

Student Complaint Information for Distance Education Students

Complaint Resolution Process

Students enrolled in distance education courses at Elizabeth City State University should follow the process below:

Step 1: Institutional Resolution (Required)

Students must first attempt to resolve complaints through ECSU's internal grievance procedures.

Step 2: North Carolina SARA Portal Agency

If a complaint is not resolved at the institutional level, students may file a complaint with the North Carolina SARA Portal Agency.

Step 3: Student's Home State Agency

If applicable, students may also file a complaint with their home state SARA Portal Agency.

State Agency Directory

A directory of state agencies responsible for handling student complaints is provided below. These agencies oversee higher education institutions and may accept complaints related to distance education.

Important Notes:

- ECSU participates in NC-SARA and is authorized to offer distance education in SARA member states
- Complaint processes vary by state
- Students should follow the escalation process outlined above

ECSU Student Complaint Information by State and Territory

State Authorization Reciprocity Agreement (SARA) Reference Table

State / Territory	North Carolina Post-Secondary Education	SARA North Carolina Portal Agency	State Licensing Agency
Alabama	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Alabama Community College System, Private School Licensure Division https://www.accs.edu
Alaska	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Alaska Commission on Postsecondary Education https://acpe.alaska.gov
Arizona	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Arizona State Board for Private Postsecondary Education https://ppse.az.gov/
Arkansas	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Arkansas Division of Higher Education https://www.adhe.edu
California*	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	California Bureau for Private Postsecondary Education http://www.bppe.ca.gov/ *California is not an NC-SARA member state.

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Colorado	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Colorado Division of Private Occupational Schools https://highered.colorado.gov
Connecticut	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Connecticut Office of Higher Education https://www.ctohe.org
Delaware	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Delaware Department of Education, Higher Education Office https://www.doe.k12.de.us/
District of Columbia	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Higher Education Licensure Commission https://osse.dc.gov
Florida	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Florida Commission for Independent Education http://www.fldoe.org
Georgia	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Georgia Nonpublic Postsecondary Education Commission https://gnpec.georgia.gov
Hawaii	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Hawaii Postsecondary Education Authorization Program https://cca.hawaii.gov
Idaho	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Idaho State Board of Education https://boardofed.idaho.gov/higher-education-private/
Illinois	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Illinois Board of Higher Education http://www.ibhe.org
Indiana	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Indiana Office for Career and Technical Schools https://www.in.gov/dwd/octs.htm
Iowa	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Iowa College Student Aid Commission https://www.iowacollegeaid.gov/
Kansas	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Kansas Board of Regents https://www.kansasregents.org
Kentucky	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Kentucky Commission on Proprietary Education http://www.kcpe.ky.gov
Louisiana	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Louisiana Board of Regents, Proprietary Schools https://regents.la.gov/
Maine	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Maine Department of Education http://www.maine.gov/doe/highered

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Maryland	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Maryland Higher Education Commission http://mhec.maryland.gov
Massachusetts	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Massachusetts Division of Professional Licensure https://www.mass.gov/orgs/division-of-professional-licensure
Michigan	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Michigan Department of Labor and Economic Opportunity https://www.michigan.gov/leo/
Minnesota	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Minnesota Office of Higher Education http://www.ohe.state.mn.us
Mississippi	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Mississippi Commission on Proprietary School and College Registration https://www.mccb.edu/
Missouri	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Missouri Department of Higher Education and Workforce Development https://dhewd.mo.gov/
Montana	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Montana Office of the Commissioner of Higher Education https://mus.edu/
Nebraska	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Nebraska Department of Education, Private Postsecondary Career Schools https://www.education.ne.gov/ppcs/
Nevada	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Nevada Commission on Postsecondary Education http://cpe.nv.gov/
New Hampshire	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	New Hampshire Department of Education, Division of Educator Support and Higher Education https://www.education.nh.gov/
New Jersey	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	New Jersey Center for Occupational Employment Information https://www.nj.gov/labor/lwdhome/coei/coei_index.html
New Mexico	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	New Mexico Higher Education Department https://hed.state.nm.us/
New York	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	New York State Education Department, Bureau of Proprietary School Supervision http://www.acces.nysed.gov/bpps
North Carolina	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	
North Dakota	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	North Dakota Department of Career and Technical Education https://www.cte.nd.gov/

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Ohio	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Ohio State Board of Career Colleges and Schools http://scr.ohio.gov/
Oklahoma	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Oklahoma Board of Private Vocational Schools http://obpvs.ok.gov/
Oregon	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Oregon Higher Education Coordinating Commission, Private Postsecondary Education https://www.oregon.gov/highered
Pennsylvania	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Pennsylvania Department of Education, Division of Higher Education, Access, and Equity http://www.education.pa.gov
Puerto Rico	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Puerto Rico State Department, Board of Postsecondary Institutions http://www.agencias.pr.gov/agencias/cepr/inicio
Rhode Island	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Rhode Island Office of the Postsecondary Commissioner https://www.riopc.edu/
South Carolina	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	South Carolina Commission on Higher Education https://www.che.sc.gov
South Dakota	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	South Dakota Board of Regents https://sdbor.edu/
Tennessee	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Tennessee Higher Education Commission https://www.tn.gov/thecc.html
Texas	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Texas Workforce Commission https://www.twc.texas.gov/
Utah	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Utah Division of Consumer Protection https://dcp.utah.gov
Vermont	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Vermont Agency of Education https://education.vermont.gov/
Virginia	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	State Council of Higher Education for Virginia http://www.schev.edu
Washington	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Washington Workforce Training and Education Coordinating Board http://wtb.wa.gov

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West Virginia	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	West Virginia Council for Community and Technical College Education http://wvctcs.org
Wisconsin	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Wisconsin Educational Approval Program https://dsps.wi.gov/Pages/Programs/EducationalApproval
Wyoming	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Wyoming Department of Education https://edu.wyoming.gov
American Samoa*	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	American Samoa Department of Education (ASDOE) https://www.amsamoadoe.com/ * American Samoa is not an NC-SARA member state.
Guam*	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Guam Department Of Education https://www.gdoe.net/ *Guam is not an NC-SARA member state.
Northern Mariana Islands*	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Northern Marianas Department of Education https://www.cnmipsoare.org/district/ *Northern Mariana Islands is not an NC-SARA member state.
U.S. Virgin Islands	North Carolina Post-Secondary Education https://www.northcarolina.edu/post-secondary-education-complaints/	SARA North Carolina (NCSEAA) https://www.saranc.org	Virgin Islands Department of Education http://vide.vi

*California, American Samoa, Guam, and the Northern Mariana Islands are not NC-SARA member states.