
Report on Student Complaints for the Past 5 Years

In accordance with VAC40-31-100 of the Virginia Administrative Code, the State Council of Higher Education for Virginia (SCHEV) is responsible for investigating all written and signed student complaints against postsecondary educational institutions operating in Virginia. SCHEV's complaint resolution function also serves to satisfy federal Title IV regulations, which mandate that *all* institutions whose students are eligible for federal financial aid programs be overseen by a state complaint resolution process.

In order for SCHEV to initiate an investigation, the following must be true:

- The student has exhausted all available grievance procedures established by the institution.
- The student is not satisfied with the resolution provided by the institution and is contacting SCHEV as a last resort in the grievance process.
- The student has submitted the complaint to SCHEV electronically using the "Student Complaint Form" available at: [Student complaint form](#)

The statistical information regarding student complaints received by SCHEV over the last five years is being provided for the sake of transparency. The number and type of complaints should not in themselves be taken as an indication of a problem with a given institution. Larger institutions, for example, tend to have more complaints than smaller ones. Nor does the fact that a particular complaint was filed against an institution indicate by itself that the institution was in the wrong. SCHEV investigates and resolves many types of complaints. Sometimes the student complaint falls outside of SCHEV jurisdiction and the student is referred to another federal or state agency.

The following classifications are used to categorize student complaints received by SCHEV:

Academic:	Complaints about grades, curriculum, faculty qualifications, etc.
Administrative:	Complaints about school administration or administrators
Ethical:	Complaints about discrimination, academic dishonesty, etc.
Financial:	Complaints regarding refunds; student charges, etc.
Financial Aid:	Complaints specific to Title IV funding
Other:	Miscellaneous complaints

Summary of Student Complaints Received/Resolved by SCHEV, 2013-2017

School	Academic	Administrative	Ethical	Financial	Financial Aid	Other	Total
Altierus Career College (Everest College)	1	2	0	3	2	0	8
American National University	0	1	0	0	1	0	2
American Public University System	0	1	0	0	0	0	1
America School of Nursing & Allied Health	1	0	0	0	0	0	1
Argosy University	2	2	0	0	1	0	5
Art Institute of Washington	0	0	0	1	1	0	2
AVI Career Training	0	0	0	0	1	1	2
Blue Ridge Community College	0	0	0	0	0	1	1
Blue Ridge School of Massage	0	0	0	2	0	0	2
Bluefield College	0	0	0	1	0	0	1
Bryant & Stratton	2	1	1	0	0	0	4
Capella University	1	0	0	1	0	0	2
Career Connections Education Center	0	0	0	0	0	1	1
Career Training Solutions	0	0	0	0	0	2	2
Center for Employment Training	0	0	0	1	0	0	1
Central Virginia Community College	0	0	0	0	0	1	1
Centura College	1	0	1	3	1	1	7
Chamberlain College of Nursing	2	1	0	0	0	1	4
Chester Career College	0	0	1	2	0	0	3
Christopher Newport University	2	1	0	0	0	0	4
College of William & Mary	1	0	0	0	0	0	1
Cortiva Institute (Virginia School of Massage)	1	2	0	0	0	2	5
Dabney S. Lancaster Community College	0	0	0	0	0	1	1
Daniels Institute of Massage and Healing	0	1	0	0	0	0	1
DB Tech Training Center	0	1	0	0	0	0	1
Dermal Science International Aesthetics & Nail Academy	0	2	0	0	0	0	2
DeVry University	0	1	0	1	0	1	3
Dominion School of Hair Design	0	0	0	0	1	0	1
ECPI	11	6	0	0	2	1	20
ECPI- Medical Careers Institute	16	2	0	0	0	0	18
Empire Beauty Schools	0	1	0	0	0	0	1
Fortis College	5	4	0	1	0	0	10
George Mason University	3	1	0	3	1	0	8
Global Health College	12	0	0	1	0	1	14
Hampton University	4	0	0	0	2	2	8
Institute of Advanced Medical Esthetics	4	0	0	1	0	0	5
J. Sargeant Reynolds Community College	0	0	0	0	1	0	1
James Madison University	0	0	0	2	0	0	2

School	Academic	Administrative	Ethical	Financial	Financial Aid	Other	Total
Liberty University	6	5	2	13	16	3	45
Lindsey Wilson College	1	0	0	0	0	0	1
Medical Learning Center	1	0	0	1	0	1	3
Miller-Motte Technical College	0	1	0	0	0	1	2
Nextec, Inc.	0	1	0	1	0	0	2
Norfolk State University	2	1	1	3	0	4	11
Northern Virginia Community College	1	0	0	0	0	5	5
Northern Virginia School of Massage	1	0	0	0	0	1	2
Old Dominion University	4	6	0	3	0	1	14
Patrick Henry Community College	0	0	0	0	0	1	1
Paul Mitchell School	0	1	1	0	0	0	2
Radford University	2	0	0	1	0	0	3
Regent University	0	0	0	2	0	0	2
Riverside College of Health Careers	1	1	0	0	0	0	2
Saint Leo University	2	0	0	0	0	1	3
Saint Michael College of Allied Health	4	2	1	0	0	2	9
Sentara College of Health Sciences	0	1	0	0	0	0	1
Shenandoah University	1	0	0	1	0	0	2
South Baylo University	0	1	0	2	0	0	3
South University	1	0	0	0	0		1
Stratford University	1	1	0	1	1	1	5
Strayer University	6	3	0	8	1	1	19
Sweet Briar College	0	1	0	1	0	0	2
Sylvain Melloul International Hair Academy	0	1	0	0	0	0	1
Tidewater Tech	1	0	0	0	0	0	1
Ultimate Health School	2	0	0	0	0	0	2
University of Fairfax	0	0	0	0	0	1	1
University of Management and Technology	0	1	0	0	0	0	1
University of Mary Washington	0	0	0	0	1	0	1
University of Phoenix	1	1	0	1	1	0	4
University of Virginia	0	2	0	0	0	1	3
University of Virginia-Wise	1	0	0	0	0	0	1
Virginia College	1	1	0	0	0	3	5
Virginia Commonwealth University	3	0	1	4	2	0	10
Virginia International University	0	2	1	1	0	1	5
Virginia School of Pet Grooming	2	1	0	0	0	1	4
Virginia State University	0	4	0	2	0	1	7
Virginia Polytechnical Institute	1	2	0	2	0	1	6
Virginia Union University	1	1	0	0	0	0	2
Virginia University of Integrative Medicine (Formally: Virginia University of Oriental Medicine)	0	0	0	1	0	0	1

School	Academic	Administrative	Ethical	Financial	Financial Aid	Other	Total
Virginia University of Lynchburg	1	1	0	1	0	1	4
Virginia Wesleyan College	0	0	0	3	0	0	3
Wards Corner Beauty Academy	0	1	0	2	0	0	3
Washington University of Virginia	1	3	0	0	0	0	4