

# Enhancing Support for Distance Education Students: Collaboration in Complaint Management

**Sara Appel | Midwestern Higher Education Compact**

**Rachel Christeson | National Council for State Authorization Reciprocity Agreements**

**Heather DeLange | Colorado Department of Higher Education**

**Ross Miller | Indiana Commission for Higher Education/Indiana Board for Propriety Education**



**2025 NASASPS Annual Conference**

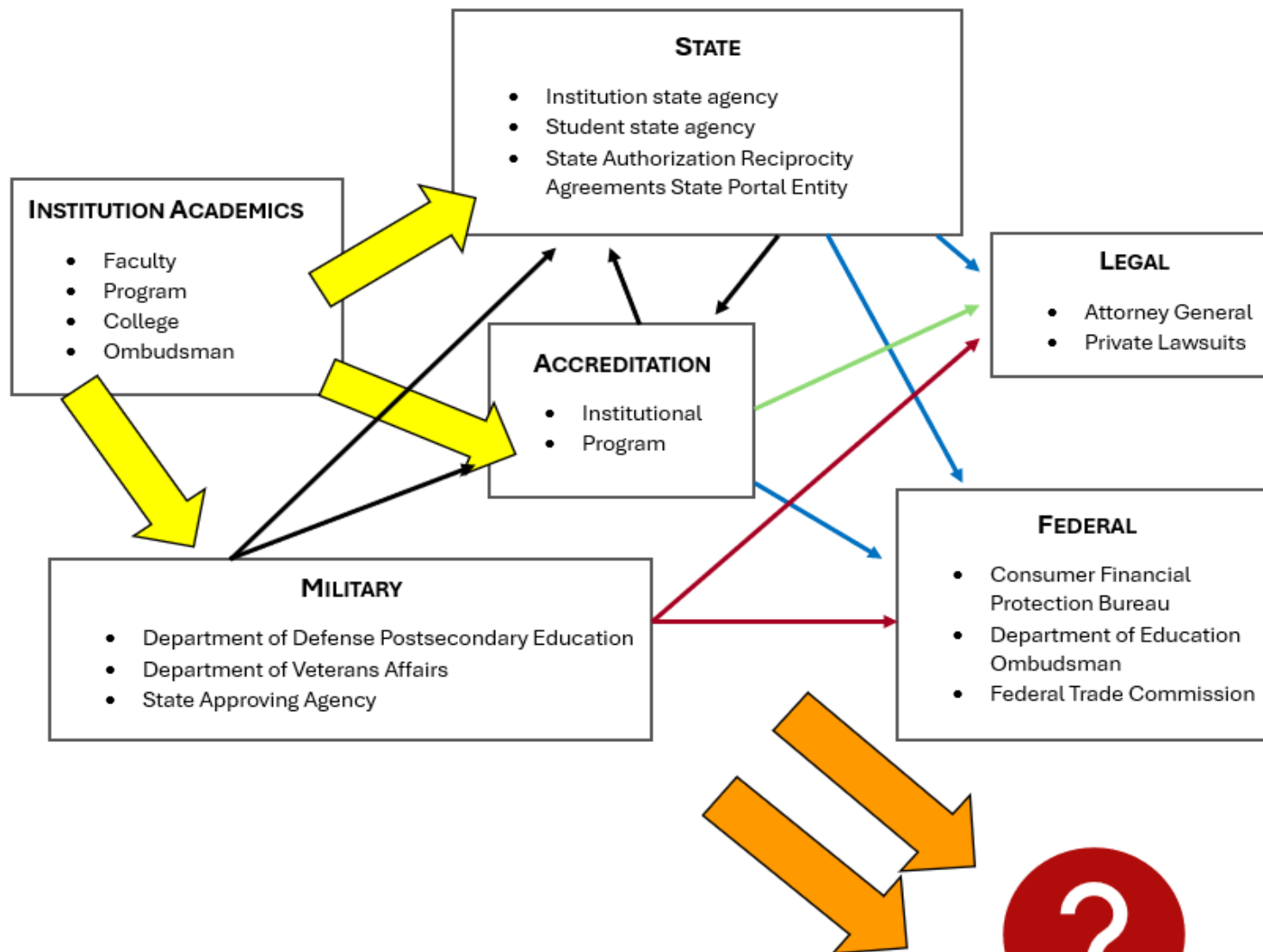
**NATIONAL ASSOCIATION OF STATE ADMINISTRATORS  
AND SUPERVISORS OF PRIVATE SCHOOLS**

**April 27-30 | St. Louis, MO**

# Learning Outcomes

1. Understand the Range of Complaint Avenues for Distance Education Students
2. Recognize the Impact of “Complaint Crossover” on Student Experience
3. Assess the Importance of Data Sharing and Communication Across Agencies
4. Identify Strategies for Enhancing Inter-Agency Communication

**S  
T  
A  
R  
T**  
*Here*



**Complaint  
Options Are  
Confusing  
to Students**

*Diagram courtesy of Cheryl Dowd, SAN*

**?**  
**RESULTS**

# Impacts of “Complaint Crossover”

1. Administrative Burden and Resource Drain
2. Risk of Conflicting Outcomes/Student Experience
3. Institutional Reputation and Accreditation Risks
4. Legal and Financial Liabilities
5. Policy and Process Revisions

# Importance of Data Sharing

1. Ensuring Consistency and Compliance
2. Improving Efficiency and Oversight
3. Strengthening Student Protections
4. Identifying Policy Gaps and Systemic Issues
5. Supporting Legislative and Policy Reforms



Changes to NC-SARA  
Complaint Data  
Coming Soon!

# Strategies for Enhancing Inter-Agency Communication

What are your suggested  
communication strategies?





# Questions?



**2025 NASASPS Annual Conference**

**NATIONAL ASSOCIATION OF STATE ADMINISTRATORS  
AND SUPERVISORS OF PRIVATE SCHOOLS**

**April 27-30 | St. Louis, MO**



# Thank you!

Sara Appel | [saraa@mhec.org](mailto:saraa@mhec.org)

Rachel Christeson | [rchristeson@nc-sara.org](mailto:rchristeson@nc-sara.org)

Heather DeLange | [heather.delange@dhe.state.co.us](mailto:heather.delange@dhe.state.co.us)

Ross Miller | [rmiller@che.in.gov](mailto:rmiller@che.in.gov)

