From Massachusetts General Law:

### **269:17. Hazing; organizing or participating; hazing defined.**

Section 17. Whoever is a principal organizer or participant in the crime of hazing, as defined herein, shall be punished by a fine of not more than three thousand dollars (\$3,000) or by imprisonment in a house of correction for not more than one year, or both such fine and imprisonment.

The term "hazing" shall mean any conduct or method of initiation into any student organization, whether on public or private property, which willfully or recklessly endangers the physical or mental health of any student or other person. Such conduct shall include whipping, beating, branding, forced calisthenics, exposure to weather, forced consumption of any food, liquor, beverage, drug or other substance, or any other brutal treatment or forced physical activity that is likely to adversely affect the physical health or safety of any such student or other person, or that subjects such student or other person to extreme mental stress, including extended deprivation of sleep or rest or extended isolation.

Notwithstanding any other provisions of this section to the contrary, consent shall not be available as a defense to any prosecution under the action.

### **269:18. Failure to report hazing.**

Section 18. Whoever knows that another person is the victim of hazing as defined in section 17 and it at the scene of such a crime shall, to the extent that such person can do so without danger or peril to himself or others, report such crime to an appropriate law enforcement official as soon as reasonably practicable. Whoever fails to report such crime shall be punished by a fine of not more than one thousand dollars (\$1,000).

## Health Policies and Insurance

See Student Affairs.

### Housing

To assist students in attending classes, Cambridge College may make room block arrangements with local hotels near College locations to provide housing that may be billed to a student's account. Charges for housing (and meals if offered/selected) must be paid prior to the start of a term or arrangements made for financial aid with the charges being paid prior to the distribution of student refunds. Cambridge summer programs may provide housing with the same payment requirements.

Only current and active students taking classes at each particular site are eligible to request housing.

### **Housing Requests, Changes, Cancellations**

All housing requests must be submitted on a "Housing Request" form provided each term in a housing packet from the Office of Events and Logistics. This is the only method by which housing arrangements will be made by the College. "Walk-in" reservations are not permitted.

Housing requests are on a "first come, first served basis". If the room block is exceeded and rooms are not available at the contracted hotel the College assumes no responsibility for finding alternative housing or providing payment arrangements at another hotel.

All housing requests must be made by the date set forth on the "Housing Request" form.

Cancellation of submitted housing requests will only be accepted up to the official Cambridge College add/drop calendar date for each term. Cancellations must be submitted to the Office of Events and Logistics on the Cancellation form provided in the housing packet. Verbal notification of a reservation cancellation will not be accepted, nor are cancellations made to the hotel acceptable for refund purposes. Any request after the drop/add date will not be accepted or processed and charges against the student's account will not be refunded. There are no refunds for failure to submit a complete and timely "Cancellation" form.

Changes to a reservation may only be made by cancelling the unwanted dates and then submitting a new Housing Request form.

**Charges, Services,  
Hotel Policies**

The College shall determine prior to the start of each academic term the per night charge for housing, to include taxes and fees. A meal option may be available at some locations. (There are no refunds or credits for unused meal vouchers.) The housing packet will have price information.

Only the room charge, room tax, and room fee (and meal plan if offered as part of the housing package) may be billed to the master account. Cambridge College will not be responsible for other incidental charges.

Registered students will be required to meet the hotel's policy for posting a credit card or cash deposit at check-in, see the housing form for specific information, and for providing photo identification.

**Occupancy**

Single and double occupancy is available:

- If double occupancy is chosen, the second student's full name and ID# must be provided at the time of request. Housing is on a "first come, first served" basis and double occupancy housing reservations cannot be made until both students have submitted their housing request form.
- The request must be mutual; each student must request the other.
- Should one room occupant cancel or change their housing reservation, the other room occupant will be charged the full room cost unless any of the conditions under refunds are the reason for the cancellation or change.
- Cambridge College will not assign roommates.

Any guest leaving an unattended minor child (under the age of 12 as mandated by Georgia law) in his/her room while attending class may be asked by the hotel to immediately leave the hotel property with no refund by the College.

**Refunds**

Refunds may be processed **only IF:**

- A student must withdraw or take a leave of absence from all classes for the term due to serious medical condition. (Any refund will be subject to the College's refund and repayment policies as outlined in the Academic Catalog.)
- A class is cancelled. (The student is still responsible for submitting a "Housing Cancellation/Change" within five (5) days after the class cancellation.)
- A class meeting time is cancelled or re-scheduled by the instructor or College Administration.
- Death in the family with services held within one day, before or after, the class date and then only for the class date missed. The definition of *family* for this paragraph is defined as: mother, father, daughter, son, sister, brother, grandmother, grandfather, step-parent, step-child. Proof of death and relationship is required. The College reserves the right to deny a refund if it is deemed the documentation is inadequate.
- Any refund will be subject to the College's refund and repayment policies as outlined in the Academic Catalog.

If the student fails to check in on a confirmed date, the remainder of the stay will be cancelled without refund.

- If a student will be unable to check in on the first day of a confirmed reservation the student must call the hotel and confirm they will arrive on the next day of the reservation. There will be no refund for the missed first day reservation.

**Liability**

Cambridge College cannot be responsible for personal property in its buildings and rented facilities. Participants in Cambridge College programs, courses and activities do so at their own risk, and agree to waive and release any and all claims of personal injury or property damage against Cambridge College, its agents, faculty, or employees, that may arise from their participation in the College.

**Office Equipment**

Office equipment such as copying machines and fax machines, computers, and telephones are not accessible to students.

**Personal Services**

Cambridge College students are not permitted to offer personal services at any Cambridge College location at any time. (Services such as manicures, pedicures, massage and haircuts require a state license for public health reasons).

**Photos**

Occasionally, photos and videos are taken in class and at other College activities for public relations, marketing, and other purposes. Any student who does not want his/her picture taken or used in College publications must state the objection in a written note to the Office of Academic Affairs.

**Religious  
Observance**

Students who, because of religious observance, are unable to attend classes or participate in a class or work requirement, have the right to make up the missed classes and work with no adverse result and at no extra cost. Students must inform the instructor in advance of the dates they will be absent, and arrange make-up work.

**Service Animals and Pets**

No pets of any kind are allowed on Cambridge College property. Service animals that provide assistance to individuals with disabilities are permitted.

**Smoking Policy**

**Centers in Massachusetts**—In compliance with Massachusetts and city ordinances, Cambridge College is a smoke-free institution. All indoor smoking on campus and at all other classroom locations is prohibited, including in bathrooms and stairwells. Outdoor smoking is not permitted on College property. Smokers should move to public sidewalks.

**Centers in other states**—Smoking is permitted only as allowed by the state and local laws governing smoking in public places and on College campuses, and, for NITE, by the policies of our host site.

## Security

**Annual Campus Safety & Security Report (Clery)**

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act was signed into law in November 1990. At the time it was known as the “Student Right to Know and Campus Security Act.” It requires institutions participating in student financial aid programs under Title IV of the Higher Education Act of 1965 to disclose information about campus safety policies and procedures and to provide statistics concerning certain crimes that occurred on or near campus. In compliance with the Act, Cambridge College publishes and distributes this information in October of each year in an Annual Security Report and Crime Statistics Brochure. It is made available to current students and prospective students and employees, electronically and in print, and to College employees through the Office of Human Resources.

**Security Statement**

Cambridge College strives to protect the rights, safety, health and welfare of everyone in the Cambridge College community. Compliance with all city, state, and federal laws is expected of all members of this learning community. Anyone who is victimized by, observes, or has knowledge of a criminal action should report it immediately: the College will investigate and take prompt, appropriate action. If the complaint is of a criminal nature, the local police department will be notified right away. In a medical emergency, the College will call an ambulance to take the person(s) concerned to the nearest emergency room (at his/her own expense if not covered by health insurance).

Any act or threat of violence, indecent assault, or conduct that may endanger any person on College property is prohibited. Where there is reasonable cause to believe that a member of the College community has violated College regulations, the College will review the incident and take appropriate actions as necessary.

**Crime Prevention**

Cambridge College is concerned about the welfare, security and safety of every individual at the College. However, maintaining a secure and safe campus environment can only be achieved through a cooperative effort of the entire College community. Community members are encouraged to use caution on our urban campuses. It is rare that criminal activity occurs on College property, nevertheless, safety measures are essential in any urban setting. Keep your personal property safe. Lock your car. Do not leave your purse, keys, laptop, or other valuables unattended.

Please see also related policies:

- Drugs & Alcohol
- Firearms/Weapons
- Hazing
- Harassment & Sexual Harassment

Cambridge College students are adult learners. The College serves the commuting students and does not maintain campus residence halls. The College takes the necessary steps to ensure the safety of our community through our published policies, reporting activities, relationships with local police, publications, and timely communications.

**How to Report a Crime**

The College strongly urges every member of the community—faculty, staff, and students—to report any crime promptly to the College security authorities and/or your local police department (911). Criminal actions may also be reported to any professional staff member who will then contact appropriate campus officers or local authorities. Victims of crimes are encouraged to report these matters to local police; Cambridge College may assist any student in reporting crimes, if desired.

**Department Personnel & Relationship with Local Authorities**

The Cambridge College main campus has security staff at each of the three buildings in the City of Cambridge. The College maintains security staff at the Merrimack Valley Regional Center and the Springfield Regional Center. Other regional centers may have building-provided security and members of the college community should check with onsite College administration. Security staff do not carry firearms nor do they have police powers of arrest. However, the security companies and staff have effective working relationships with local police agencies who can provide these services to the campus in timely fashion, as needed.

**Timely Warning**

In the event that a situation arises, either on or off campus that, in the judgment of the Vice President for Finance and Administration, constitutes an ongoing or continuing threat, a campus-wide “timely warning” will be issued. The warning will be issued through the College e-mail systems to students, faculty, and staff. Additionally, notifications will be posted on the MyCC homepage (no log-in required) and at other strategic public locations within each of the appropriate buildings, as well as to media outlets if appropriate. See also <https://mycc.cambridgecollege.edu/ics/Resources>.

**Emergency Response, Evacuation, & Egress**

The College has developed procedures for response and notification in the event of an ongoing or continuing threat to the college community that may or may not include evacuation or closing a facility. Egress information is posted in all classrooms and office suites with general emergency procedures to follow. For more information consult with campus security authorities listed below.

**Campus Security Authorities**

Campus security is organized under the Vice-President for Finance and Administration and the Director of Business Operations.

**Administration**

Vice President for Finance and Administration . . . . .617-873-0689  
Director of Business Operations . . . . .617-873-0656

**Security**

Cambridge Security Desk . . . . .617-873-0115  
Merrimack Valley Security Desk . . . . .617-873-0472  
Springfield Security Desk . . . . .413-747-2277

**Regional Center Directors**

Augusta, GA . . . . .706-821-3965  
Chesapeake, VA . . . . .757-424-0333  
Merrimack Valley, MA . . . . .978-738-0502  
Memphis, TN . . . . .901-755-9399  
Inland Empire, CA . . . . .909-635-0250  
San Juan, PR . . . . .787-296-1101  
Springfield, MA . . . . .413-747-0204

**Deans**

School of Education . . . . .617-873-0619  
School of Management . . . . .617-873-0227  
School of Psychology and Counseling . . . . .617-873-0208  
School of Undergraduate Studies . . . . .617-873-0236

**Student Affairs**

Dean of Student Affairs . . . . . 617-868-1000 x1728

## Complaints and Grievances

Students who want assistance with problem solving are invited to contact the Dean of Student Affairs, who will serve as their advocate with College offices and administrators. Call 617-873-0470 or e-mail [regina.robinson@cambridgecollege.edu](mailto:regina.robinson@cambridgecollege.edu).

Grievances not resolved within Cambridge College may be taken to the appropriate state education commission. Please note that state authorities typically expect a student make every attempt to resolve a problem within their college first. Each state has its own procedure for handling complaints, often including a student complaint form and other documentation. They typically do not accept anonymous complaints.

**State Resources** Complaints are handled by the state education commissions listed below for the main campus and regional centers. Students who reside in other states see also Complaint Process for All States, below.

**California** — California Bureau for Private Post-Secondary Education, P.O. Box 980818, West Sacramento, CA 95798-0818 • 916-431-6959 • 1-888-370-7589 • Fax 916-263-1895 • [www.bppe.ca.gov](http://www.bppe.ca.gov)

**Georgia** — Nonpublic Postsecondary Education Commission, 2082 East Exchange Place, Suite 220, Tucker, GA 30084-5305 • 770-414-3300 • [www.gnpec.org](http://www.gnpec.org)

**Massachusetts** — Massachusetts Board of Higher Education, One Ashburton Place, Room 1401, Boston, MA 02108 • 617-994-6950 • [www.mass.edu/forstudents/complaints/complaintprocess.asp](http://www.mass.edu/forstudents/complaints/complaintprocess.asp)

**Tennessee** — Tennessee Higher Education Commission, Nashville, TN 37243-0830, 615-741-5293, [www.state.tn.us/thec](http://www.state.tn.us/thec)

**Virginia** — State Council of Higher Education for Virginia (SCHEV) • Private and Out-of-State Postsecondary Education (POPE), 101 N. 14th Street, 9th floor, James Monroe Building, Richmond, VA 23219 • 804-371-2285 • Fax: 804-225-2604 • [www.schev.edu](http://www.schev.edu)

**Puerto Rico** — Puerto Rico Council on Higher Education, PO Box 19900, San Juan, Puerto Rico 00910-19900 • 787-641-7100 • Fax: 787-641-2573 • [www.gobierno.pr/cespr/inicio](http://www.gobierno.pr/cespr/inicio).

### Other External Resources

**Standards for Accreditation** — The NEASC complaint procedures are solely for the purpose of addressing significant non-compliance with the Standards for Accreditation, not for individual dispute resolution. Contact: New England Association of Schools and Colleges (NEASC), 209 Burlington Road, Suite 201, Bedford, MA 01730-1433 • [www.cihe.neasc.org](http://www.cihe.neasc.org) • 781-541-5414 • email: [cihe@neasc.org](mailto:cihe@neasc.org)

**Equal Opportunity, Harrassment, Sexual Harrassment** — Please contact:

*The United States Equal Employment Opportunity Commission (EEOC)* John F. Kennedy Federal Building, 475 Government Center, Boston, MA 02203 • 617-565-3200.

EEOC offices nationwide are listed online at [www.eeoc.gov](http://www.eeoc.gov).

*Massachusetts Commission Against Discrimination (MCAD)* • [www.mass.gov](http://www.mass.gov)

One Ashburton Place, Sixth Floor, Room 601, Boston, MA 02108 • 617-994-6000

436 Dwight Street, Second Floor, Room 220, Springfield, MA 01103 • 413-739-2145

**FERPA** — If the College fails to comply with FERPA requirements, written complaints may be submitted to: Family Policy and Regulations Office, U.S. Department of Education, Washington, DC 20202

## Complaint Process for All States

Contact Information for Student Complaint Processes — This list includes contact information for all 50 states, the District of Columbia, and Puerto Rico and should not be construed as informative of what agencies regulate the institution or in what states the institution is licensed or required to be licensed. States, through the relevant agencies or attorney generals offices will accept complaints regardless of whether the an institution is required to be licensed in that state.

**Alabama** — Alabama Commission on Higher Education, P. O. Box 302000, Montgomery, AL 36130-2000 • <http://www.accs.cc/complaintform.aspx>

**Alaska** — Alaska Commission on Postsecondary Education, PO Box 110505, Juneau, AK 99811-0505 • [customer.service@alaska.gov](mailto:customer.service@alaska.gov)

Alaska Office of Attorney General Consumer Protection Unit, 1031 W. Fourth Avenue, Suite 200, Anchorage, AK 99501 • [attorney.general@alaska.gov](mailto:attorney.general@alaska.gov) [http://www.law.state.ak.us/pdf/consumer/Form\\_complaint.pdf](http://www.law.state.ak.us/pdf/consumer/Form_complaint.pdf)

**Arizona** — Arizona State Board for Private Postsecondary Education, 1400 W. Washington Street, Room 260, Phoenix, AZ 85007 • [http://azppse.state.az.us/student\\_info/compliance.asp](http://azppse.state.az.us/student_info/compliance.asp)

**Arkansas** — Arkansas Higher Education Coordinating Board Arkansas Department of Higher Education, 114 East Capitol Ave, Little Rock, AR 72201 • [ADHE\\_Info@adhe.edu](mailto:ADHE_Info@adhe.edu) <http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/ICAC%20Rules%20and%20Regulations/APPENDIXJ.pdf>

Arkansas State Board of Private Career Education, 501 Woodlane, Suite 312S, Little Rock, AR 72201 • [sbpce@arkansas.gov](mailto:sbpce@arkansas.gov) [http://www.sbpce.org/complaint\\_process.html](http://www.sbpce.org/complaint_process.html)

**California** — California Bureau of Private Postsecondary Education, Box 980818, Sacramento, CA 95798-0818 • [bppe@dca.ca.gov](mailto:bppe@dca.ca.gov) [http://www.bppe.ca.gov/forms\\_pubs/complaint.pdf](http://www.bppe.ca.gov/forms_pubs/complaint.pdf)

**Colorado** — Colorado Department of Higher Education, 1560 Broadway, Suite 1600, Denver, Colorado 80202 • <http://higher.ed.colorado.gov/Academics/Complaints/default.html>

**Connecticut** — Connecticut Department of Higher Education, 61 Woodland Street, Hartford, CT 06105-2326 • [info@ctdhe.org](mailto:info@ctdhe.org)

Connecticut Department of Consumer Protection, 165 Capitol Avenue Room 110, Hartford CT 06106 • [trade.practices@ct.gov](mailto:trade.practices@ct.gov) [http://www.ct.gov/dcp/lib/dcp/pdf/forms/consumer\\_statementcpr-2\\_rev\\_8-06\\_edited1106.pdf](http://www.ct.gov/dcp/lib/dcp/pdf/forms/consumer_statementcpr-2_rev_8-06_edited1106.pdf) • Consumer Complaint Hotline: (800) 842-2649

**Delaware** — Delaware Higher Education Office Carvel State Office Building, 5th Floor 820, N. French Street, Wilmington, DE 19801-3509 • [dheo@doe.k12.de.us](mailto:dheo@doe.k12.de.us)

Delaware Attorney General Consumer Protection Wilmington: 820 N. French Street 5th floor, Wilmington, DE 19801 • [consumer.protection@state.de.us](mailto:consumer.protection@state.de.us)

**District of Columbia** — District of Columbia Office of the State Superintendent of Education Education Licensure Commission, 810 First Street, NE 9th Floor, Washington, DC 20002 • [http://osse.dc.gov/seoframes.asp?doc=/seo/lib/seoframe/elementary\\_and\\_secondary\\_education/may\\_2011/complaint\\_form\\_4\\_11.pdf](http://osse.dc.gov/seoframes.asp?doc=/seo/lib/seoframe/elementary_and_secondary_education/may_2011/complaint_form_4_11.pdf)

**Florida** — Florida Commission on Independent Education, 325 W. Gaines Street, Suite 1414, Tallahassee, FL 32399-0400 • [Commissioner@fldoe.org](mailto:Commissioner@fldoe.org) <http://www.fldoe.org/cie/complaint.asp>

**Georgia** — Georgia Nonpublic Postsecondary Education Commission, 2082 E Exchange Pl. #220, Tucker, GA 30084-5334 • <http://rules.sos.state.ga.us/docs/392/5/06.pdf>

**Hawaii** — Hawaii State Board of Education, P.O. Box 2360, Honolulu, Hawaii 96804 • [ocp@dcca.hawaii.gov](mailto:ocp@dcca.hawaii.gov) [http://hawaii.gov/dcca/ocp/consumer\\_complaint](http://hawaii.gov/dcca/ocp/consumer_complaint)

**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

**Illinois** — Illinois Board of Higher Education, 431 East Adams, 2nd Floor Springfield, Illinois 62701-1404 • [info@ibhe.org](mailto:info@ibhe.org) • Institutional Complaint Hotline: (217) 557-7359

Illinois State Board of Education, 100 N. 1st Street Springfield, Illinois 62777 • <http://webprod1.isbe.net/contactisbe/> (email)

Illinois Attorney General Consumer Fraud Bureau, 500 South Second Street, Springfield, IL 62706 • [http://www.illinoisattorneygeneral.gov/about/email\\_consumers.jsp](http://www.illinoisattorneygeneral.gov/about/email_consumers.jsp) <http://www.illinoisattorneygeneral.gov/consumers/conscomp.pdf> • Consumer Fraud Hotline: (800) 243-0618

**Indiana** — Indiana Commission on Proprietary Education, Attn: Director of Regulatory Compliance, 302 W Washington Street, Room E201, Indianapolis IN 46204 • <http://www.in.gov/cpe/files/sf39280-complaint.pdf>

**Iowa** — Iowa Student Aid Commission, 603 E. 12th Street 5th Floor, Des Moines, IA 50319 • [info@iowacollegeaid.gov](mailto:info@iowacollegeaid.gov) <http://www.iowacollegeaid.gov/images/docs/file/forms/constituentrequestform.pdf>

**Kansas** — Kansas Board of Regents, 1000 SW Jackson Street Suite 520, Topeka, KS 66612-1368 • [http://www.kansasregents.org/resources/PDF/524-\\_ComplaintProcedureandForm.pdf](http://www.kansasregents.org/resources/PDF/524-_ComplaintProcedureandForm.pdf)

**Kentucky** — Kentucky Council on Postsecondary Education, 1024 Capital Center Dr #320, Frankfort, KY 40601-7512

Kentucky Board of Proprietary Education, 911 Leewood Drive Frankfort, KY 40601-3319 • <http://www.bpe.ky.gov/NR/rdonlyres/1BB8CA02-8F89-43A3-8957-AB01DB805389/0/ComplaintForm.doc>

Office of the Attorney General Capitol Suite, 118 700 Capitol Avenue, Frankfort, Kentucky 40601-3449 • [consumer.protection@ag.ky.gov](mailto:consumer.protection@ag.ky.gov) [http://www.ag.ky.gov/NR/rdonlyres/19D2FEF3-0666-49B5-A184-38006DA45B2C/0/complaint\\_gen.pdf](http://www.ag.ky.gov/NR/rdonlyres/19D2FEF3-0666-49B5-A184-38006DA45B2C/0/complaint_gen.pdf)

**Louisiana** — Louisiana Board of Regents, P.O. Box 3677, Baton Rouge, LA 70821-3677 • <http://regents.louisiana.gov/assets/docs/ProprietarySchools/StudentComplaintProcedure.pdf>

**Maine** — Maine Department of Education, Complaint Investigator, 23 State House Station, Augusta, ME 04333-0023 • [jonathan.bruff@maine.gov](mailto:jonathan.bruff@maine.gov)

Maine Attorney General Consumer Protection Division, 6 State House Station, Augusta, ME 04333 • [http://www.maine.gov/ag/consumer/complaints/complaint\\_form.shtml](http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml)

**Maryland** — Maryland Higher Education Commission, 839 Bestgate Road, Suite 400, Annapolis, MD 21401-3013 <http://www.mhec.state.md.us/career/pcs/gripe.asp>

Maryland Attorney General Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202 • [consumer@oag.state.md.us](mailto:consumer@oag.state.md.us) <https://web.oag.state.md.us/editor/customer/onlineformhelpers/formviewer.aspx?filename=MUGeneral.htm> • Consumer Protection Hotline: (410) 528-8662

**Massachusetts** — Massachusetts Board of Higher Education, One Ashburton Place, Room 1401, Boston, MA 02108 • <http://www.mass.edu/forstudents/complaints/complaintprocess.asp>

**Michigan** — Michigan Department of Labor & Economic Growth Office of Postsecondary Services Proprietary School Unit Staff, 201 N. Washington Sq., Lansing, MI 48913 • <http://www.michiganps.net/complaint.aspx>

**Minnesota** — Minnesota Office of Higher Education, 1450 Energy Park Drive, Suite 350, St. Paul, MN 55108-5227 <http://www.ohe.state.mn.us/oheContactForm.cfm> (email)

Minnesota Attorney General's Office, 1400 Bremer Tower, 445 Minnesota Street, St. Paul, MN 55101 • <http://www.ag.state.mn.us/ElectronicForms/ComplaintForm.pdf>

**Mississippi** — Mississippi Commission on College Accreditation, 3825 Ridgewood Road, Jackson, MS 39211-6453

Mississippi Commission of Proprietary Schools and College Registration, 3825 Ridgewood Road, Jackson, MS 39211-6453

Consumer Protection Division Office of the Attorney General State of Mississippi, P.O. Box 22947, Jackson, Mississippi 39225-2947 • <http://www.ago.state.ms.us/index.php/contact> (email) • [http://www.ago.state.ms.us/images/uploads/forms/MSAGO\\_Complaint\\_Form.pdf](http://www.ago.state.ms.us/images/uploads/forms/MSAGO_Complaint_Form.pdf)

**Missouri** — Missouri Department of Higher Education, 205 Jefferson Street, P.O. Box 1469, Jefferson City, MO 65102-1469 • [info@dhe.mo.gov](mailto:info@dhe.mo.gov)

**Montana** — Montana Board of Regents Office of Commissioner of Higher Education, Montana University System 2500 Broadway Street, PO Box 203201, Helena, MT 59620-3201

Montana Office of Consumer Protection, 2225 11th Avenue, P.O. Box 200151, Helena, MT 59620-0151 • [contactocp@mt.gov](mailto:contactocp@mt.gov) <http://www.doj.mt.gov/consumer/consumer/consumercomplaint/complaintform.pdf>

**Nebraska** — Nebraska Coordinating Commission for Postsecondary Education, P.O. Box 95005, Lincoln, NE 68509-5005

Nebraska Department of Education Investigations Office 301 Centennial Mall South, P.O. Box 98987 Lincoln, NE 68509-4987 • <http://www.education.ne.gov/PPCS/PDF%20Folders/PDF%20Documents/PPCS%20Forms/Complaint-form.pdf>

Nebraska Attorney General Consumer Protection Division, 2115 State Capitol Lincoln, NE 68509 • [http://www.ago.state.ne.us/consumer/emailforms/consumer\\_complaint.htm](http://www.ago.state.ne.us/consumer/emailforms/consumer_complaint.htm) • Consumer Protection Hotline: (800) 727-6432

**Nevada** — Nevada Commission on Postsecondary Education, 3663 East Sunset Road, Suite 202, Las Vegas, Nevada 89120 • <http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm>

**New Hampshire** — New Hampshire Postsecondary Education Commission, 3 Barrell Court, #300, Concord, NH 03301-8531 • <http://www.nh.gov/postsecondary/complaints>

**New Jersey** — New Jersey Commission on Higher Education, PO Box 542, Trenton, NJ 08625 • [nj\\_che@che.state.nj.us](mailto:nj_che@che.state.nj.us)

New Jersey Department of Labor and Workforce Development, 1 John Fitch Plaza, P.O. Box 110, Trenton, NJ 08625-0110 • [schoolapprovalunit@dol.state.nj.us](mailto:schoolapprovalunit@dol.state.nj.us) • [http://lwd.dol.state.nj.us/labor/forms\\_pdfs/edtrain/Conflict%20Resolution%20Questionnaire.pdf](http://lwd.dol.state.nj.us/labor/forms_pdfs/edtrain/Conflict%20Resolution%20Questionnaire.pdf)

New Jersey Division of Consumer Affairs, 124 Halsey Street, Newark, New Jersey 07102 • <http://www.nj.gov/oag/ca/complaint/ocp.pdf>

**New Mexico** — New Mexico Higher Education Department, 2048 Galisteo, Santa Fe, NM 87505 • <http://www.hed.state.nm.us/uploads/FileLinks/b23fc959f37c44bb8e3caae612e0dba7/PPS%20Complaint%20Form.pdf>

**New York** — New York Office of College and University Evaluation New York State Education Department, 5 North Mezzanine, Albany, NY 12234 • [ocueinfo@mail.nysed.gov](mailto:ocueinfo@mail.nysed.gov) <http://www.highered.nysed.gov/ocue/spr/COMPLAINT-FORMINFO.html>

New York Bureau of Proprietary School Supervision, New York State Education Department, 99 Washington Avenue, Room 1613 OCP, Albany, New York 12234

New York State Department of State Division of Consumer Protection Consumer Assistance, Unit 5 Empire State Plaza -Suite 2101, Albany, New York 12223-1556 • <https://www1.consumer.state.ny.us/cpb/CauComplaintForm.html>

**North Carolina** — North Carolina Community College System Office of Proprietary Schools, 200 West Jones St. Raleigh, North Carolina 27603 • [http://www.nccommunitycolleges.edu/Proprietary\\_Schools/docs/PDFFiles/Std-ComplForm.pdf](http://www.nccommunitycolleges.edu/Proprietary_Schools/docs/PDFFiles/Std-ComplForm.pdf)

North Carolina Consumer Protection Attorney General's Office Mail Service Center 9001, Raleigh, NC 27699-9001 • <http://www.ncdoj.gov/getdoc/59be4357-41f3-4377-b10f-3e8bd532da5f/Complaint-Form.aspx>

**North Dakota** — North Dakota Department of Career and Technical Education State Capitol -15th Floor, 600 E. Boulevard Ave. Dept. 270 Bismarck, ND 58505-0610 • [cte@nd.gov](mailto:cte@nd.gov)

North Dakota Consumer Protection Division Office of Attorney General Gateway Professional Center, 1050 E Interstate Ave., Suite 200, Bismarck, ND 58503-5574 • <http://www.ag.state.nd.us/cpat/PDFFiles/SFN7418.pdf>

**Ohio** — Ohio State Board of Career Colleges and Schools, 35 East Gay Street, Suite 403 Columbus, OH 43215-3138 • <http://scr.ohio.gov/LinkClick.aspx?fileticket=%2bwaKHWPRAH8%3d&tabid=68>

Ohio Board of Regents, 30 East Broad Street, 36th floor, Columbus, OH 43215-3414

Ohio Attorney General Consumer Protection Section, 30 E. Broad St., 14th floor, Columbus, OH 43215-3400 • <http://www.ohioattorneygeneral.gov/consumercomplaint>

**Oklahoma** — Oklahoma State Regents for Higher Education, 655 Research Parkway Suite 200, Oklahoma City, OK 73104

Oklahoma State Board of Private Vocational Schools, 3700 Classen Boulevard Suite 250, Oklahoma City, OK 731182864

Oklahoma Office of the Attorney General Consumer Protection Unit Attn: Investigative Analyst 313 NE 21st Street Oklahoma City, OK 73105 • <http://www.oag.state.ok.us/oagweb.nsf/ccomp.html>

**Oregon** — Oregon Office of Degree Authorization, 1500 Valley River Drive Suite 100, Eugene, OR 97401

Oregon Department of Education Private Career Schools Office, 255 Capitol Street NE, Salem, OR 97310-0203 • <http://www.ode.state.or.us/teachlearn/specialty/pcs/forms/complaint-procedures.doc>

Oregon Attorney General Financial Fraud/Consumer Protection Section, 1162 Court St., NE Salem, OR 97301-4096 • <http://www.doj.state.or.us/finfraud/pdf/concompform.pdf>

**Pennsylvania** — Pennsylvania Department of Education, 333 Market Street, Harrisburg, PA 17126-0333

Office of Attorney General Bureau of Consumer Protection, 14th Floor, Strawberry Square, Harrisburg, PA 17120 • [http://www.attorneygeneral.gov/uploadedFiles/Complaints/BCP\\_Complaint\\_Form.pdf](http://www.attorneygeneral.gov/uploadedFiles/Complaints/BCP_Complaint_Form.pdf)

**Puerto Rico** — Puerto Rico Council on Higher Education, PO Box 1900, San Juan, PR 00910-1900

Puerto Rico Department of Justice, PO 9020192, San Juan, Puerto Rico 00902-0192

**Rhode Island** — Rhode Island Board of Governors for Higher Education, Shepard Building, 80 Washington Street, Providence, RI 02903

Rhode Island Department of Attorney General Consumer Protection Unit, 150 South Main Street, Providence, RI 02903 • <http://www.riag.state.ri.us/documents/consumer/ConsumerComplaintForm.pdf>

**South Carolina** — South Carolina Commission on Higher Education, 1333 Main Street, Suite 200, Columbia, SC 29201 • [http://www.che.sc.gov/AcademicAffairs/License/Complaint\\_procedures\\_and\\_form.pdf](http://www.che.sc.gov/AcademicAffairs/License/Complaint_procedures_and_form.pdf)

**South Dakota** — South Dakota Board of Regents, 306 E. Capitol Ave, Suite 200, Pierre, SD 57501-2545

South Dakota Office of Attorney General Division of Consumer Protection, 1302 E Hwy 14 Suite 3, Pierre SD 57501-8053 • <http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx>

**Tennessee** — Tennessee Higher Education Commission, 404 James Robertson Parkway Suite 1900, Nashville, TN 37243 • <http://www.tn.gov/thec/Divisions/LRA/PostsecondaryAuth/Complaint%20Form.rtf>

**Texas** — Texas Workforce Commission Career Schools and Colleges -Room 226-T, 101 East 15th Street Austin, Texas 78778-0001 • <http://www.twc.state.tx.us/svcs/propschools/ps401a.pdf>

Texas Higher Education Coordinating Board, 1200 E. Anderson Lane, Austin, Texas 78752

Office of the Attorney General Consumer Protection Division, PO Box 12548, Austin, TX 78711-2548 • <https://www.oag.state.tx.us/consumer/complaintform.pdf>

**Utah** — Utah Division of Consumer Protection, 160 East 300 South Salt Lake City, Utah 84111 • [consumerprotection@utah.gov](mailto:consumerprotection@utah.gov) <http://consumerprotection.utah.gov/complaints/index.html>

**Vermont** — Vermont Department of Education State Board of Education, Vermont Department of Education 120 State Street, Montpelier, VT 05620-2501

Vermont Attorney General's Office, 109 State Street, Montpelier, VT 05609-1001

**Virginia** — State Council of Higher Education for Virginia 101 N. 14TH St. ,James Monroe Building, Richmond, VA 23219 • [communications@schev.edu](mailto:communications@schev.edu) <http://www.schev.edu/forms/StudentComplaintInformation.pdf>

**Washington** — Washington Higher Education Coordinating Board, 917 Lakeridge Way, PO Box 43430, Olympia, WA 98504-3430 • [dainfo@hecb.wa.gov](mailto:dainfo@hecb.wa.gov) <http://www.hecb.wa.gov/autheval/daa/ConsumerInformation.asp>

Washington Workforce Training and Education Coordinating Board, 128 10th Avenue SW, PO Box 43105, Olympia, WA 98504-3105 • [workforce@wtb.wa.gov](mailto:workforce@wtb.wa.gov) • [http://www.wtb.wa.gov/PCS\\_Complaints.asp](http://www.wtb.wa.gov/PCS_Complaints.asp) (instructions)

Washington State Office of the Attorney General, 1125 Washington Street SE, PO Box 40100, Olympia, WA 98504-0100 • <https://fortress.wa.gov/atg/formhandler/ago/ContactForm.aspx?subject=Consumer%20Protection> • (email) <https://fortress.wa.gov/atg/formhandler/ago/ComplaintForm.aspx> (complaint form)

**West Virginia** — West Virginia Higher Education Policy Commission, 1018 Kanawha Blvd E., Ste 700, Charleston WV 25301-2800

Community and Technical College System of West Virginia, 1018 Kanawha Blvd. E., Ste. 700, Charleston WV 25301

West Virginia Office of the Attorney General Consumer Protection Division, PO Box 1789, Charleston, WV 25326-1789 • <http://www.wvago.gov/pdf/general-consumer-complaint-form.pdf>