



## STUDENT CONSUMER COMPLAINT PROCESS

### INTRODUCTION

Beginning July 1, 2011, the U.S. Department of Education regulations to improve the integrity of programs authorized under Title IV of the Higher Education Act (HEA), as amended (the "Program Integrity Rule"), take effect. The Program Integrity Rule requires, among other things, that each college or university authorized to offer postsecondary education in one or more States ensure access to a complaint process that will permit student consumers to address the following:

- Alleged violations of State consumer protection laws that include but are not limited to fraud and false advertising;
- Alleged violations of State laws or rules relating to the licensure of postsecondary institutions; and
- Complaints relating to the quality of education or other State or accreditation requirements.

Milwaukee School of Engineering (MSOE), as an institution authorized to provide postsecondary education in the State of Wisconsin, provides the following information to all current and prospective students:

The Higher Learning Commission of the North Central Association of Colleges and Schools accredits MSOE. You may review the accreditation documents at:

<http://www.msOE.edu/about-msOE/who-we-are/consumer-info-policies/>

### POLICY AND PROCESS

Compliance with United States Department of Education and the Higher Learning Commission directives require MSOE to have procedures for resolving student complaints in a timely manner. Further, MSOE maintains records related to all written complaints from enrolled students, along with a log recording dates, a summary of the complaint, the person or office charged to investigate the complaint, and the resolution or actions taken in response to the complaint.

Milwaukee School of Engineering seeks to resolve all student concerns in a timely and effective manner. To that end, this complaint process serves as an ongoing means for students to discuss concerns or register formal complaints that pertain to alleged violations of State consumer protection laws that include but are not limited to fraud and false advertising; alleged violations of State laws or rules relating to the licensure of postsecondary institutions; and complaints relating to the quality of education or other State or accreditation requirements.

The Offices of the Vice President of Academics, Enrollment Management & Student Life, Finance and Operations all provide administrative means to address and resolve most, if not all of the questions and concerns you may have. Information for each of these Offices is provided below:

- Vice President of Academics (academic programs, library, accreditation, career services): CC420; x7190
- Vice President of Enrollment Management and Student Life (admissions eligibility, student and campus life): CC377; x7540
- Vice President of Finance (student financial services, financial aid, IT): CC423; x7126
- Vice President of Operations (housing, facilities, human resources): CC337; x7129

MSOE expects that students will fully utilize any/all of the University's administrative procedures to address concerns and/or complaints in as timely a manner as possible. On occasion; however, a student may believe that these administrative procedures have not adequately addressed concerns. In such instances, complaints by currently enrolled students may be submitted in writing using the MSOE Student Complaint Form found at the end of this document. All written complaints should be submitted to the Office of the Vice President of Academics. Departments, offices, and units that receive student complaints must request that students complete the MSOE Student Complaint Form, and then forward it to the Office of the Vice President of Academics.

Upon receipt and within ten working days (when classes are in session), the Office of the Vice President of Academics shall acknowledge in writing to the student receipt of the complaint. The Office of the Vice President of Academics shall then either (i) work to resolve the complaint (if the complaint falls within the purview of the Office), or (ii) forward the complaint to the appropriate university department, office, or unit, who shall then work to resolve the complaint.

A written complaint from a student received by a department, office, or unit in redirection from the Office of the Vice President of Academics becomes the responsibility of the receiving department, office, or unit. The receiving department, office, or unit is responsible for responding to the complaint as directed by the Office of the Vice President of Academics. The receiving department, office, or unit is additionally responsible for documenting in writing any action(s) carried out in response to the complaint, including resolution(s), and for forwarding this written documentation to the Office of the Vice President of Academics for inclusion in the Student Complaint Log.

A formal complaint must be submitted by a student in writing using this MSOE Student Complaint Form, signed by the student, and then submitted to the Office of the Vice President of Academics. After acknowledging receipt of the complaint, the Office of the Vice President of Academics (or designee) will investigate the complaint, take appropriate action, and respond to the student within 30 days. A record of the student complaint will be placed in the student's file and noted in the Student Complaint Log retained in the Office of the Vice President of Academics.

In those select cases, the following independent procedures are provided:

1. The Division of Trade and Consumer Protection of the Wisconsin Department of Agriculture, Trade and Consumer Protection (the "Division") is prepared to receive and review student consumer complaints regarding alleged fraudulent or abusive practices by a college or university in the delivery of postsecondary academic programs and activities, including, for example, fraud or false advertising. Complaints may be filed with the Division in written or electronic form by

accessing the following link:

[https://datcp.wi.gov/Pages/Programs\\_Services/FileConsumerComplaint.aspx](https://datcp.wi.gov/Pages/Programs_Services/FileConsumerComplaint.aspx)

2. The Office of the Attorney General for the State of Wisconsin is authorized to investigate and prosecute violations of State consumer laws, including laws relating to deceptive advertising, credit, charitable solicitations, telecommunications, telemarketing and sales. The Office cooperates with other States, the Federal Trade Commission and other federal agencies in addressing national consumer protection issues. Further, the Wisconsin Department of Justice Office of Consumer Protection litigates cases that are referred to the Department by other States agencies. Complaints may be filed with the Wisconsin Department of Justice Office of Consumer Protection at the following link: <https://www.doj.state.wi.us/dls/consumer-protection/how-file-consumer-complaint>
3. The Higher Learning Commission ("HLC") of the North Central Association of Colleges and Schools is an independent body responsible for the accreditation of programs offered by Marquette University. Accredited institutions are required to submit progress reports, monitoring reports, contingency reports, and annual reports, as well as to participate in focus visits. Each year, HLC receives a number of complaints from students or other parties. When a complaint raises issues regarding an institution's ability to meet accreditation criteria, HLC will forward a copy of the complaint to the institution and request a formal response. Complaints may be filed with Higher Learning Commission at the following link: <http://www.hlcommission.org/>
4. Academic programs in construction management, engineering, nursing and perfusion have program level accreditations. Agencies and contact information responsible for these program accreditation follow:

**Construction Management:** American Council for Construction Education (ACCE), 1717 North Loop 1604 East, Suite 320, San Antonio, TX 78232-1570; phone (210) 495-6161; email [acce@acce-hq.org](mailto:acce@acce-hq.org)

**Engineering:** Engineering Accreditation Commission of ABET, <http://www.abet.org>

**Nursing:** Commission on Collegiate Nursing Education (CCNE), One Dupont Circle, NW, Suite 530, Washington, DC 20036; phone (202) 887-6791 and the Wisconsin Board of Regulation and Licensing, 1400 E. Washington, Madison, WI, 53703.

**Perfusion:** Commission on Accreditation of Allied Health Education Programs (CAAHEP), 25400 US Highway 19 N, Suite 158, Clearwater, FL 33763; (727) 210-2350

5. State agencies involved in the evaluation and approval of institutional programs, or in the granting of professional certification or licensure, may also be contacted. These agencies include, but may not be limited to, the following:

Department of Public Instruction (MBA Education Leadership; principal preparation program) [licensing@dpi.wi.gov](mailto:licensing@dpi.wi.gov)

If you are currently enrolled, or anticipate enrollment, in an educational program that requires State

agency or board authorization and/or licensure and do not see it listed here, please contact the Office of the Vice President of Academics.

The Office of the Vice President of Academics has primary authority for maintaining the Consumer Student Complaint policy and procedures. Written complaints that contains personally identifiable information about students, records associated with the written complaint, along with information included in the log containing personally identifiable information about students may be subject to the federal Family Educational Rights and Privacy Act of 1974 and shall be protected against improper disclosure. These records and log are subject to examination or review by the United States Department of Education and the Higher Learning Commission.

***Definition of a Formal Complaint by a Currently Enrolled Student***

Complaints are written expressions of dissatisfaction or formal allegations against the university, its units, its employees (including faculty and staff), and its students.

***Types of Complaints EXCLUDED from this Reporting Procedure***

Student complaints concerning sexual harassment and sexual misconduct are excluded from this student complaint reporting procedure. Instead, student complaints concerning sexual harassment and sexual misconduct must be reported to the MSOE Title IX Coordinator.

**MSOE Title IX Coordinator; CC385; Office of Student Life; x2386**

## STUDENT CONSUMER COMPLAINT FORM

**Part 1.** Please include all of the following information (please print clearly):

Student's Name:	
Home Address:	
Mobile or Campus Telephone Number:	
Email Address:	
Describe your complaint:	
<i>Be specific about your concerns, including dates and staff/faculty who may be involved. Use additional pages, if necessary. Include with this Form any supporting documentation (e.g., copies of e-mails, etc.).</i>	

**Part 2.** Please include the following information:

Describe your efforts to resolve complaint:	
<i>Be specific about the staff/faculty you communicated with about your complaint, including dates, and any responses. Use additional pages, if necessary.</i>	

**Part 3.** Please include the following information:

Describe the desired outcome:	
<i>Be specific. Use additional pages, if necessary.</i>	

**Part 4.** Please sign and date this form below:

\_\_\_\_\_ *Student Name*

\_\_\_\_\_ *Date*

**Part 5.** Submit the completed form to the Office of the Vice President of Academics, CC420. A manually signed .pdf version of this form may be submitted via email to [miller@msoe.edu](mailto:miller@msoe.edu)

For Internal Use Only

Date Received: \_\_\_\_\_

MSOE Student Complaint Number: \_\_\_\_\_