The U.S. Department of Education requires institutions offering distance education programs to provide all enrolled and prospective students with contact information for filing complaints with regional accrediting agencies and with the appropriate state agency designated to receive and process complaints in the student’s home state. Many external agencies require that all institutional procedures be followed before a concern will be considered. Before contacting one of these agencies, Immaculata University encourages students to inform the University of their complaints first. We are eager to listen to our students and assist them in resolving any issues they may have with the University.

State of Pennsylvania
The Pennsylvania Department of Education has authorized the University to offer undergraduate and graduate level certificates, baccalaureate, master, doctoral, and first professional degrees. Information regarding complaint processes can be found at PDE’s Office of Postsecondary and Higher Education website.

Immaculata University is regionally accredited by the Middle States Commission on Higher Education (MSCHE). For a copy of Immaculata’s current MSCHE Statement of Accreditation Status (SAS) please go to Immaculata University’s status page on the MSCHE website.

Complaint Resolution Contacts by State/U.S. Territory
New federal regulations require Immaculata University to provide prospective and current students with contact information for filing complaints with the appropriate agency in the state where each student resides. Students should click on their state of residence to review its process in the event that they should have a complaint about Immaculata University.

Alabama
Arizona
Arkansas
California
Colorado
Connecticut
Delaware*
District of Columbia
Florida
Georgia
Hawaii
Idaho
Illinois
Indiana
Iowa
Kansas
Kentucky
Louisiana*
Maine*
Maryland
Massachusetts
Michigan
Minnesota
Mississippi
Missouri
Montana*
Nebraska
Nevada
New Hampshire
New Jersey*
New Mexico
New York
North Carolina
North Dakota*
Ohio
Oklahoma
Oregon
Puerto Rico*
Rhode Island
South Carolina
South Dakota
Tennessee
Texas
Utah
Vermont
Virginia
Washington
West Virginia*
Wisconsin
Wyoming*

* Where no specific complaint processes is listed, the link provided is to the state department of education, higher education system, or consumer protection agency (where appropriate).

NOTE: Please see States Authorized for Distance Education section of the IU website’s HEOA page for list of states where IU has permission to operate via distance education.