



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 (<mailto: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 dcato@csu.edu (mailto:dcato@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.

Participating SARA States: Alabama, Alaska, Arizona, Arkansas, Colorado, Georgia, Idaho, Illinois, Indiana, Iowa, Kansas, Louisiana, Maryland, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Mexico, North Dakota, Ohio, Oklahoma, Oregon, South Dakota, Tennessee, Texas, Vermont, Virginia, Washington, West Virginia, Wyoming.

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://acpsecure.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>)

Website (http://www.ct.gov/dcp/lib/dcp/pdf/forms/consumer_statement_cpfr-2_frauds-12-06-13.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

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>)

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

Florida

Florida Commission on Independent Education
325 W. Gaines Street, Suite 1414
Tallahassee, FL 32399-0400
Email: Commissioner@fldoe.org (/onlineinstruction/%20Commissioner@fldoe.org)

Georgia

Georgia Nonpublic Postsecondary Education Commission
2082 East Exchange Place, Suite 220
Tucker, GA 30084
Website: <https://gnpec.georgia.gov/student-resources/student-complaints/ga-sara-online-student-complaint-form>
Email: <https://gnpec.georgia.gov/organization/about-gnpec/contact-gnpec>

Guam

Department of Education
501 Mariner Avenue
Barrigada, GUAM 96913
Website: <https://www.gdoe.net/>

Hawaii

Hawaii State Board of Education
PO Box 2360
Honolulu, Hawaii 96804
Email: ocp@dcca.hawaii.gov (<mailto:ocp@dcca.hawaii.gov>)

Idaho

Idaho State Board of Education
650 W State Street, 3rd Floor
Boise, ID 83702

P.O. Box 83720

Boise, ID 83720-0037

Website: <https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/>

Website: <https://boardofed.idaho.gov/>

Email: <https://boardofed.idaho.gov/board-facts/staff-contact-us/>

Illinois

Illinois Board of Higher Education Institutional Complaint System
Website: <https://complaints.ibhe.org/>
1 North Old State Capitol Plaza, Suite 333
Springfield IL 62701-1377
Email: info@ibhe.org

Indiana

Board for Proprietary Education
Indiana Commission for Higher Education
101 West Ohio Street, Suite 300
Indianapolis, IN 46204-4206
Website: <https://www.in.gov/bpe/forms-and-applications/new-institution-authorization/>
Email: complaints@che.in.gov

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_SARainstitutions.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.go

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/POLICYONCOMPLAINTRRESOLUTION-reviseddraft.pdf>

Email: ifo@dhewd.mo.go

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: mjwu@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 York

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, VA 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/>

Website: <https://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf>

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/>

Website: <https://1ddlxtt2jowkvs672myo6z14-wpengine.netdna-ssl.com/wp-content/uploads/2018/08/Wyoming-Department-of-Education-Student-Complaint-Process.pdf>

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

Campus Security Report

(/csupolice/documents/Annual_Security_Report.pdf) Consumer Information (/ier/consumerinfo.htm)

EEO Policy Statement (/eeo/index.htm)

Higher Learning Commission

(<https://www.hlcommission.org/component/directory/?Itemid=&Action=ShowBasic&instid=1077>) Non-discrimination Statement (/legalaffairs/documents/CSU_Non-Discrimination_Statement.pdf)

Parking (/parking/index.htm)

RAVE (/csupolice/RAVE.htm)

Swine Flu Update (<https://www.cdc.gov/flu/>)

COVID-19 <https://www.csu.edu/covid19updates/>

Voter Registration (<https://www.elections.il.gov/VotingInformation/VoteRegForms.aspx>)

Whistle Blower Protection (/ethics/whistleblower.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 (/csupolice/)

FOUNDATION

About the Foundation (/foundation/)

Donate <https://www.csu.edu/foundation/giveonline.htm>

Alumni Affairs (/alumni/)