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
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
- 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
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
- 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
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).

**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
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
- 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
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
- 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
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
- 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
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
- 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
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
- 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
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
- 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
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
- 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

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
- 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

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
- 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

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
- 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
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
- 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](http://www.montana.edu)

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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
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
- 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
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 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
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 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

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
- 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

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
- 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

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
- Oklahoma SARA Portal Agency

Oregon

Licensing Agency
Oregon Higher Education Coordinating Commission (OHECC)
Third Floor
Salem, OR 97310
503-373-0003
OHECC 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
- 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

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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

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 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
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
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
- 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

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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

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
• 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