

Student Consumer Complaint Process

A student must first work through the internal college processes for resolution of complaints. A student who believes that college procedures have not adequately addressed concerns identified under the Program Integrity Rule, may refer to external contact resources and links below, including the Washington Student Achievement Council (WSAC) Complaint Process.

PROGRAM INTEGRITY RULE

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.

Cornish College of the Arts, as an institution authorized to provide postsecondary education in the State of Washington, is committed to full compliance with the Program Integrity Rule, and provides the following confirmation to all current and prospective students:

The Northwest Commission on Colleges and Universities accredits Cornish College of the Arts. You may review the college's accreditation documents at www.nwccu.org.

COMPLAINT PROCESS

Cornish College of the Arts seeks to resolve all student concerns in a timely and effective manner. To that end, the following contact information and resources at Cornish are available to current and prospective students for the resolving of complaints.

Academic Affairs (academic programs, accreditation)

Star Rush, Special Advisor for Teaching and Learning

Accreditation Liaison Office

206.315.5801

srush@cornish.edu

Admissions (admissions eligibility)

Sharron Starling, Director of Admission

206.726.5017

sstarling@cornish.edu

Business Office (tuition/fee payments)

Jeff Wyborny, Student Account Manager

206.726.5024

jwyborny@cornish.edu

Financial Aid (loans, scholarships, grants)

Monique C Theriault, Director Financial Aid

206.726.5013

mtheriault@cornish.edu

Registration and Records (academic records)

Adrienne Bolyard, Dean of Academic Services & Registrar

206.726.5021

abolyard@cornish.edu

Student Life (student and campus life)

Jerry Hekkel, Dean of Student Life

206.726.5111

jhekkel@cornish.edu

External contact resources and links, including the WSAC Complaints Process, for the resolution of Program Integrity Rule concerns that internal college procedures have not adequately addressed:

General and Out-of-State Distant Education

Washington Student Achievement Council

917 Lakeridge Way SW

Olympia, WA 98502

360.753.7800

www.wsac.wa.gov

Academics

Northwest Commission on Colleges and Universities (NWCCU)

8060 165th Avenue NE

Suite 100

Redmond, WA 98052

425.558.4224 (voice)

425.376.0596 (fax)

www.nwccu.org

National Association of Schools of Art & Design (NASAD)

11250 Roger Bacon Drive, Suite 21

Reston, VA 20190-5248

703.437.0100 (voice)

703.437.6312 (fax)

info@arts-accredit.org

State Student Aid

Washington Student Achievement Council

P.O. Box 43430

Olympia, WA 98504-3430

360.753.7840

www.wsac.wa.gov/payingforcollege/financialaidprograms

The Washington Student Achievement Council (WSAC) has authority to investigate student complaints against specific schools. WSAC may not be able to investigate every student complaint.

Visit <http://www.wsac.wa.gov/student-complaints> for information regarding the WSAC complaint process.