

should be corrected, new evidence should be considered, and sanctions should be proportionate to the severity of the violation and the student's cumulative conduct record.

All appeal decisions are to be made within fifteen (15) business days of submission and are final.

SECTION 8: DISCIPLINARY RECORDS

All conduct records are maintained by the University indefinitely from the time of their creation and in line with University records policy and procedures established by the Office of the Registrar.

STUDENT COMPLAINTS AND GRIEVANCES POLICY

AcceptanceFor all non-discriminatory student concerns with the University regarding an interaction with a staff or faculty member, policy/procedure preferences, or other concerns about their experience, the student may start the process with the [Office of Student Affairs](#) (OSA). Other resources to report a concern can be found on the [Report an Incident or Concern](#) page including any concerns around civil rights and discriminatory treatment, see [Title IX](#).

NOTE: Appeals of final grades must use the appeal process defined in "Appealing a Final Grade" in the University Catalog and Policy and Procedure Manual. Review carefully the directives on appeals as often the decisions of Deans in these matters are not grievable. Other appeals include but are not limited to: SAP, academic dismissal, administrative dismissal, and re-admission. Students should refer to the catalog for details on advancing these types of appeals.

California Bureau for Private Postsecondary Education (BPPE)

The BPPE exists to promote and protect the interests of students and consumers in California. Students may file a complaint with the California Bureau for Private Postsecondary Education. A complaint may be filed by writing (Complaint Form) or calling the Bureau's Enforcement Section at the following address and telephone number:

Bureau for Private Postsecondary Education

2535 Capitol Oaks Drive, Suite 400

Sacramento, CA 95833

Telephone: (916) 431-6959

FAX: (916) 263-1897

www.bppe.ca.gov

STUDENT COMPLAINT

State Contact Information

National University works with higher education authorities in U.S. states and jurisdictions to ensure compliance with state and federal requirements, including complaint processes. Institutions of higher education are required to provide prospective and current students with contact information for relevant external entities tasked with complaint oversight.

National University strives to give all our students the best experience possible, which is why the university offers a wide range of services to support students from enrollment through graduation. If a prospective or current student has a complaint, we encourage you to resolve them informally or formally through Student Services before submitting a complaint to an external entity.

Students can also reach out to the Ombudsman Office for assistance in addressing concerns. The Ombudsman's Office is an informal, impartial, independent, neutral and confidential place for community members to address concerns. This office strives for fairness of process and healthy conflict resolution; the Ombudsman can provide unbiased assistance and guidance in resolving any complaints or concerns.

Phone: (858) 642-8368

Email: ombuds@nu.edu
www.nu.edu/ombuds

However, if an issue cannot be resolved internally, students can file a complaint with their state of residence or the University's accrediting organization. Each of the relevant state higher education regulatory agencies and the University's accrediting organization are listed below with their contact information.

Students who wish to file a complaint based upon discriminatory treatment should review The Civil Rights/Title IX information located on the website and in the General Catalog. Students who wish to file a complaint with the University's accrediting agency should contact WSCUC (information below).

Alabama Commission on Higher Education (ACHE)

100 North Union Street
Montgomery, AL 36104
Phone: 334.242.1998
Website: www.ache.edu

Alabama Community College System (ACCS)

P.O. Box 302130
Montgomery, AL 36130
Phone: 334.293.4500
Website: www.accs.edu

Alabama Student Grievance Information: <https://www.accs.edu/about-accs/private-school-licensure/complaints/>

Alabama Student Grievance Form: <https://psl.asc.edu/External/Complaints.aspx>

Alaska Commission on Postsecondary Education

PO Box 110505
Juneau, AK 99811-0505
Phone: 800.441.2962
Website: <https://acpe.alaska.gov/>

Alaska Student Grievance Information: <https://acpe.alaska.gov/ConsumerProtection>

Arizona State Board for Private Postsecondary Education

1740 W. Adams Street, #3008
Phoenix, AZ 85007
Phone: 602.542.5709
Website: <https://ppse.az.gov/>

Arizona Disclosure: If the student complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Post-Secondary Education. The student must contact the State Board for further details.

Arizona Student Grievance Information: <https://ppse.az.gov/resources/student-complaint>

Arizona Student Grievance Form: <https://ppse.az.gov/sites/default/files/2022-09/Student%20Complaint%20Form%20%281%29.pdf>

Arkansas Higher Education Coordinating Board

114 East Capitol Ave.
Little Rock, AR 72201
Phone: 501.371.2000
Website: www.adhe.edu

Arkansas Disclosure: Arkansas Higher Education Coordinating Board Certification does not constitute endorsement of any institution or degree program. Such certification merely indicates that certain criteria have been met under the rules and regulations of institutional ad program certification as defined in Arkansas Code §6-61-301. The student should be aware that these degree programs may not transfer. The transfer of course/degree credit is determined by the receiving institution.

Arkansas Student Grievance Information: <https://adhe.edu/resources/students>

Arkansas Student Grievance Form: <https://sbpce.wufoo.com/forms/form-8040-complaint-form/>

California Bureau for Private Postsecondary Education

Mailing address:
P.O. Box 98018
West Sacramento, CA 95798-0818
Phone: 916.431.6959
Website: www.bppe.ca.gov

Physical Address:
2535 Capital Oaks Drive, Suite 400
Sacramento, CA 95833

California Student Grievance Information: <https://www.bppe.ca.gov/enforcement/complaint.shtml>

California Student Grievance Form: https://www.bppe.ca.gov/forms_pubs/complaint.pdf

Colorado Commission on Higher Education

1600 Broadway, Suite 2200
Denver, CO 80202
Phone: 303.862.3001
Website: <https://highered.colorado.gov>

Colorado Student Grievance Information: <https://highered.colorado.gov/students/how-do-i/file-a-student-complaint>

Colorado Student Grievance Form: <https://highered.colorado.gov/Academics/Complaints/FileComplaint.aspx>

Connecticut Office of Higher Education

450 Columbus Boulevard, Suite 707
Hartford, CT 06103
Phone: 860.947.1824
Email: Emily.Bjornberg@ct.gov

Connecticut Student Grievance Information: <https://portal.ct.gov/DCP/Complaint-Center/Consumers---Complaint-Center>

Connecticut Student Grievance Form: https://portal.ct.gov/-/media/DCP/Complaint-Center/Complaint_Form-pdf.pdf

Delaware Department of Higher Education

35 Commerce Way, Suite 1

Dover, DE 19904

Phone: 302.857.3313

Website: <https://education.delaware.gov/>

Delaware Student Grievance Form: <https://www.doe.k12.de.us/cms/lib/DE01922744/Centricity/Domain/158/PBTS%20Complaint%20Form.pdf>

District of Columbia Higher Education Licensure Commission (HELCO)

Office of the State Superintendent of Education

1050 First St. NE, 5th Floor

Washington, DC 20002

Phone: 202.727.6436

Website: <https://helc.osse.dc.gov/>

District of Columbia Disclaimer: National University has an account for student indemnification in the manner of surety bond, which may be used to indemnify a student or enrollee who has suffered damage as a result of discontinuance of operation or violation by the institution of any provision of NRS 394.383 to 394.560.

District of Columbia Student Grievance Information: <https://helc.osse.dc.gov/topic/helcadmin/community-stakeholders/public-complaints>

District of Columbia Student Grievance Form: <https://helc.osse.dc.gov/HELCAAdmin/HELCAAdmin/media/0kmobb5o/helc-complaint-form-english.docx>

Florida Commission for Independent Education

325 W. Gaines Street, Suite 1414

Tallahassee, FL 32399-0400

Phone: 850.245.3212

Website: <http://www.fldoe.org>

Florida Student Grievance Information: <https://www.fldoe.org/about-us/office-of-the-inspector-general/file-a-complaint.stml>

Florida Student Grievance Form: <https://web01.fldoe.org/IGComplaintSSO/ComplaintForm.aspx>

Georgia Nonpublic Postsecondary Education Commission

2082 E Exchange Place, Suite 220

Tucker, GA 30084-5334

Phone: 770.414.3300

Website: <https://gnpec.georgia.gov>

Georgia Student Grievance Information: <https://gnpec.georgia.gov/student-resources/complaints-against-institution>

Georgia Student Grievance Form: <https://gnpec.georgia.gov/complaint-forms>

Hawaii Post-Secondary Education Authorization Program Department of Commerce and Consumer Affairs

335 Merchant Street, Rm. 310

Honolulu, Hawaii 96813

Phone: 808.586.7327

Website: www.cca.hawaii.gov/hpeap/

Hawaii Student Grievance Information: <https://cca.hawaii.gov/hpeap/student-complaint-process/>

Hawaii Student Grievance Form: <https://cca.hawaii.gov/hpeap/files/2013/08/Student-Complaint-Form.pdf>

Idaho State Board of Education

650 W. State Street, 3rd Floor

Boise, ID 83720-0037

Phone: 208.334.2270

Website: <http://www.boardofed.idaho.gov>

Idaho Student Grievance Information: <https://boardofed.idaho.gov/higher-education-private/proprietary-schools-non-degree-granting/student-complaint-procedures/>

Idaho Student Grievance Form: <https://boardofed.idaho.gov/wp-content/uploads/2020/07/Student-Complaint-Form-7-2020.docx>

Illinois Board of Higher Education

1 North Old State Capital Plaza, Suite 333

Springfield, IL 62701-1377

Phone: 217.782.2551

Website: www.ibhe.org

Illinois Student Grievance Information: <https://complaints.ibhe.org/>

Illinois Student Grievance Form: <https://complaints.ibhe.org/register.aspx>

Indiana Commission on Higher Education

101 W. Washington Street, Suite 300

Indianapolis, IN 46204-4206

Phone: 317.464.4400

Website: <http://www.in.gov/che>

Indiana Student Grievance Information: <https://www.in.gov/che/student-complaints/>

Indiana Student Grievance Form: https://www.in.gov/che/files/161116_ICHE_StudentComplaintForm.pdf

Iowa College Student Aid Commission

475 SW 5th Street, Suite D

Des Moines, IA 50309

Phone: 877.272.4456 option 4

Website: <https://iowacollegeaid.gov/>

Iowa Student Grievance Information: <https://iowacollegeaid.gov/StudentComplaintForm>

Iowa Student Grievance Form: https://iowacollegeaid.co1.qualtrics.com/jfe/form/SV_9Br0hqNMto1FltT

Kansas Board of Regents

1000 S.W. Jackson Street, Suite 520

Topeka, KS 66612-1368

Phone: 785.430.4240

Website: <http://www.kansasregents.org>

Kansas Disclosure: The University catalog outlines the process for filing and resolution of student complaints. If the student grievance cannot be resolved after exhausting the University's grievance procedure, Kansas residents may file a complaint with the Kansas Board of Regents. The Board's address is 1000 S.W. Jackson, Ste. 520, Topeka, KS 66612

Kansas Disclosure: National University is authorized to operate in Kansas with Certificate of Approval from the Kansas Board of Regents.

Kansas Student Grievance Information: https://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process

Kentucky Council on Postsecondary Education

100 Airport Road

Third Floor

Frankfort, KY 40601

Phone: 502.573.1555

Website: <http://www.cpe.ky.gov/>

Kentucky Student Grievance Information: http://cpe.ky.gov/campuses/consumer_complaint.html

Kentucky Student Grievance Form: <http://cpe.ky.gov/campuses/complaintform>

Louisiana Board of Regents

Mailing Address:

PO Box 3677

Baton Rouge, LA 70821-2677

Physical Address:

1201 N 3rd Street, Suite 6

Baton Rouge, LA 70802

Phone: 225.342.4253

Website: <http://www.regents.la.gov>

Louisiana Disclosure: National University is currently licensed by the Board of Regents of the State of Louisiana. Licenses are renewed by the State Board of Regents every two years. Licensed institutions have met minimal operational standards set forth by the state, but licensure does not constitute accreditation, guarantee the transferability of credits, nor signify that programs are certifiable by any professional agency or organization.

Louisiana Student Grievance Information: <https://www.laregents.edu/regents-resources/#studentparent>

Maine Department of Education

23 State House Station

Augusta, ME 04333

Phone: 207.624.6616

Website: <https://www.maine.gov/doe/home>

Maine Student Grievance Form: <https://www.maine.gov/doe/sites/maine.gov.doe/files/inline-files/sara-complaint-form.pdf>

Maryland Higher Education Commission (MHEC)

6 N. Liberty St., 10th Floor

Baltimore MD 21201

Phone: 401.767.3301

Website: <http://www.mhec.state.md.us/Pages/default.aspx>

Maryland Disclosure: National University is registered with the Maryland Higher Education Commission (MHEC). If a prospective or current student is not satisfied with the outcome of the institution's internal complaint resolution process, the complaint may then be brought to the MHEC or Maryland's Office of the Attorney General.

Maryland Student Grievance Information: https://mhec.maryland.gov/institutions_training/Pages/career/pcs/complaint.aspx

Maryland Student Grievance Form: https://mhec.maryland.gov/institutions_training/Documents/PCS%20Student%20Complaint_20220103.pdf

Maryland Office of the Attorney General Student Grievance Information:
<https://www.marylandattorneygeneral.gov/Pages/CPD/Complaint.aspx>

Maryland Refund Policy:

Students enrolled in online programs who reside in Maryland will receive the minimum tuition refunds in accordance with the Maryland Higher Education Commission requirements (specified in Title 13B.05.01.10 of the code of Maryland Regulations)

- A. Except as provided by §B of this policy/regulation, an institution's refund policy shall conform to this regulation and the institution shall provide for refunds of tuition to Maryland students as provided in this regulation.
- B. If the University's refund policy is more beneficial to Maryland students, the institution will follow its refund policy and provide refunds of tuition to Maryland students as provided in that policy.
- C. Minimum refund: The University will refund the applicable tuition refund to a Maryland student who drops, withdraws, or is terminated after completing only a portion of a course/class:

Proportional 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 but not including 60%.....20% refund
More than 60%.....No refund

A refund due to a Maryland student will be based on the date of withdrawal or termination and paid within 60 days from the date of withdrawal or termination.

D. This refund policy is disclosed and acknowledged by students upon enrollment, and documentation verifying student refunds in accordance with this policy is maintained.

Massachusetts Department of Higher Education

One Ashburton Place, Room 1401
Boston, MA 02108
Phone: 617.994.6950
Website: <https://www.mass.edu/home.asp>

Massachusetts Student Grievance Form: <https://www.mass.edu/forstufam/complaints/complaintform.asp>

Michigan Department of Licensing and Regulatory Affairs

611 W. Ottawa
P.O. Box 30714
Lansing, MI 48907
Phone: 517.355.9700
Website: <http://www.michigan.gov/lara>

Michigan Student Grievance Information: <https://www.michigan.gov/lara/bureau-list/cscl/complaints>

Michigan Student Grievance Form: [https://www.michigan.gov/leo/-/media/Project/Websites/leo/Documents/WD/WD_PROGRAMS_SERVICES/PSS/Post-Secondary_Complaint_Instructions_FINAL_032020_685912_7-\(34\).pdf?rev=d9354bf5247548a6bd9751a8aa4e178d](https://www.michigan.gov/leo/-/media/Project/Websites/leo/Documents/WD/WD_PROGRAMS_SERVICES/PSS/Post-Secondary_Complaint_Instructions_FINAL_032020_685912_7-(34).pdf?rev=d9354bf5247548a6bd9751a8aa4e178d)

Minnesota Office of Higher Education

1450 Energy Park Drive, Suite 350
St. Paul, MN 55108-5227
Phone: 651.642.0567
Website: <http://www.ohe.state.mn.us>

Minnesota Disclosure: National University is registered with the Minnesota Office of Higher Education pursuant to Minnesota Statutes section 136A.61 to 136A.71. Registration is not an endorsement of the institution. Credits Earned at the institution may not transfer to all other institutions.

Minnesota Disclosure: Minnesota residents interested in enrolling in the Bachelor of Science in Criminal Justice program should made note that the state of Minnesota licenses police officers and there are specific educational

requirements. In addition, additional training (a skills-based course) is also required before being eligible for licensure as a police officer in the state of Minnesota.

Minnesota Disclosure: ILR 260 is not recognized as an English or communication class in Minnesota. Minnesota residents must be required to complete the other English or Communications classes to satisfy the Minnesota Degree Standards.

Minnesota Student Grievance Information: <https://www.ohe.state.mn.us/mPg.cfm?pageID=1078>

Minnesota Student Grievance Form: <https://www.ohe.state.mn.us/pdf/ComplaintForm.pdf>

Mississippi Commission on College Accreditation

3825 Ridgewood Road
Jackson, MS 39211-6453
Phone: 601.432.6372
Website: <http://www.mississippi.edu/>

Mississippi Student Grievance Information: http://www.mississippi.edu/mcca/student_complaint_process.asp

Mississippi Student Grievance Form: <http://www.mississippi.edu/mcca/downloads/mccastudentcomplaintform.pdf>

Missouri Department of Higher Education & Workforce Development

P.O. Box 1469
Jefferson City, MO 65101
Phone: 573.751.2361
Website: <https://dhewd.mo.gov/>

Missouri Student Grievance Information: <https://ago.mo.gov/civil-division/consumer/consumer-complaints>

Missouri Student Grievance Form: <https://ago.mo.gov/app/consumercomplaint>

Montana Board of Regents

2500 Broadway St.,
PO Box 203201
Helena, MT 59620-3201
Phone: 406.444.6570
Website: <http://www.mus.edu/board>

Montana Student Grievance Information: <https://mus.edu/MUS-Statement-of-Complaint-Process.html>

Montana Student Grievance Form: <https://dojmt.gov/consumer/consumer-complaints/>

Nebraska Coordinating Commission for Postsecondary Education

P.O. Box 95005
Lincoln, NE 68509-5005
Phone: 402.471.2847
Website: <https://ccpe.nebraska.gov/>

Nebraska Student Grievance Information: <https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions>

Nebraska Student Grievance Form: https://www.education.ne.gov/wp-content/uploads/2017/07/PPCS_Complaint-form.pdf

Nevada Commission on Postsecondary Education Commission

2800 E. St. Louis
Las Vegas, NV 89104
Phone: 702.486.7330
Website: <http://www.cpe.nv.gov>

Disclosure: National University has an account for student indemnification in the manner of a surety bond, which may be used to indemnify a student or enrollee who has suffered damage as a result of discontinuance of operation or violation by the institution of any provision of NRS 394.383 to 394.560.

Nevada Student Grievance Information: https://cpe.nv.gov/Students/Students_Home/

Nevada Student Grievance Form: <https://cpe.nv.gov/uploadedFiles/cpenvgov/content/Students/Complaint%20Form%20Initial%202021.pdf>

New Hampshire Department of Education

25 Hall Street
Concord, NH 03301-3860
Phone: 603.271.3494
Website: <https://www.education.nh.gov/who-we-are/higher-education-commission>

New Hampshire Student Grievance Form: <https://my.doe.nh.gov/ESSWEB/HigherEducation/Complaint.aspx>

New Jersey Commission on Higher Education

20 W. State Street
PO Box 542
Trenton, NJ 08625
Phone: 609.292.7225
Website: <https://www.state.nj.us/highereducation/>

New Jersey Student Grievance Information: <https://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml>

New Jersey Student Grievance Form: <https://www.state.nj.us/highereducation/documents/pdf/OSHEComplaintForm.pdf>

New Mexico Higher Education Department

2048 Galisteo Street, # 4
Santa Fe, NM 87505
Phone: 505.476.8400
Website: <https://hed.nm.gov/>

New Mexico Disclosure: If the student grievance cannot be resolved after exhausting the Institution's grievance procedure, New Mexico residents may file a complaint with the New Mexico Higher Education Department. The Department's address is: 2048 Galisteo Street, Santa Fe, NM 87505-2100, Telephone: (505) 476-8400

New Mexico Student Grievance Information: <https://ppsd.smapply.io/>

New Mexico Student Grievance Form: <https://ppsd.smapply.io/protected/resource/eyJ0ZnJlljogOTg0Nzg0ODUsICJ2cSI6IDE2ODUxMH0/>

New York Office of College and University Evaluation

89 Washington Ave

Albany, NY 12234

Phone: 518.486.3633

Website: <http://www.nysed.gov/college-university-evaluation>

New York Student Grievance Information: <http://www.nysed.gov/college-university-evaluation/complaints>

The University of North Carolina System Board of Governors

223 S. West Street, Suite 1800

Raleigh, NC 27603

Phone: 919.962.4558

Website: <http://www.northcarolina.edu/offices-and-services/academic-affairs/licensure-department>

North Carolina Student Grievance Information: <https://www.northcarolina.edu/post-secondary-education-complaints/>

North Carolina Student Grievance Form: <https://studentcomplaints.northcarolina.edu/form>

North Dakota University System

10th Floor, State Capitol

600 East Boulevard Ave, Dept. 215

Bismarck, ND 58505-0230

Phone: 701.328.2960

Website: <http://www.ndus.edu>

North Dakota Student Grievance Information: <https://ndus.edu/state-authorization-sara/>

Ohio Board of Regent

25 South Front Street

Columbus, OH 43215

Phone: 614.466.6000

Website: <http://www.ohiohighered.org>

Ohio Student Grievance Information: <https://highered.ohio.gov/students/current-college-students/student-complaints/student-complaints>

Ohio Student Grievance Form: <https://highered.ohio.gov/students/current-college-students/student-complaints/submit-complaint>

Oklahoma State Regents for Higher Education

655 Research Parkway, Suite 200

Oklahoma City, OK 73104

Phone: 405.226.9100

Website: <http://www.okhighered.org>

Oklahoma Student Grievance Form: <https://www.okhighered.org/resources/Student-Complaint-Form/>

Oregon Higher Education Coordinating Commission

3225 25th Street SE

Salem, OR 97302

Phone: 503.373.0003

Website: <http://www.oregon.gov/highered/institutions-programs/private/Pages/office-degree-authorization.aspx>

Oregon Disclosure: Students should attempt to resolve any grievances they may have with their school first. Should attempts to resolve these problems with appropriate school officials fail, or should the student be dissatisfied with the final outcome of the college complaint process, then the Higher Education Coordinating Commission (HECC), can respond to a formal complaint. Students may contact the Higher Education Coordinating Commission at the below address or by sending an email to complaints@hecc.oregon.gov.

Oregon Student Grievance Information: <https://www.oregon.gov/highered/about/Pages/complaints.aspx>

Oregon Refund Policy:

Courses dropped before the 10th day of the courses will be fully refunded. Online students located in Oregon who withdraw from a course are eligible for a 50% partial refund through the middle week of the course term. Refunds are based on unused instructional time and are prorated on a weekly basis.

Pennsylvania Department of Education

333 Market Street

Harrisburg, PA 17126

Phone: 717.783.6788

Website: <http://www.education.pa.gov/Pages/default.aspx>

Pennsylvania Student Grievance Information: [https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/State-Authorization-Reciprocity-Agreement-\(SARA\).aspx](https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/State-Authorization-Reciprocity-Agreement-(SARA).aspx)

Pennsylvania Student Grievance Form: <https://www.education.pa.gov/Documents/Postsecondary-Adult/College%20and%20Career%20Education/Private%20Licensed%20Schools/Student%20Complaint%20Form.pdf>

Puerto Rico State Higher Education Agency

Council on Education of Puerto Rico

P.O. Box 19900

Ave. Ponce de Leon 268

Edificio Hato Rey Center Piso 15

Hato Rey, PR 00918

Phone: 787.641.2121

Website: <http://www.ce.pr.gov>

Puerto Rico Student Grievance Information: <https://studentprivacy.ed.gov/file-a-complaint>

Rhode Island Board of Governors for Higher Education

560 Jefferson Boulevard, Suite 100

Warwick, RI 02886

Phone: 401.736.1100

Website: <https://www.riopc.edu/>

Rhode Island Student Grievance Information: <https://riopc.edu/policies/student-complaint-procedures/>

South Carolina Commission on Higher Education

1333 Main Street, Suite 200

Columbia, SC 29201

Phone: 803.737.2260 Columbia, SC 29201

Website: <http://www.che.sc.gov>

South Carolina Student Grievance Information: <https://www.che.sc.gov/students-families-and-military/student-resources>

South Carolina Student Grievance Form: https://www.che.sc.gov/sites/che/files/Documents/Licensing%20updates/Complaint_Procedures_and_Form.pdf

South Dakota Board of Regents

306 E. Capitol Ave, Suite 200

Pierre, SD 57501

Phone: 605.773.3455

Website: <https://www.sdbor.edu/administrative-offices/academics/SD-SARA/Pages/default.aspx>

South Dakota Student Grievance Information: <https://www.sdbor.edu/administrative-offices/academics/SD-SARA/Pages/default.aspx>

South Dakota Student Grievance Form: <https://www.sdbor.edu/administrative-offices/academics/SD-SARA/Documents/Complaint%20Form%20-%20SD-SARA.pdf>

Tennessee Higher Education Commission

312 Rosa Parks Ave, 9th Floor

Nashville, TN 37243

Phone: 615.471.5293

Website: <http://www.tn.gov/thec.html>

Tennessee Disclosure: Any authorizations must be renewed each year and is based on an evaluation by minimum standards concerning quality of education, ethical business practices, health and safety, and fiscal responsibility.

Tennessee Residents: Any grievance not resolved on the institutional level may be forwarded to the Tennessee Higher Education Commission, Nashville TN 37243-0830, (615)741-5293

Tennessee Student Grievance Information: <https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html>

Tennessee Student Grievance Form: https://www.tn.gov/content/dam/tn/thec/bureau/student_aid_and_compliance/dpsa/links-and-forms/Complaint%20Form.pdf

Texas Higher Education Coordinating Board

Mailing Address:

P.O. Box 12788

Austin, TX 78711

Phone: 512.427.6223

Website: <https://www.highered.texas.gov/>

Delivery Address:

1801 N. Congress Ave. Suite 12.200

Austin, TX 78701

Texas Disclosure: National University has permission to operate in the state of Texas and has been regionally accredited by the WASC Senior College and University Commission since 1977. The Texas State Board of Accountancy's new regulation precludes National University graduates from being qualified applicants for the CPA exam in Texas.

Texas Student Grievance Information: <https://www.highered.texas.gov/student-complaints/>

Texas Student Grievance Form: <https://www.txhigheredaccountability.org/CfratInquiry/Home/Create>

Texas Workforce Commission Career Schools and Colleges

101 East 15th Street

Austin, TX 78778-001

Phone: 512.463.2222

Website: <http://www.twc.texas.gov>

Texas Disclosure: Exemption status means National University is not approved or regulated by the Texas Workforce Commission. This means the Texas Workforce Commission has not approved the curriculum, classrooms, teachers, or any other matters related to National University. On-site visits will not be conducted at National University. Furthermore, the exemption status does not constitute approval, accreditation, or licensure of any courses under Texas law.

Texas Workforce Commission Student Grievance Form: <https://www.twc.texas.gov/files/jobseekers/csc-401a-student-complaint-form-twc.pdf>

Utah Division of Consumer Protection

160 East 300 South, Second Floor

Salt Lake City, UT 84114

Phone: 801.530.6601

Website: <http://www.consumerprotection.utah.gov>

Utah Student Grievance Information: <http://www.consumerprotection.utah.gov/complaints.html?f=c>

Vermont Agency of Education

Secretary Daniel M. French

1 National Life Drive, Davis 5

Montpelier, VT 05620-2501

Phone: 802.828.1130

Vermont Student Grievance Information: <https://education.vermont.gov/documents/postsecondary-program-complaint-resolution>

Virginia State Council of Higher Education for Virginia

101 N. 14th St., 10th Floor

James Monroe Building

Richmond, VA 23219-3659

Phone: 804.225.2600

Website: <http://www.schev.edu>

Virginia Student Grievance Information: <https://www.schev.edu/students/resources/student-complaints>

Virginia Student Grievance Form: <https://www.surveymonkey.com/r/StudentComplaintForm>

Virginia Refund Policy:

Students are accepted and registered for classes with the understanding that they will attend the entire course. Faculty contracts, the commitment of space, and other University resources are made on that assumption, creating financial obligations that students who withdraw must share. National University's refund policy reflects this position. Students may withdraw themselves from class prior to midnight on the ninth (9th) day of the session by emailing their academic advisor at advisor@nu.edu. To accurately count session days, note that the first day of a session – not the actual day a student attends class – counts as day one of that session. The University counts calendar days rather than business days for determining refunds. As such, if the first day of the session is a Monday, the student would need to withdraw prior to midnight of the following Tuesday, the ninth day of that session.

If a student does not complete a course, a tuition refund is made according to the following schedule, which is based upon a 28-day month.

Students who withdraw from a course prior to midnight of the:

- Ninth (9th) day of the session will receive a 100% refund.
- Fourteenth (14th) day of the session will receive a 50% refund.
- Twenty-first (21st) day of the session will receive a 25% refund.

Students who withdraw from a course after midnight of the twenty-first (21st) day of the session will not receive a refund.

Students must have a credit balance in their account to receive a refund. Refunds, depending on the verification of funds, are processed and mailed within fifteen (15) days from the later of:

- a. The date from when a student cancelled enrollment
- b. The date from when the institution terminates a student's enrollment
- c. The last day of an authorized leave of absence (if the student fails to return after this period)
- d. The last day of attendance of a student

All refunds are mailed to the student's home address. Students must make sure that the address on file is correct.

Washington Student Achievement Council

917 Lakeridge Way, SW
Olympia, WA 98504-3430
Phone: 360.753.7800
Website: <http://www.wsac.wa.gov>

Washington Disclosure: “National University is authorized by the Washington Student Achievement Council and meets the requirements and minimum educational standards established for degree granting institutions under the Degree-Granting Institutions Act. This authorization is subject to periodic review and authorizes National University to offer field placement components for specific degree programs. The Council may be contacted for a list of currently authorized programs. Authorization by the Council does not carry with it an endorsement by the Council or the institution or its programs. Any person desiring information about the requirements of the act or the applicability of those requirements to the institution may contact the Council at P.O. Box 43430, Olympic, WA 98504-3430 or by email at degree authorization@wsac.wa.gov.”

Washington Disclosure: “The transferability of credits earned at National University is at the discretion of the receiving college, university, or other educational institution. Students considering transferring to any institution should not assume that credits earned in any program of student at National University will be accepted by the receiving institution. Similarly, the ability of a degree, certificate, diploma or other academic credential earned at National University to satisfy an admission requirement of another institution is at the discretion of the receiving institution. Accreditation does not guarantee credentials or credits earned at National University will be accepted by or transferred to another institution. To minimize the risk of having to repeat coursework, students should contact the receiving institution in advance for evaluation and determination of transferability of credits and/or acceptability of degrees, diplomas or certificates earned”.

Washington Disclosure: “For Washington State residents seeking information and resources about student loan repayment or seeking to submit a complaint relating to your student loans or student loan servicer, please visit www.wsac.wa.gov/loan-advocacy or contact the Student Loan Advocate at loanadvocate@wsac.wa.gov.”

Washington Student Grievance Information: <https://wsac.wa.gov/student-complaints>

Washington Student Grievance Form: <https://www.studentcomplaints.wa.gov/hc/en-us>

West Virginia Higher Education Policy Commission

1018 Kanawha Blvd. East, Suite 700
Charleston, WV 25301-2800
Phone: 304.558.2101
Website: <http://www.wvhepc.edu>

West Virginia Student Grievance Form: <https://www.wvhepc.edu/wp-content/uploads/2021/10/Student-Complaint-Process.pdf>

Wisconsin Educational Approval Board

Mailing Address:
P.O. Box 8696
4822 Madison Yards Way
Madison, WI 53705-8366
Website: <http://www.dsps.wi.gov/pages/programs/educationalapproval/default.aspx>

Wisconsin Disclosure: Students must submit an enrollment agreement before beginning classes at National University. The agreement includes topic pertaining to tuition and fees, billing, attendance, financial assistance, payment options, and other matters of enrollment. Contact an enrollment advisor for further information. The student may cancel enrollment during a 3-business-day period by delivering or mailing a signed written notice to the school at the address set forth in the notice of cancellation privilege. Saturdays, Sundays and holidays are not business days. The school shall, within 10 business days after receiving notice of cancellation from the student, make any refund owing as a result of the cancellation and arrange for a termination of the student's obligation to pay any sum. This cancellation privilege does not apply to any program for which the total cost is less than \$150 and which is offered in less than 6 class days, provided that the program is not one of a sequence.

Wisconsin Student Grievance Information: <https://dsps.wi.gov/Pages/Programs/EducationalApproval/EAPFileAComplaint.aspx>

Wisconsin Student Grievance Information: <https://dsps.wi.gov/Pages/Programs/EducationalApproval/EAPFileAComplaint.aspx>

Wisconsin Refund Policy

A student who withdraws or is dismissed after the cancellation period has passed, but before completing 60% of the potential units of instruction in the current enrollment period, shall be entitled to a pro rata refund, as calculated below, less any amounts owed by the student for the current enrollment period, less a one-time application fee of \$ 100.

1. Pro rata refund shall be determined as the number of units remaining after the last unit completed by the student, divided by the total number of units in the enrollment period, rounded downward to the nearest 10 percent. Pro rate refund is the resulting percent applied to the total tuition and other required costs paid by the student for the current enrollment period.
2. All efforts will be made to refund prepaid amounts for books, supplies, and other charges unless the student has consumed or used those items and they can no longer be used or sold to new student, or are returned by the school to the supplier.
3. Refunds shall be paid within 40 days after the effective date of termination.
4. After the student's first period of enrollment, if a student withdraws or is dismissed in a subsequent enrollment period, the school may also retain an administrative fee of 15% of the total cost of a resident program, or \$400, whichever is less.
5. No refund is required for any student who withdraws or is dismissed after completing 60% of the potential units of instruction in the current enrollment period unless a student withdraws due to mitigating circumstances, which are those that directly prohibit pursuit of a program and which are beyond the student's control.

Wyoming Department of Education

2300 Capitol Avenue
Hathaway Building, 2nd Floor
Cheyenne, WY 82002-0050
Phone: 307.777.7690
Website: <http://www.edu.wyoming.gov>

Wyoming Student Grievance Form: <https://form.jotform.com/212505034743043>

Registering a Complaint with National University’s Accrediting Organization Western Association of Schools and Colleges (WASC) Senior College and University Commission (WSCUC):

Students may file a complaint with the University’s institutional accrediting body by contacting the Western Association of Schools and Colleges (WASC) Senior College and University Commission at wascsr@wascsenior.org. Any student desiring to file a complaint must satisfy specific criteria as published in the official Complaint and Third-Party Comment Policy and must submit the required Complaint Form. The policy and form are available for download on the [WASC Document List](#).

WASC Senior College and University Commission (WSCUC)

985 Atlantic Avenue, Suite 100

Alameda, CA 94501

Phone: 510.748.9001

Email: wascsr@wascsenior.org

The following information is applicable to John F. Kennedy School of Psychology at National University programs only.

GENERAL INFORMATION

Tuition and Fees

John F. Kennedy School of Psychology Tuition & Fees

Doctor of Psychology Course.....	\$886 per quarter unit
Doctor of Psychology Internship Course.....	\$217 per quarter unit
Graduate Course.....	\$700 per quarter unit
Certificate Course.....	\$500 per quarter unit
Field Placement Course	\$680 per quarter unit

Enrollment Agreement

Students must submit an enrollment agreement before beginning classes at National University. The agreement includes topics pertaining to tuition and fees, billing, attendance, financial assistance, payment options, and other matters of enrollment. Contact an enrollment advisor for further information.

State Authorization of Online/Distance Education

States have varying rules, requirements and regulations that govern online (distance) education offered by out-of-state postsecondary institutions. These rules require higher education institutions that offer distance education to state residents to obtain exemption, approval, authorization or other certification from the relevant state agencies. Many of these regulations also apply to field experiences (e.g., internships, practicums, clinicals, etc.) in the state.

National University researches and monitors state authorization requirements in each state and continues to make good faith efforts to secure the appropriate authorization and/or licensure to offer online programs in each state in which it enrolls students. Prospective and current students should check the State Authorization of Distance Education website for continual updates on National University’s state authorization statuses. For states with an approved status, please be aware that individual programs may not be approved or may be pending approval by a state authority and cannot be offered to students residing in that state.

State Relocation Notice