

Student Complaint Agencies

Student Complaints

Students who are enrolled in an Elizabeth City State University course who have a complaint about a program, course or experience, should follow ECSU's Grievance Policy, and we direct you to [ECSU's Grievance Procedure for Students Involving Students and University Employees](#).

Student Complaint Processes

Please click on the appropriate state in the chart below for information regarding the process for filing a student complaint. If you cannot access the link provided, please contact the Office of Distance Education by emailing us at stateauthorization@ecsu.edu.

Alabama

Licensing Agency

Alabama Commission on Higher Education (ACHE)
P. O. Box 302000
Montgomery, AL 36130-2000
334-242-1998
[ACHE Website](#)

Elizabeth City State University is authorized to enroll students in programs, courses and experiential learning activities in the state of Alabama under the State Authorization Reciprocity Agreements (SARA).

Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Alabama SARA Portal Agency](#)

Alaska

Licensing Agency

Alaska Commission on Post-Secondary Education (ACPE)
P.O. Box 110505
Juneau, AK 99811-0505

800-441-2962

[ACPE Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Alaska SARA Portal Agency](#)

Arizona

Licensing Agency

Arizona State Board for Private Postsecondary Education (PPSE)

1740 W. Adams

Phoenix, AZ 85007

602-542-5709

[PPSE Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Arizona SARA Portal Agency](#)

Arkansas

Licensing Agency

Arkansas Department of Higher Education (ADHE)

423 Main Street

Little Rock, AR 72201

501-371-2060

[ADHE Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Arkansas SARA Portal Agency](#)

[California](#)

Licensing Agency

California Department of Education (CDE)
Special Education Division
1430 N. Street, Suite 2401
Sacramento, CA 95814-5901
Fax: 916-327-3704
[CDE Website](#)

As an out-of-state public institution, East Carolina University is not under the purview of the California Bureau of Private Post-Secondary Education. East Carolina University has received a state regulatory exemption from the state of California to offer programs, courses and experiential learning activities to residents of California.

Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Department of Student Affairs](#)

[Colorado](#)

Licensing Agency

Colorado Department of Higher Education (CDHE)
1600 Broadway, Suite 2200
Denver, CO 80202
303-866-2723
[CDHE Website](#)

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[Colorado Revised Statute 8-40-302](#) requires students to be covered by workers' compensation insurance while completing an on-ground internship, clinical, or practicum experience.

Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Colorado State Portal](#)

[Connecticut](#)

Licensing Agency

Connecticut Office of Higher Education (CTDHE)
450 Columbus Blvd.
Suite 510
Hartford, CT 06103
860-947-1822
[CTDHE Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Connecticut SARA Portal Agency](#)

[Delaware](#)

Licensing Agency

Delaware Department of Education (DDOE)
401 Federal Street
Suite 2
Dover, DE 19901

302-857-3388
[DDOE Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Delaware SARA Portal Agency](#)

[District of Columbia](#)

Licensing Agency

District of Columbia Education Licensure Commission (OSSE)
1050 First Street, NE
Washington, DC 20002
202-724-2095
[OSSE Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [District of Columbia SARA Portal Agency](#)

[Florida](#)

Licensing Agency

Florida Department of Education, Commission for Independent Education (FLDOE)
325 W. Gaines Street
Suite 1414
Tallahassee FL 32399-0400
888-224-6684
[FLDOE Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Florida SARA Portal Agency](#)

[Georgia](#)

Licensing Agency

Georgia Nonpublic Postsecondary Education Commission (GNPEC)
2082 East Exchange Place
Suite 220
Tucker, Georgia 30084-5305
770-414-3208
[GNPEC Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Georgia SARA Portal Agency](#)

[Hawaii](#)

Licensing Agency

Hawaii Post-Secondary Education Authorization Program (HPEAP)
335 Merchant St.
Rm. 310
Honolulu, HI 96813
808-586-7327
[HPEAP Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Hawaii SARA Portal Agency](#)

[Idaho](#)

Licensing Agency

Idaho State Board of Education (IOSBE)
650 West State Street
3rd Floor
Boise, ID 83702
208-332-1587
[IOSBE Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Idaho SARA Portal Agency](#)

[Illinois](#)

Licensing Agency

Illinois Board of Higher Education (IBHE)
1 North Old State Capitol Plaza
Suite 333
Springfield, IL 62701
217-557-7352
[IBHE Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Illinois SARA Portal Agency](#)

[Indiana](#)

Licensing Agency

Indiana Board for Proprietary Education (BPE)
101 West Ohio Street
Suite 300
Indianapolis, IN 46204-4206
317-464-400, ext. 121
[BPE Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Indiana SARA Portal Agency](#)

[Iowa](#)

Licensing Agency

Iowa College Aid Commission (ICA)
475 SW Fifth St
Suite D
Des Moines, IA 5030
515-725-3400
[ICA Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Iowa SARA Portal Agency](#)

[Kansas](#)

Licensing Agency

Kansas Board of Regents (KBOR)
1000 SW Jackson Street
Suite 520
Topeka, KS 66612-1368
785-296-4917
[KBOR Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Kansas SARA Portal Agency](#)

[Kentucky](#)

Licensing Agency

Kentucky Council on Postsecondary Education (CPE)
1024 Capital Center Drive
Frankfort, KY 40601
502-573-1555, ext 350
[CPE Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Kentucky SARA Portal Agency](#)

[Louisiana](#)

Licensing Agency

Board of Regents, State of Louisiana (BOR)
1201 N. Third St.
Suite 6-200
Baton Rouge, LA 70802
225-342-4253
[BOR Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Louisiana SARA Portal Agency](#)

[Maine](#)

Licensing Agency

Maine Department of Education (MDOE)
23 State House Station
Augusta, ME 04333-0023
207-624-6607
[MDOE Website](#)

Elizabeth City State University is authorized to enroll students in programs, courses and experiential learning activities in the state of Alabama under the State Authorization Reciprocity Agreements (SARA).

Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Maine SARA Portal Agency](#)

[Maryland](#)

Licensing Agency

Maryland Higher Education Commission (MHEC)
6 North Liberty Street
Baltimore, MD 21201
410-767-3268
[MHEC Website](#)

Elizabeth City State University is authorized to enroll students in programs, courses and experiential learning activities in the state of Alabama under the State Authorization Reciprocity Agreements (SARA).

Refund Policy: The refund policy for Maryland students is as follows: Proportion of Total Course, Program, or Term completed as of Date of Withdrawal or Termination Tuition Refund: Less than 10%=90% refund; 10% up to but not including 20%=80% refund; 20% up to but not including 30%=60% refund; 30% up to but not including 40%=40% refund; 40% up to and including 60%=20% refund; More than 61%=No refund

Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Maryland SARA Portal Agency](#)

[Massachusetts](#)

Licensing Agency

Massachusetts Department of Higher Education (MDHE)
One Ashburton Place
Room 1401

Boston, MA 02108
617-994-6950
[MDHE Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Massachusetts SARA Portal Agency](#)

[Michigan](#)

Licensing Agency

Michigan Department of Licensing & Regulatory Affairs (LARA)
Ottawa Building
611 W. Ottawa
P.O. Box 30004
Lansing, MI 48909
517-241-6806
[LARA Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Michigan SARA Portal Agency](#)

[Minnesota](#)

Licensing Agency

Minnesota Office of Higher Education (MOHE)
1450 Energy Park Drive
Suite 350

St. Paul, MN 55108-5227
651-259-3975
[MOHE Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Minnesota SARA Portal Agency](#)

Mississippi

Licensing Agency

Mississippi Institutions of Higher Learning Commission (IHLC)
3825 Ridgewood Road
Jackson, MS 39211
601-432-6198
[IHLC Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Mississippi SARA Portal Agency](#)

Missouri

Licensing Agency

Missouri Department of Higher Education (DHEWD)
205 Jefferson Street
P.O. Box 1469
Jefferson City, MO 65102-1469

573-751-2361
[DHEWD Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Missouri SARA Portal Agency](#)

Montana

Licensing Agency

Montana University System (MUS)
Office of the Commissioner of Higher Education
560 N. Park Ave
PO Box 203201
Helena, MT 59620
406-449-9124
[MUS Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Montana SARA Portal Agency](#)

Nebraska

Licensing Agency

Nebraska's Coordinating Commission for Post-Secondary Education (CCPE)
P.O. Box 95005
Lincoln, NE 68509-5005

402-471-2847
[CCPE Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Nebraska SARA Portal Agency](#)

Nevada

Licensing Agency

Nevada System of Higher Education (NSHE)
8778 South Maryland Parkway
Suite 115
Las Vegas, NV 89123
702-486-7330
[NSHE Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Nevada SARA Portal Agency](#)

New Hampshire

Licensing Agency

New Hampshire Department of Education (NHDOE)
01 Pleasant Street
Concord, NH 03301
603-271-3494
[NHDOE Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [New Hampshire SARA Portal Agency](#)

[New Jersey](#)

Licensing Agency

New Jersey Secretary of Higher Education (SHE)
1 John Fitch Plaza
10th Floor
PO Box 542
Trenton, NJ 08625-0542
609-292-4310
[SHE Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [New Jersey SARA Portal Agency](#)

[New Mexico](#)

Licensing Agency

New Mexico Higher Education Department (HED)
2044 Galisteo Street
Suite 4
Santa Fe, NM 87505-2100
505-476-8402
[HED Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [New Mexico SARA Portal Agency](#)

[New York](#)

Licensing Agency

New York State Education Department (NYSED)
New York State Education Building
89 Washington Avenue
Albany, NY 12234
518-474-2593
[NYSED Website](#)

Elizabeth City State University is authorized to enroll students in programs, courses and experiential learning activities in the state of Alabama under the State Authorization Reciprocity Agreements (SARA).

Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [New York SARA Portal Agency](#)

[North Carolina](#)

Licensing Agency

North Carolina Post-Secondary Education Complaints
223 S. West Street, Suite 1800
Raleigh, NC 27603
919-962-4550
[NCP-SEC website](#)

Elizabeth City State University is authorized to enroll students in programs, courses and experiential learning activities in the state of Alabama under the State Authorization Reciprocity Agreements (SARA).

Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [Student Complaint Information – SARA North Carolina Portal Agency](#)

[North Dakota](#)

Licensing Agency

North Dakota University System (NDSU)
600 East Boulevard Ave.
Bismarck, ND 58505-0230
701-224-2498
[NDSU Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [North Dakota SARA Portal Agency](#)

[Ohio](#)

Licensing Agency

Ohio Department of Higher Education (ODHE)
25 South Front Street
Columbus, OH 43215
614-466-6000
[ODHE Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Ohio SARA Portal Agency](#)

Oklahoma

Licensing Agency

Oklahoma State System of Higher Education (OSSHE)
655 Research Parkway
Suite 200
Oklahoma City, OK 73104
405-225-9100
[OSSHE Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Oklahoma SARA Portal Agency](#)

Oregon

Licensing Agency

Oregon Higher Education Coordinating Commission (OHECC)
Third Floor
Salem, OR 97310
503-373-0003
[OHECC Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Oregon SARA Portal Agency](#)

Pennsylvania

Licensing Agency

Pennsylvania Department of Education (PDE)

333 Market Street

Harrisburg, PA 17126

717-783-8228

[PDE Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Pennsylvania SARA Portal Agency](#)

Puerto Rico

Licensing Agency

Puerto Rico Council on Education (CEPR)

PO BOX 19900

San Juan PR 00910-1900

787-641-7100

[CEPR Website](#)

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Student Complaint Information

- [Puerto Rico Council on Education](#)

- [Puerto Rico Complaint Agency](#)
- [SARA North Carolina Portal Agency](#)

Rhode Island

Licensing Agency

Rhode Island Office of the Postsecondary Commissioner (RIOPC)

560 Jefferson Blvd

Suite 100

Warwick, RI 02886

401-456-6010

[RIOPC Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Rhode Island SARA Portal Agency](#)

South Carolina

Licensing Agency

South Carolina Commission on Higher Education (CHE)

1122 Lady Street

Suite 300

Columbia, SC 29201

803-737-2281

[CHE Website](#)

Elizabeth City State University is authorized to enroll students in programs, courses and experiential learning activities in the state of Alabama under the State Authorization Reciprocity Agreements (SARA).

Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)

- [South Carolina SARA Portal Agency](#)

South Dakota

Licensing Agency

South Dakota Board of Regents (SDBOR)

Capitol Building

500 East Capitol Avenue

Suite 204

Pierre, SD 57501-5070

605-773-3537

[SDBOR Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [South Dakota SARA Portal Agency](#)

Tennessee

Licensing Agency

Tennessee Higher Education Commission (THEC)

404 James Robertson Parkway

Suite 1900

Nashville, TN 37243

615-741-3605

[THEC Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)

- [Tennessee SARA Portal Agency](#)

Texas

Licensing Agency

Texas Higher Education Coordinating Board (THECB)
1200 E. Anderson Lane
Austin, TX 78752

PO Box 12788
Austin, TX 78711
512-427-6101
[THECB Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Texas SARA Portal Agency](#)

U. S. Virgin Islands

Licensing Agency

Virgin Islands Department of Education (VIDE)
#2 John Brewers Bay
St. Thomas, USVI 00802
340-693-1200
[VIDE Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)

- [Virgin Islands SARA Portal Agency](#)

Utah

Licensing Agency

Utah Division of Consumer Protection (DCP)

160 East 300 South

Salt Lake City, Utah 84111

801-530-6601

[DCP Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Utah SARA Portal Agency](#)

Vermont

Licensing Agency

Vermont Agency of Education (VAOE)

219 North Main Street

Suite 402

Barre, VT 05641

802-479-1030

[VAOE Website](#)

Elizabeth City State University is authorized to enroll students in programs, courses and experiential learning activities in the state of Alabama under the State Authorization Reciprocity Agreements (SARA).

Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Vermont SARA Portal Agency](#)

Washington

Licensing Agency

Washington Student Achievement Council (WSAC)

917 Lakeridge Way Southwest

Olympia WA 98501

360-753-7869

[WSAC Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Washington SARA Portal Agency](#)

West Virginia

Licensing Agency

West Virginia Higher Education Policy Commission (WVHEPC)

1018 Kanawha Boulevard East

Suite 700

Charleston, WV 25301

304-558-2101

[WVHEPC Website](#)

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Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [West Virginia SARA Portal Agency](#)

Wisconsin

Licensing Agency

Wisconsin Educational Approval Board (WEAB)
4822 Madison Yards Way
Madison, WI 53705
608-266-2112
[WEAB Website](#)

Elizabeth City State University is authorized to enroll students in programs, courses and experiential learning activities in the state of Alabama under the State Authorization Reciprocity Agreements (SARA).

Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Wisconsin SARA Portal Agency](#)

Wyoming

Licensing Agency

Wyoming Department of Education (WDOE)
122 W. 25th St.
Suite E200
Cheyenne, WY 82002
307-777-7675
[WDOE Website](#)

Elizabeth City State University is authorized to enroll students in programs, courses and experiential learning activities in the state of Alabama under the State Authorization Reciprocity Agreements (SARA).

Student Complaint Information

- [North Carolina Post-Secondary Education](#)
- [SARA North Carolina Portal Agency](#)
- [Wyoming SARA Portal Agency](#)