



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.

(continued)

Academic Affairs (academic programs, accreditation)
Hollis Near, Academic Liason Officer and Director of Library Services
206.726.5040
hnear@cornish.edu

Admissions (admissions eligibility)
Sharron Starling, Director of Admission
206.726.5017
sstarling@cornish.edu

Business Office (tuition/fee payments)
Sean Drew, Director of Student Accounts
206.726.5084
sdrew@cornish.edu

Financial Aid (loans, scholarships, grants)
Margaret Murray, Director of Financial Aid
206.726.5035
mmurray@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)
Brittany Henderson, Dean of Student Life
206.726.5174
bhenderson@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
P:425.558.4224
F:205.525.9848
www.nwccu.org

National Association of Schools of Art & Design (NASAD)
11250 Roger Bacon Drive, Suite 21
Reston, VA 20190-5248
P: 703.437.0700
F: 703.437.6312
info@arts-accredit.org

State Student Aid
Washington Student Achievement Council
917 Lakeridge Way SW
Olympia, WA 98502
360.753.7800
<https://wsac.wa.gov/student-complaints>

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.