

Complaint Process for Texarkana College Students Enrolled in Online Courses

Texarkana College is committed to addressing student concerns and complaints. The U.S. Department of Education requires institutions offering distance education to provide enrolled and prospective students with contact information to file complaints with the institution's accrediting agency and with an appropriate state agency in the student's home state.

A Texarkana College student with a complaint should first follow the [Texarkana College Student Complaint Procedures](#).

If Texarkana College does not resolve the problem to the student's satisfaction, the student may file a complaint with the designated agency in the state where they are receiving instruction or with Texarkana College's accrediting agency using the contact information provided below.

For Students within Texas:

Texas Higher Education Coordinating Board (THECB)

(512) 427-6200 or via [Email Form](#)

Please review the THECB's [Frequent Asked Questions website](#) regarding their complaint process prior to initiating contact.

For Students Enrolled in Texarkana College Online Courses Outside of Texas:

Complaints should be filed in the state where the student is receiving instruction, not in the state in which the student resides. A list of complaint processes for each state is provided below. When a link to complaint process is not available, a link to the agency responsible for higher education in that state has been provided instead.

State Agencies

Alabama	Alabama Commission on Higher Education Telephone: (334) 242-1998 Fax: (334) 242-0268 General Link: http://www.ache.state.al.us/
Alaska	Alaska Commission on Postsecondary Education Telephone: (907) 465-2962 Fax: (907) 465-5316 General Link: http://akadvantage.alaska.gov/

<p style="text-align: center;">Arizona</p>	<p>Arizona State Board for Private Postsecondary Education Telephone: (602) 542-5709 Fax: (602) 542-1253</p> <p>Student Grievance Procedure</p>
<p style="text-align: center;">Arkansas</p>	<p>Arkansas Department of Higher Education Telephone: (501) 371-2000 Email: ADHE_Info@adhe.edu</p> <p>Student Grievance Procedure</p>
<p style="text-align: center;">California</p>	<p>Bureau for Private Postsecondary Education Telephone: (916) 431-6959 Fax: (916) 263-1895</p> <p>Student Grievance Procedure</p>
<p style="text-align: center;">Colorado</p>	<p>Colorado Department of Higher Education Telephone: (303) 866-2723 Fax: (303) 866-4266</p> <p>Student Grievance Procedure</p>
<p style="text-align: center;">Connecticut</p>	<p>Connecticut Board of Regents for Higher Education Telephone: (860)947-1801 Email: webmaster@ctdhe.org</p> <p>General Link: http://www.ctregents.org/</p>
<p style="text-align: center;">Delaware</p>	<p>Delaware Department of Education Telephone: (302) 735-4000 Fax: (302) 739-4654</p> <p>General Link: http://www.doe.k12.de.us/</p>

Florida	Florida Department of Education Telephone: (850) 245-0505 Fax: (850) 245-9667 Student Grievance Procedure
Georgia	Nonpublic Postsecondary Education Commission Telephone: 770-414-3300 Fax: 770-414-3309 Student Grievance Procedure
Hawaii	Department of Commerce and Consumer Affairs Telephone: (808) 933-0910 Fax: (808) 933-8845 Student Grievance Procedure
Idaho	Idaho Board of Education Telephone: (208) 334-2270 Fax: (208) 334-2632 Student Grievance Procedure
Illinois	Illinois Board of Higher Education Telephone: (217) 782-2551 Fax: (217) 782-8548 Student Grievance Procedure
Indiana	Indiana Commission on Proprietary Education Telephone: (317) 232-1320 Fax: (317) 233-4219 Student Grievance Procedure

<p style="text-align: center;">Iowa</p>	<p>Iowa College Student Aid Commission Telephone: (515) 725-3400 Fax: (515) 725-3401</p> <p>General Link: http://www.iowacollegeaid.gov/</p>
<p style="text-align: center;">Kansas</p>	<p>Kansas Board of Regents Telephone: (785) 296-4917 Fax: (785) 296-7052</p> <p>Student Grievance Procedure</p>
<p style="text-align: center;">Kentucky</p>	<p>Kentucky Council on Postsecondary Education Telephone: (502) 573-1555 Fax: (502) 573-1535</p> <p>Student Grievance Procedure (See Section 13)</p>
<p style="text-align: center;">Louisiana</p>	<p>Louisiana Board of Regents Telephone: (225) 342-4253 Fax: (225) 342-9318</p> <p>Student Grievance Procedure</p>
<p style="text-align: center;">Maine</p>	<p>Maine Department of Education Telephone: (207) 624-6600 Fax: (207) 624-6700</p> <p>General Link: http://www.maine.gov/education/</p>
<p style="text-align: center;">Maryland</p>	<p>Maryland Higher Education Commission Telephone: (410) 260-4500 Fax: (800) 974-0203</p> <p>Student Grievance Procedure</p>

<p>Massachusetts</p>	<p>Massachusetts Board of Higher Education Telephone: (617) 994-6950 Fax: (617) 727-0955</p> <p>Student Grievance Procedure</p>
<p>Michigan</p>	<p>Michigan Department of Energy, Labor & Economic Growth Telephone: (517) 373-1820 Fax: (517) 373-2129</p> <p>Student Grievance Procedure</p>
<p>Minnesota</p>	<p>Minnesota Office of Higher Education Telephone: (651) 642-0567 Fax: (651) 642-0675</p> <p>Student Grievance Procedure</p>
<p>Mississippi</p>	<p>Mississippi Commission on College Accreditation Telephone: (601) 432-6198 Fax: (601) 432-6225</p> <p>General Link: http://www.ihl.state.ms.us/mcca/</p>
<p>Missouri</p>	<p>Missouri Department of Higher Education Telephone: (573) 751-2361 Fax: (573) 751-6635</p> <p>Student Grievance Procedure</p>
<p>Montana</p>	<p>Montana University System, Montana Board of Regents Telephone: (406) 444-6570 Email: emorrison@montana.edu</p> <p>General Link: http://mus.edu/board/</p>

<p>Nebraska</p>	<p>Nebraska Coordinating Commission for Postsecondary Education Telephone: (402) 471-2847 Fax: (402) 471-2886</p> <p>General Link: http://www.ccpe.state.ne.us/PublicDoc/CCPE/</p>
<p>Nevada</p>	<p>Nevada Commission on Postsecondary Education Telephone: (702) 486-7330 Fax: (702) 486-7340</p> <p>Student Grievance Procedure</p>
<p>New Hampshire</p>	<p>New Hampshire Postsecondary Education Commission Telephone: (603) 271-3494 Email: patricia.moguin@pec.state.nh.us</p> <p>Student Grievance Procedure</p>
<p>New Jersey</p>	<p>New Jersey Commission on Higher Education Telephone: 1 (609) 588-3226 Email: nj_che@che.state.nj.us</p> <p>Student Grievance Procedure</p>
<p>New Mexico</p>	<p>New Mexico Higher Education Department Telephone: (505) 476-8400 Fax: (505) 476-8453</p> <p>Student Grievance Procedure</p>
<p>New York</p>	<p>Office of College and University Evaluation Telephone: (518) 474-2593 Fax: (518) 486-2779</p> <p>Student Grievance Procedure</p>

<p>North Carolina</p>	<p>North Carolina Community College System, Office of Proprietary School Services Telephone: (919) 807-7146 Fax: (919) 807-7164</p> <p>Student Grievance Procedure</p>
<p>North Dakota</p>	<p>North Dakota State Board for Career and Technical Education Telephone: (701) 328-3180 Fax: (701) 328-1255</p> <p>General Link: http://www.nd.gov/cte/</p>
<p>Ohio</p>	<p>Ohio State Board of Career Colleges and Schools Telephone: (614) 466-2752 Fax: (614) 466-2219</p> <p>Student Grievance Procedure</p>
<p>Oklahoma</p>	<p>Oklahoma State Regents for Higher Education Telephone: (405) 225-9100 Email: communicationsdepartment@osrhe.edu</p> <p>General Link: http://www.okhighered.org/</p>
<p>Oregon</p>	<p>Department of Education - Private and Career Schools Office Telephone: (503) 947-5600 Fax: (503) 378-5156</p> <p>Student Grievance Procedure</p>

Pennsylvania	Pennsylvania Department of Education, Division of Program Services Telephone: (717) 783-6137 Fax: (717) 783-6139 Student Grievance Procedure
Puerto Rico	Puerto Rico Council on Higher Education Telephone: (787) 641-7100 Fax: (787) 641-2573 General Link: http://www.ces.gobierno.pr/
Rhode Island	Rhode Island Board of Governors for Higher Education Telephone: (401) 456-6008 Email: dgrossman-garber@ribghe.org General Link: http://www.ribghe.org/default.htm
South Carolina	South Carolina Commission on Higher Education Telephone: (803) 737-2260 Fax: (803) 737-2297 Student Grievance Procedure
South Dakota	South Dakota Board of Regents Telephone: (803) 737-2260 Fax: (803) 737-2297 Not Found

<p>Tennessee</p>	<p>Tennessee Higher Education Commission Telephone: (615) 741-3605 Fax: (615)741-6230</p> <p>General Link: http://www.tn.gov/thec/</p>
<p>Texas</p>	<p>Texas Higher Education Coordinating Board Telephone: (512) 427-6101 Contact Form</p> <p>General Link: http://www.thecb.state.tx.us/</p>
<p>Utah</p>	<p>Utah Division of Consumer Protection Telephone: (801) 530-6601 Fax: (801) 530-6001</p> <p>Student Grievance Procedure</p>
<p>Vermont</p>	<p>Vermont State Board of Education Telephone: (802) 828-3135 Email: DOE-EdInfo@state.vt.us</p> <p>General Link: http://education.vermont.gov/index.htm</p>
<p>Virginia</p>	<p>Private & Out-of-State Postsecondary Education, State Council of Higher Education for Virginia Telephone: (804) 371-2285 Fax: (804) 225-2604</p> <p>Student Grievance Procedure (See Private & Out-of-State Institutions)</p>

<p>Washington</p>	<p>Washington Higher Education Coordinating Board Telephone: (360) 753-7869 Email: DAinfo@hecb.wa.gov</p> <p>General Link: http://www.hecb.wa.gov/</p>
<p>Washington DC</p>	<p>Washington DC – Education Licensure Commission Telephone: (202) 442-4343 Alternative Telephone: (202) 442-4465</p> <p>Link: http://app.dcre.dc.gov/about/index_bpla_education.shtm</p>
<p>West Virginia</p>	<p>West Virginia Higher Education Policy Commission Telephone: (304) 558-4016 Email: canderson@hepc.wvnet.edu</p> <p>Student Grievance Procedure</p>
<p>Wisconsin</p>	<p>Wisconsin Educational Approval Board Telephone: (608) 266-1996 Fax: (608) 264-8477</p> <p>Student Grievance Procedure</p>
<p>Wyoming</p>	<p>Wyoming Department of Education Telephone: (307) 777-5712 Email: samantha.mills@wyo.gov</p> <p>General Link: http://edu.wyoming.gov/</p>

Regional Accrediting Agency

Texarkana College is accredited by the Southern Association of Colleges and Schools Commission on Colleges.

Address: 1866 Southern Lane, Decatur, Georgia, 30033-4097

Phone: (404) 679-4500

Fax: (404) 679-4528

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

Complaint Process: <http://www.sacscoc.org/pdf/081705/complaintpolicy.pdf>