Complaint Procedures

Students enrolled in online courses and programs are able to follow the same procedure as on-campus students if a grievance with the University arises. The actual procedure will depend on the nature of the complaint, and must be submitted online via the student’s university email as described below.

- General Student Information
- Harassment/Discrimination
- Grade Issues
- Registration Issues, Records, Transcripts
- Financial Aid Issue
- Disability Issues
- Judicial Affairs Issues
- ITD Help Desk
- Course Management System (Moodle)
- Library and Instruction Services (CSU Library)
- Anonymous Reporting
- State of Illinois and HLC Complaint Procedure
- Complaint Resolution Process for SARA States
- State Contact Information for Student Complaints

General Student Information

Students should consult the Office of Student Affairs for general information regarding student issues, academic concerns, records, and filing complaints. Complaints should be sent in writing to deanofstudents@csu.edu.

Harassment/Discrimination

Students that believe they have been subject to discrimination or harassment, including sexual harassment, should contact the Equal Employment Opportunity. To file a complaint or make a report, contact: Title IX Officer, 773-995-2547.

Grade Issues

Students with concerns regarding faculty, staff, grades, advising, and other academic related issues should follow the appropriate department grievance procedure within each College. Typically, students will be referred to:

- Their instructor. If a student is dissatisfied with the results of that discussion, students should then contact:
  - The appropriate department chair.
  - If still dissatisfied, the student would be referred to a Student Relations Committee/College Grievance Committee.
  - If still dissatisfied, students may wish to contact their dean.

Students may not approach other offices of the university to address grade disputes. In very rare instances, an appeal may be made to Academic Affairs, but only after all college-level processes have been exhausted.

Students with concerns regarding faculty, staff, grades and other academic related issues should follow the appropriate department grievance procedure within each College. Typically, students will be referred to:

- Their instructor. If a student is dissatisfied with the results of that discussion, students should then contact:
- The appropriate department chair. If still dissatisfied, the student would be referred to a Student Relations Committee/College Grievance Committee. Students may wish to contact:
- Their dean, and then if necessary, contact the Provost.
Registration Issues, Records, Transcripts

Students with questions or concerns regarding registration should contact: CSU-Registrar@csu.edu (mailto:CSU-Registrar@csu.edu)

Financial Aid Issues

Students with questions or concerns regarding financial aid should contact: csu-finaid@csu.edu (mailto:csu-finaid@csu.edu)

Disability Issues

Concerns regarding access for individuals with disabilities should be referred to: Coordinator of Disability Services, nking23@csu.edu (mailto:nking23@csu.edu)

Judicial Affairs Issues

The Director of Judicial Affairs is responsible for the enforcement of the Student Code of Conduct. Any student accused of violating the Student Code of Conduct has the right to a hearing before any final determination or sanctions are issued.

Judicial Affairs questions or concerns should be directed to dcano@csu.edu.

ITD Help Desk

The Office of Information Technology Division (ITD) is committed to create and maintain IT service delivery that drives innovation, to provide its faculty, staff, and students with an integrated, secured, and advanced technology infrastructure that is broadly accessible to people who need it when they need it and where they need it.

The Help Desk provides the following services/support:

- Student Administrative System Support
  - Cougar Connect
- Access Remote Access and VPN
- Provide Access to systems
- Change Your Password
  - Password Reset (Email & Active Directory)
- Policy and Account Information

ITD Services Contact Information

- Information Technology Services Help Desk
  - Email: helpdesk@csu.edu (mailto:helpdesk@csu.edu)

Course Management System (Moodle)

The Office of Online Instruction and Instructional Technology (OOIIT) is responsible for online learning at CSU; as such, it provides training to students on how to use Moodle, the learning management system (LMS) currently used by the university.

To contact the OOIIT: elearning@csu.edu (mailto:elearning@csu.edu)

Library and Instruction Services (CSU Library)

The CSU Library offers reference services and much more. The contact information is as follows:

- Access Services/ILL - iloan@csu.edu (mailto:iloan@csu.edu)
- Archives and Special Collections - csu_archives@csu.edu (mailto:csu_archives@csu.edu)
- Circulation Desk - circdesk@csu.edu (mailto:circdesk@csu.edu)
- Reference Desk - ask@csu.libanswers.com (mailto:ask@csu.libanswers.com)

Anonymous Reporting

The University recognizes there may be instances when individuals will want to report anonymously regarding activities in violation of university policies, local, state and federal laws. The University has provided a means for anonymous reporting via a 24-Hour Hotline supported by University Police at (773) 821-2882.

State of Illinois and HLC Complaint Procedure
Chicago State University, as a participant in Title IV Federal Financial Aid under the Higher Education Act of 1965, as amended, is required to direct students to the Illinois Board of Higher Education for assistance with unresolved complaints. Chicago State University also must make available to students or prospective students, upon request, a copy of the documents describing the institution’s accreditation and state authorization.

Students may contact the Illinois Board of Higher Education (IBHE) with complaints that were not resolved through the student complaint procedure described above by accessing the IBHE online complaint system at http://complaints.ibhe.org/.

Students may also file a complaint with Chicago State University’s accrediting agency, the Higher Learning Commission (HLC) of the North Central Association of Colleges and Schools, by following the HLC’s complaint procedure.

Complaint Resolution Process for SARA States

States operating under the State Authorization and Reciprocity Agreement (SARA) have agreed to allow their SARA state portal agency investigate and resolve any complaints that have not been resolved through an institution's own procedures for resolution of grievances. The SARA Complaint Resolution Process is taken directly from Section 4.2 of the NC-SARA State Authorization Reciprocity Agreements Policies and Standards.


Students from participating SARA states may contact the Illinois Board of Higher Education (the Illinois SARA portal agency) with complaints that were not resolved through the student complaint procedure described above by accessing the IBHE online complaint system at http://complaints.ibhe.org/.

State Contact Information for Student Complaints

In addition to the above University procedures for addressing student grievances, the US Department of Education requires that each institution offering online programming provide contact information for students who wish to file complaints through their home state. States participating in SARA may file a complaint through the Complaint Resolution Process for SARA States listed above. Contact information for states not participating in the State Authorization and Reciprocity Agreement (SARA) can be found below.

*This list includes contact information for states not participating in the State Authorization and Reciprocity Agreement (SARA), the District of Columbia, and Puerto Rico and should not be construed as informative of the states in which Chicago State University is licensed or required to be licensed. States, through the relevant agencies or Attorney Generals Offices, will accept complaints regardless of whether an institution is required to be licensed in that state.

Alabama
Alabama Commission on Higher Education
P.O. Box 302000
Montgomery, AL 36130-2000
Website: https://ache.edu/

Alaska
Alaska Commission on Postsecondary Education
PO Box 110505
Juneau, AK 99811-0505
Website: https://acpesecure.alaska.gov/
Email: tyler.eggen@alaska.gov

American Samoa
American Samoa Department of Education
Pago Pago, AS Pago Pago, AS 96799
Website: https://www.doe.as/
Arizona
Arizona Commission for Postsecondary Education
1740 W. Adams, Suite 3009
Phoenix, AZ 85007
Website: https://highered.az.gov/
Email: https://highered.az.gov/contact-us

Arkansas
Arkansas Division of Higher Education
423 Main Street, Suite 400
Little Rock, AR 72201
Website: https://www.adhe.edu/students-parents/colleges-universities/student-grievance-form
Email: https://www.adhe.edu/students-parents/students-parents-contact-us/

California
California Bureau of Private Postsecondary Education
PO Box 980818
W. Sacramento, CA 95798-0818
Email: bppe@dca.ca.gov (mailto:bppe@dca.ca.gov)
Website (http://www.bppe.ca.gov/forms_pubs/complaint.pdf)

Colorado
1600 Broadway Suite 2200
Denver, CO 80202
Website: https://highered.colorado.gov/
Website: https://highered.colorado.gov/complaint-procedures
Email: Questions@dhe.state.co.us

Connecticut
Connecticut Department of Higher Education
61 Woodland Street
Hartford, CT 06105-2326
Email: edinfo@ctohe.org (mailto:edinfo@ctohe.org)
Connecticut Department of Consumer Protection
165 Capitol Avenue, Room 110
Hartford CT 06106
Email: trade.practices@ct.gov (mailto:trade.practices@ct.gov)
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
Email: dheo@doe.k12.de.us (mailto:dheo@doe.k12.de.us)
Phone: 800.292.7935

Delaware Attorney General Consumer Protection Wilmington
820 N. French Street, 5th floor
Wilmington, DE 19801
Email: consumer.protection@state.de.us (mailto:consumer.protection@state.de.us)
Iowa
Iowa College Student Aid Commission
475 SW Fifth St., Suite D
Des Moines, IA 50309
Website: https://iowacollegeaid.gov/StudentComplaintForm

Kansas
Kansas Board of Regents
1000 SW Jackson Street, Suite 520
Topeka, KS 66612-1368
Website: https://kansasregents.org/resources/PDF/Academic_Affairs/3257-ComplaintForm_SARAIinstitutions.pdf
Website: https://www.kansasregents.org/

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

Kentucky Board of Proprietary Education
911 Leawood Drive
Frankfort, KY 40601-3319
Student Complaint Procedure

Office of the Attorney General
Capitol Suite 118
700 Capitol Avenue
Frankfort, Kentucky 40601-3449
Email: consumer.protection@ag.ky.gov (mailto:consumer.protection@ag.ky.gov)
Website (https://secure.kentucky.gov/formservices/AttorneyGeneral/ConsumerComplaintForm)

Louisiana
Board of Regents Tate of Louisiana
1201 N. Third St, Suite 6-200
Baton Rouge, LA 70802
Website: https://regents.la.gov/students-parents/student-complaint-process/
Email: ConsumerInfo@ag.louisiana.gov

Maine
Maine Department of Education
Complaint Investigator
23 State House Station
Augusta, ME 04333-0023
Phone: 207.624.6600

Maine Attorney General, Consumer Protection Division
6 State House Station
Augusta, ME 04333
Website (https://maine.gov/pfr/consumercredit/complaint_form.htm)

Maryland
Maryland Department of Academic Affairs
6 North Liberty Street
Baltimore, MD 21201
Website:
https://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepartments.aspx
Email: https://mhec.maryland.gov/About/Pages/contactus.aspx
Massachusetts
Massachusetts Department of Higher Education
One Ashburton Place, Rm 1401
Boston, MA 02108
Website: https://www.mass.edu/forstufam/complaints/complaints.asp

Michigan
Licensing and Regulatory Affairs
Corporations, Securities & Commercial Licensing
P.O. Box 30018
Lansing, MI 48909
Website: https://www.michigan.gov/lara/0,4601,7-154-89334_61343_35395_35396---00.html
Email: csci-complaints@michigan.gov

Minnesota
Minnesota Office of Higher Education
1450 Energy Park Drive, Suite 350
St. Paul, MN 55108-5227
Website: https://www.ohe.state.mn.us/pdf/ComplaintForm.pdf
Website: http://www.ohe.state.mn.us/mPg.cfm?pageID=205

Mississippi
Mississippi Commission on College Accreditation
3825 Ridgewood Road
Jackson, MS 39211
Website: http://www.mississippi.edu/mcca/
Website: http://www.mississippi.edu/mcca/downloads/mccastudentcomplaintform.pdf

Missouri
Missouri Department of Higher Education & Workforce Development
301 W. High Street Suite (840, 860, 870, 580)
Jefferson City, MO 65101
Website: https://dhewd.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf
Email: ifo@dhewd.mo.gov

Montana
Montana University System
560 N. Park Ave
PO Box 203201
Helena, MT 59620-3201
Website: https://mus.edu/MUS-Statement-of-Complaint-Process.html

Nebraska
Nebraska Coordinating Commission for Postsecondary Education
P.O. Box 95005
Lincoln, NE 68509-5005
Website: https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions
Email: https://ccpe.nebraska.gov/contact-us
Nevada
Nevada Commission on Postsecondary Education
8778 S. Maryland Parkway, Suite 115
Las Vegas, NV 89123
Website: https://www.online.uillinois.edu/resources/NevadaStudentComplaintForm.pdf
Email: mjwtu@nydetr.org

New Hampshire
New Hampshire Department of Education
Governance Unite
NH Department of Education
25 Hall Street
Concord, NH 03301
Email: Natasha.K.Lupiani@doe.nh.gov
Website: https://www.education.nh.gov/who-we-are/division-of-learner-support/bureau-of-student-support/special-education/complaints

New Jersey
New Jersey Commission on Higher Education
PO Box 542
Trenton, NJ 08625
Website (https://www.state.nj.us/treas/highereducation/contactus.shtml)
New Jersey Department of Labor and Workforce Development
1 John Fitch Plaza, PO Box 110
Trenton, NJ 08625-0110
Email: schoolapprovalunit@dol.state.nj.us (mailto:schoolapprovalunit@dol.state.nj.us)
Conflict Resolution Questionnaire
New Jersey Division of Consumer Affairs
124 Halsey Street
Newark, New Jersey 07102
Website (http://www.njconsumeraffairs.gov/Pages/File-a-Complaint.aspx)

New Mexico
New Mexico Higher Education Department
2044 Galisteo Street, Suite 4
Santa Fe, NM 87505-2100
Website: https://hed.state.nm.us/
Website: https://hed.state.nm.us/uploads/documents/Complaint_Form_2019.pdf
Email: HigherEd.Info@state.nm.us

New York Office of College and University Evaluation New York State Education Department
5 North Mezzanine
Albany, NY 12234
Email: ocueinfo@mail.nysed.gov (mailto:ocueinfo@mail.nysed.gov)
Student Complaint Procedures
New York Bureau of Proprietary School Supervision New York State Education Department
99 Washington Avenue, Room 1613 OCP
Albany, New York 12234
Student Complaint Procedures

New York State Department of State Division of Consumer Protection Consumer Assistance Unit
5 Empire State Plaza, Suite 2101
Albany, New York 12223-1556
Student Complaint Procedures

North Carolina
North Carolina Community College System Office of Proprietary Schools
200 West Jones St.
Raleigh, North Carolina 27603
Complaint Procedures

North Carolina Consumer Protection Attorney General’s Office
Mail Service Center 9001
Raleigh, NC 27699-9001
Website (http://www.ncdoj.gov/Consumer/2-2-12-File-a-Complaint.aspx)

North Dakota
North Dakota University System
Director of Academic Affairs & Workforce Innovation
600 E. Boulevard Ave, Dept 215
Bismarck, ND 58505-0230
Website: https://ndus.edu/state-authorization-sara/
Email: stateauth@ndus.edu

Ohio
Ohio Department of Higher Education
25 South Front Street
Columbus, Ohio 43215
Website: https://www.ohiohighered.org/
Website: https://www.ohiohighered.org/students/complaints
Email: mexline@highered.ohio.gov

Oklahoma
Oklahoma State Regents for Higher Education
655 Research Parkway, Suite 200
Oklahoma City, OK 73104
Website: http://www.osrhe.edu/
Website: https://www.okhighered.org/current-college-students/complaints.shtml
Email: communicationsdepartment@osrhe.edu

Oregon
Oregon Higher Education Coordinating Commission Student Complaints
3225 25th Street SE
Salem, OR 97302
Website: https://www.oregon.gov/highered/about/Pages/complaints.aspx
Email: infohecc@hecc.oregon.gov
Pennsylvania
Pennsylvania Department of Education
333 Market Street
Harrisburg, PA 17126-0333
Phone: 717.783.6788

Office of Attorney General Bureau of Consumer Protection
14th Floor, Strawberry Square
Harrisburg, PA 17120

Puerto Rico
Puerto Rico Council on Higher Education
PO Box 1900
San Juan, PR
00910-1900
Phone: 787.641.7100

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

Rhode Island
Commissioner of Higher Education
RI Office of Higher Education
80 Washington Street, Suite 524
Providence, RI 02903
Student Complaint Procedures

Rhode Island Department of Attorney General
Consumer Protection Unit
150 South Main Street
Providence, RI 02903
Website (http://www.riag.ri.gov/ConsumerProtection/About.php)

South Carolina
South Carolina Commission on Higher Education
1333 Main Street, Suite 200
Columbia, SC 29201
Student Complaint Procedures

South Dakota
South Dakota Board of Regents
306 East Capitol Ave Suite 300
Pierre, SD 57501
Email: info@sdbor.edu
Website: https://www.sdbor.edu/administrative-offices/academics/SD-SARA/Documents/Complaint%20Form%20-%20SD-SARA.pdf

Tennessee
Tennessee Higher Education Commission
312 Rosa Parks Ave, 9th floor
Nashville, TN 37243
Website: https://www.tn.gov/thec/
Texas
Texas Higher Education Coordinating Board
1200 E. Anderson Lane
Austin, TX 78752
Email: StudentComplaints@highered.texas.gov
Website: https://www.highered.texas.gov/links/student-complaints/
Website: https://www.highered.texas.gov/

Utah
Utah Division of Consumer Protection
160 East 300 South
Salt Lake City, Utah 84111
Email: consumerprotection@utah.gov (mailto:consumerprotection@utah.gov)
Website: http://consumerprotection.utah.gov/complaints/index.html

Vermont
Vermont Agency of Education-Secretary Daniel M. French
1 National Life Drive, Davis 5
Montpelier, VT 05620-2501
Website: https://education.vermont.gov/documents/postsecondary-program-complaint-resolution
Website: https://education.vermont.gov/

Virgin Islands
U.S. Virgin Islands Department of Education
St. Thomas
1834 Kongens Gade
St. Thomas, VI 00802
ST. Croix
2133 Hospital Street
Christiansted,
St. Croix, VI 00820
Website: https://www.vide.vi/
Website: https://provost.illinoisstate.edu/planning/nc-sara/state-information/#tabs-accord50

Virginia
Virginia State Council of Higher Education
101 N. 14th Street, 10th Floor
James Monroe Building
Richmond, BA 23219
Website: https://www.schev.edu/
Website: https://www.schev.edu/index/students-and-parents/resources/student-complaints
Email: https://www.schev.edu/index/agency-info/contact-us

Washington
Washington Student Achievement Council
917 Lakeridge Way SW
Olympia, WA 98502
Website: https://wsac.wa.gov/
Website: https://wsac.wa.gov/student-complaints
West Virginia
West Virginia Higher Education Policy Commission
1018 Kanawha Boulevard, East-Suite 700
Charleston, WV 25301
Website: https://www.wvhepc.edu/

Wisconsin
Wisconsin Educational Approval Board
30 W. Mifflin St., 9th Floor, PO Box 8696
Madison, WI 53708
Email: eabmail@eab.state.wi.us (mailto:eabmail@eab.state.wi.us)
Website (http://eab.state.wi.us/resources/complaint.asp)

Wyoming
Wyoming Department of Education
1222 W. 25th Street, Ste E200
Cheyenne, WY 82002
Website: https://edu.wyoming.gov/

Overview
Online Instruction: https://www.csu.edu/CTRE/OOIT/index.htm
Undergraduate Admission: https://www.csu.edu/admissions/
Graduate Admission: https://www.csu.edu/graduateschool/
Tuition and Fees: https://www.csu.edu/financialoperations/bursar/tuition/
Financial Aid: https://www.csu.edu/financialaid/
Registrar: https://www.csu.edu/registrar/
Bursar: https://www.csu.edu/financialoperations/bursar/index.htm
RESOURCES
Parking (/parking/index.htm) RAVE (/c supremice/RAVE.htm)

ACADEMICS
Provost (/provost/)
Arts and Science (/cas/)
Business (/business/)
Health Sciences https://www.csu.edu/collegeofhealthsciences/
Honors College (/honors/)
Library (http://library.csu.edu)
College of Pharmacy (/collegeofpharmacy/)
Graduate School (/graduateschool/)
Continuing Education (/continuingeducation/)
Online Instruction https://www.csu.edu/CTRE/OOIT/index.htm

CAMPUS LIFE
Student Affairs https://www.csu.edu/dosa/studentactivities/index.htm
Athletics (https://www.gocsucougars.com/)
CSU Theatre (/theatre/) CSU-TV (/csutv/)
WCSU Radio (/wcsu/)
University Police (/c supremice/)

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