

Distance Learning Complaint Process for Out of State Students

Mayville State University is committed to resolving student grievances, complaints and concerns in an expeditious and fair manner. Students residing outside North Dakota while attending Mayville State University who want to resolve a grievance should follow the student complaint processes explained below. However, if an issue cannot be resolved internally, you may file a complaint with your State by referring to the list of state agencies below.

Student Concerns: Student concerns about specific issues should generally be addressed to the respective office or university employee for resolution. Following are specific processes that students should follow for prompt resolution of concerns:

A. Students who have concerns about classroom related matters (including matters related to the instructor, teaching materials, methodology, classroom environment, physical facilities, or other matters resulting from normal classroom activities) should follow the following procedure:

1. Discuss the situation with the instructor to see if resolution can be reached.
2. If the problem is still not resolved, contact the instructor's Division Chair for assistance.
3. Situations still not resolved should be brought to the attention of the Vice President for Academic Affairs.

If the situation has not been resolved through this procedure, students may contact the President of the University for final resolution. Grade appeal processes are handled differently and are outlined in the [Student Handbook](#).

B. Students who have concerns about billings, business operations, institutional charges, etc. should contact Ashley Mooney or Laura Nelson in the Business Office in Main 108. Financial billing issues related to policy or university procedures should be directed to Steve Bensen, Vice President for Administrative Affairs.

C. Students who have concerns about financial aid awards, scholarships, or the processing of financial aid should contact Shirley Hanson, Director of Financial Aid in Main 107. Issues related to financial aid policies or procedures should be directed to Ray Gerszewski, Vice President for Student Affairs and Institutional Research.

D. Students who have concerns about their official admissions status or their academic standing should contact Pam Braaten, Director of Academic Records in Main 114. Issues related to admissions and academic standing policies should be directed to Keith Stenejem, Vice President for Academic Affairs and issues related to admissions procedures should be directed to Ray Gerszewski, Vice President for Student Affairs and Institutional Research.

E. Students who have concerns about specific student services; i.e. housing, food services, academic support, career development, student health services, counseling, student programming, or special services should first contact the director or professional in

charge of that program. Concerns may also be addressed by Ray Gerszewski, Vice President for Student Affairs and Institutional Research.

F. Student athletes who have questions or concerns about eligibility or athletic awards should contact the respective coach. Issues related to institutional or NAIA policies or institutional procedures should be directed to Mike Moore, Athletic Director.

G. Students who have concerns about technology related issues; i.e. laptop, access to computing resources, etc. should contact the Help Desk in Main 105. Concerns about institutional policies and procedures related to the use of technology should be directed to Keith Stenejem, Vice President for Academic Affairs.

I. Students, parents or alumni who have questions or concerns about alumni status, alumni information or contributions to the university should contact the MSU Foundation Office.

J. Students who have concerns about the condition of specific facilities or grounds should first contact the manager of that building or grounds area. Issues may also be directed to Dan Lorenz in Main Building (facilities operations) or Bob Kozojed in the Campus Center Building (custodial services).

In the event that a situation cannot be resolved through ordinary and normal procedures with the respective staff person or Vice President, students may contact the university president for final resolution.

Mayville State University is accredited by the Higher Learning Commission of the [North Central Association of Colleges and Schools](#).

Alabama	Alabama Commission on Higher Education P. O. Box 302000 Montgomery, AL 36130-2000 Phone: (334) 242-1998 Fax: (334) 242-0268 http://www.ache.alabama.gov/Content/Departments/NRI/NRI.aspx Alabama Department of Postsecondary Education P. O. Box 302130 Montgomery, AL 36130-2130 Phone: (855) 428-8313 Fax: (334) 293-4504 https://secure.ethicspoint.com/domain/media/en/gui/33877/index.html
Alaska	Alaska Commission on Postsecondary Education Keirke Kussart, Program Coordinator for Institutional Authorization P.O. Box 110505 Juneau, AK 99811-0505 Phone: (907) 465-6741 Fax: (907) 465-5316 Email: EED.ACPE-IA@alaska.gov http://acpe.alaska.gov/EDUCATOR-SCHOOL/Postsecondary Institutions/Consumer Protection
Arizona	Arizona State Board for Private Postsecondary Education Keith Blanchard, Deputy Director/Investigator 1400 W. Washington Street Room 260 Phoenix, AZ 85007 Phone: (602) 542-5769 Fax: (602) 542-1253 Email: keith.blanchard@azppse.gov https://ppse.az.gov/complaint
Arkansas	Arkansas Higher Education Coordinating Board Arkansas Department of Higher Education 114 East Capitol Ave Little Rock, AR 72201 Phone: (501) 371-2000 Email: ADHE_Info@adhe.edu http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/ICAC%20Rules%20and%20Regulations/APPENDIXI.pdf Arkansas State Board of Private Career Education 501 Woodlane, Suite 312S Little Rock, AR 72201 Phone: (501) 683-8000 Email: sbpce@arkansas.gov http://sbpce.arkansas.gov/students/Pages/complaintProcess.aspx

California	Bureau for Private Postsecondary Education 2535 Capitol Oaks Drive, Suite 400 Sacramento, CA 95833 Phone: (916) 431-6905 Fax: (916) 263-1897 Email: joanne.wenzel@dca.ca.gov http://www.bppe.ca.gov/forms_pubs/complaint.pdf
Colorado	Colorado Department of Higher Education Heather DeLange, Academic Policy Officer 1560 Broadway, Suite 1600 Denver, Colorado 80202 Phone: (303) 866-2723 Fax: (303) 866-4209 Email: heather.delange@dhe.state.co.us http://highered.colorado.gov/Academics/Complaints/default.html Division of Private Occupational Schools Georgia Robert, Deputy Director 1560 Broadway, Suite 1600 Denver, Colorado 80202 Phone: (303) 866-2723 Email: Georgia.roberts@dhe.state.co.us http://highered.colorado.gov/Academics/Complaints/FileComplaint.asp
Connecticut	Connecticut Department of Higher Education The Office of Financial and Academic Affairs for Higher Education 61 Woodland Street Hartford, CT 06105-2326 Phone: (800) 842-0229 Email: edinfo@ctohe.org http://www.ctdhe.org/POSA/pdf/CP2ComplaintForm.pdf
Delaware	Delaware Higher Education Office The Townsend Building 401 Federal St., Ste. 2 Dover, DE 19901 Phone: (302) 735-4120 Fax: (302) 739-5894 Email: dheo@doe.k12.de.us http://www.doe.k12.de.us/
District Of Columbia	District of Columbia Office of the State Superintendent of Education Education Licensure Commission 810 First Street, NE – 2nd Floor Washington, DC 20002 Phone: (202) 727-6436 Fax: (202) 478-2956 Email: osse@dc.gov http://osse.dc.gov/publication/due-process-complaint-form

Florida	Florida Commission on Independent Education 325 W. Gaines Street, Suite 1414 Tallahassee, FL 32399-0400 Phone: (850) 245-3200 Fax: (850) 245-3238 Email: amy.lefstead@fldoe.org http://www.fldoe.org/cie/complaint.asp
Georgia	Georgia Nonpublic Postsecondary Education Commission 2082 E Exchange Place, Suite 220 Tucker, GA 30084-5305 Phone: (770) 414-3300 Fax: (770) 414-3309 Email: ccam@npec.state.ga.us http://rules.sos.state.ga.us/docs/392/5/06.pdf
Hawaii	Hawaii Postsecondary Education Authorization Program Bobbi Lum-Mew, HPEAP Administrator P.O. Box 541 Honolulu, Hawaii 96809 Phone: (808) 586-7327 Fax: (808) 933-8845 Email: hpeap@dcca.hawaii.gov http://cca.hawaii.gov/hpeap/files/2013/08/Student-Complaint-Form.pdf
Idaho	Idaho State Board of Education Attn: State Coordinator for Private Colleges and Proprietary Schools 650 West State Street, P.O. Box 83720 Boise, ID 83720-0037 Phone: (208) 334-1587 Fax: (208) 334-2632 Email: valerie.fenske@osbe.idaho.gov http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp
Illinois	Illinois Board of Higher Education Richard Tapia, Assistant Director for Diversity & Outreach 431 East Adams, 2nd Floor Springfield, Illinois 62701-1404 Phone: (217) 557-7359 Fax: (217) 782-8548 Email: tapia@ibhe.org Illinois State Board of Education 100 N. 1st Street Springfield, Illinois 62777 Phone: (217) 782-4321 http://webprod1.isbe.net/contactisbe/

Indiana	Indiana Commission for Higher Education Sara Appel, Academic Programs Manager 101 West Ohio Street, Suite 550 Indianapolis, IN 46204-1984 Phone: (317) 464-4400 Fax: (317) 464-4410 Email: sappel@che.in.gov http://www.in.gov/cpe/2329.htm http://www.in.gov/cpe/files/sf39280-complaint.pdf Indiana Department of Workforce Development Dinell Edge, Accreditation Specialist Phone: (317) 234-8338 Email: dedge1@dwd.in.gov
Iowa	Iowa College Student Aid Commission Carolyn Small, Postsecondary Registration Coordinator 603 E. 12th Street, 5th Floor Des Moines, IA 50319 Phone: (515) 725-3413 or (877) 272-4456 Fax: (515) 725-3401 Email: carolyn.small@iowa.gov http://www.iowacollegeaid.gov/forms
Kansas	Kansas Board of Regents Jacqueline G. Johnson, Director Private/Out-Of-State Postsecondary Education 1000 SW Jackson Street, Suite 520 Topeka, KS 66612-1368 Phone: (785) 296-4917 Fax: (785) 296-7052 Email: jjohnson@ksbor.org http://www.kansasregents.org/private_postsecondary_complaint_process
Kentucky	Kentucky Commission on Proprietary Education Steve Wilborn, Interim Executive Director Phone: (502) 564-4185 Email: kcpe@ky.gov Kentucky Council on Postsecondary Education Director of Postsecondary Licensing Attn: Council on Postsecondary Education 1024 Capital Center Dr #320 Frankfort, KY 40601-7512 Phone: (502) 573-1555 Fax: (502) 573-1535 Email: speconsumercomplaint@ky.gov http://cpe.ky.gov/policies/academicpolicies/licensure.htm

Louisiana	Louisiana Board of Regents - Direct complaints to: Louisiana Attorney General's Office of Consumer Protection P.O. Box 94005 Baton Rouge, LA 70804-9005 Phone: (225) 326-6079 Fax: (225) 326-6499 http://regents.la.gov/wp-content/uploads/2013/03/StudentComplaintProcedure.pdf http://www.ag.state.la.us/Article.aspx?articleID=36&catID=0
Maine	Maine Department of Education Harry W. Osgood, Higher Education Specialist 23 State House Station Augusta, ME 04333 Phone: (207) 624-6846 Fax: (207) 624-6700 Email: harry.osgood@maine.gov http://www.maine.gov/education/rulechanges/chapter33/handouts/091611reporting.html
Maryland	Maryland Higher Education Commission Attn: Academic Affairs – Student Complaints 6 N. Liberty St, 10 th Floor Baltimore, MD 21207 Phone: (410) 260-4500 Fax: (410) 332-0270 Email: acadprop@mhec.state.md.us http://www.mhec.state.md.us/career/pcs/gripe.aspx
Massachusetts	Massachusetts Department of Higher Education Angela Williams, Senior Administrative Assistant/Paralegal One Ashburton Place, Room 1401 Boston, MA 02108 Phone: (617) 994-6963 Fax: (617) 727-0955 Email: awilliams@bhe.mass.edu http://www.mass.edu/forstudents/complaints/complaintprocess.asp
Michigan	Michigan Department of Licensing and Regulatory Affairs CSCL/Enforcement Division P.O. Box 30018 Lansing, MI 48909 Phone: (517) 241-9202 http://www.michigan.gov/lara/0,4601,7-154-35299_61343_35395_35396---,00.html
Minnesota	Minnesota Office of Higher Education George R. Roedler, Jr., JD., Manager Institutional Registration & Licensing 1450 Energy Park Drive, Suite 350 St. Paul, MN 55108-5227 Phone: (651) 259-03975 Fax: (651) 642-0675 Email: George.roedler@state.mn.us http://www.ohe.state.mn.us/mPg.cfm?pageID=1078

Mississippi	Mississippi Commission on College Accreditation Menia Dykes, Director of Accreditation 3825 Ridgewood Road Jackson, MS 39211-6453 Phone: (601) 432-6372 Fax: (601) 432-6225 Email: mdykes@mississippi.edu http://www.mississippi.edu/mcca/downloads/studentcomplaintform.pdf Mississippi Commission on Proprietary School Registration Kim Verneuille, Director 3825 Ridgewood Road Jackson, MS 39211 Phone: (601) 432-6185 Fax: (601) 432-6363 Email: kverneuille@mccb.edu http://www.mccb.edu/pdfs/pg/PSComplaintForm.pdf
Missouri	Missouri Department of Higher Education Rusty Monhollon, Assistant Commissioner for Academic Affairs 205 Jefferson Street P.O. Box 1469 Jefferson City, MO 65102-1469 Phone: (573) 751-5221 Fax: (573) 751-6635 Email: rusty.monhollon@dhe.mo.gov http://www.dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf
Montana	Montana University System Office of Commissioner of Higher Education Montana University System 2500 Broadway Street PO Box 203201 Helena, MT 59620-3201 Phone: (406) 444-6570 Email: stateauthorization@montana.edu http://mus.edu/che/arsa/StateAuthorization/default.asp
Nebraska	Nebraska Coordinating Commission for Postsecondary Education Kathleen Fimple, Academic Programs Officer P.O. Box 95005 Lincoln, NE 68509-5005 Phone: (402) 471-0030 Fax: (402) 471-2886 Email: kathleen.fimple@nebraska.gov http://nebraskalegislature.gov/laws/statutes.php?statute=85-2418

Nebraska (Cont.)	Nebraska Department of Education Jeff Schneider, Investigations Officer 301 Centennial Mall South P.O. Box 98987 Lincoln, NE 68509-4987 Phone: (402) 471-0731 Email: jeff.schneider@nebraska.gov http://www.education.ne.gov/PPCS/PDF%20Folders/PDF%20Documents/PPCS%20Forms/Complaint-form.pdf http://www.education.ne.gov/PPCS/
Nevada	Nevada Commission on Postsecondary Education 8778 South Maryland Parkway, Suite 115 Las Vegas, Nevada 89120 Phone: (702) 486-7330 Fax: (702) 486-7340 http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm
New Hampshire	New Hampshire Department of Education - HEC Attn: Edward R. MacKay, Director Div. of Higher Ed 101 Pleasant Street Concord, NH 03301 Phone: (603) 271-0256 Email: Edward.mackay@doe.nh.gov http://www.education.nh.gov/highered/colleges/index.htm
New Jersey	New Jersey Secretary of Higher Education Rochelle Hendricks, Secretary of Higher Education PO Box 542 Trenton, NJ 08625-0542 Phone: (609) 292-4310 Email: Executive Assistant, carol.johnson@NJHE.state.nj.us New Jersey Center for Occupational Employment Information Office of the Secretary of Higher Education Robert Grimmie, Director 20 West State Street 4th floor P.O. Box 542 Trenton, NJ 08625-0542 Email: robert.grimmie@dol.state.nj.us General Email: schoolapprovalunit@dol.state.nj.us http://www.nj.gov/highereducation/index.shtml
New Mexico	New Mexico Higher Education Department Diane Vigil-Hayes, Private & Proprietary Schools Admin. & Compliance Officer 2048 Galisteo Street Santa Fe, NM 87505 Phone: (505) 476-8418 Email: diane.vigil@state.nm.us http://www.hed.state.nm.us/

New York	New York Office of College and University Evaluation Ellen Zunon – NY State Department of Education 89 Washington Avenue Room 969 EBA Albany, NY 12234 Phone: (518) 474-2593 Fax: (518) 486-2779 Email: ezunon@mail.nysed.gov http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html New York Bureau of Proprietary School Supervision Edward Kramer, Supervising Investigator Email: ekramer@mail.nysed.gov http://www.acces.nysed.gov/bpss/students/documents/ComplaintForm.pdf
North Carolina	North Carolina Community College System Office of Proprietary School Services Diannette Jackson, Education Consultant/Program Auditor II 200 West Jones St. Raleigh, North Carolina 27603 Phone: (919) 807-7149 Email: jacksond@nccommunitycolleges.edu http://www.nccommunitycolleges.edu/complaint-procedures-and-forms Post-Secondary Education Complaints c/o Assistant Director of Licensure and Workforce Studies University of North Carolina General Administration 910 Raleigh Road Chapel Hill, NC 27514 Phone: (919) 962-4558 Email: studentcomplaint@northcarolina.edu
North Dakota	North Dakota Depart. Of Career & Technical Education Office of Attorney General Consumer Protection & Antitrust Division Parrell D. Grossman, Director Gateway Professional Center 1050 Est Interstate Avenue, Ste. 200 Bismarck, ND 58503 Phone: (701) 328-5570 Email: pgrossman@nd.gov http://www.nd.gov/cte/ North Dakota University System Tanya Spilovoy, D. Ed., Director of Distance Education & State Authorization 1815 Schafer St., Ste. 202 Bismarck, ND 58501-1217 Email: tanya.spilovoy@ndus.edu

Ohio	Ohio Board of Regents Shane DeGarmo, Associate Vice Chancellor, Program Development & Approval 25 S. Front Street Columbus, OH 43215 Phone: (614)387-1215 Email: sdegarmo@regents.state.oh.us Ohio State Board of Career Colleges and Schools Kimberly Stein, Investigator SBCCS 35 East Gay, Suite 403 Columbus, OH 43215 Phone: (614) 466-2752 Email: kimberly.stein@scr.state.oh.us http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx
Oklahoma	Oklahoma Board of Career and Technology Education Paula Bowles, Chief Communications and Marketing Officer 1500 W. 7th Street Stillwater, OK 74074 Phone: (405) 743-5108 Email: paula.bowles@okcareertech.org http://www.okcareertech.org/about/state-agency/policies/policies-and-disclaimers/comments-or-complaints-policy Oklahoma Board of Private Schools Nora Ann House, Director 3700 N. Classen Blvd., Ste. 250 Oklahoma City, OK 73118 Phone: (405) 528-3370 Fax: (405) 528-3366 Email: nhouse@obpvs.ok.gov Oklahoma State Regents for Higher Education Mr. Jose Dela Cruz, Coordinator of Academic Affairs Projects 655 Research Parkway Suite 200 Oklahoma City, OK 73104 Phone: (405) 225-9141 Email: communicationsdepartment@osrhe.edu http://www.okhighered.org/current-college-students/complaints.shtml
Oregon	Oregon DOE Private and Career Schools Office Juan Baez-Arevalo, Director of Private Postsecondary Education Oregon Higher Education Coordinating Commission 775 Court St. NE, Salem, OR 97301 Phone: (503)947-5977 Email: jaun.baez-arevalo@state.or.us http://www.ode.state.or.us/search/results/?id=83

Oregon (Cont.)	Oregon Office of Degree Authorization Juan Baez-Arevalo, Director of Private Postsecondary Education Oregon Higher Education Coordinating Commission 775 Court St. NE, Salem, OR 97301 Phone: (503)947-5977 Email: jaun.baez-arevalo@state.or.us http://www.ode.state.or.us/search/results/?id=83
Pennsylvania	Pennsylvania Department of Education Patricia Landis, Division Chief, Higher and Career Education 333 Market Street Harrisburg, PA 17126-0333 Phone: (717) 783-8228 Fax: (717) 722-3622 Email: RA-COLLUNIVSEMINFO@state.pa.us http://www.education.state.pa.us/portal/server.pt/community/higher_education/8711/complaint_procedure/1004474
Puerto Rico	Puerto Rico Council on Education Mrs. Carmen L. Berrios Rivera, Executive Director PO Box 1900 San Juan, PR 00910-1900 Phone: (787) 641-7100 Fax: (787) 641-2573 Email: cberrios@ce.pr.gov http://www.ce.pr.gov/
Rhode Island	Rhode Island Board of Governors for Higher Education Deanna Velletri, RI Office of Higher Education, Academic and Student Affairs 80 Washington Street Providence, RI 02903 Phone: (401) 456-6010 Fax: (401) 456-6028 Email: dvellettri@ribghe.org http://www.ribghe.org/8a1031912.pdf
South Carolina	South Carolina Commission on Higher Education Renea Eshleman, Program Manager, Non-Public Postsecondary Institution Licensing 1122 Lady Street, Suite 300 Columbia, SC 29201 Phone: (803) 737-2281 Fax: (803) 737-2297 Email: reshleman@che.sc.gov http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf

South Dakota	South Dakota Secretary of State's Office South Dakota Attorney General 1302 E. Highway 14, Suite 1 Pierre, SD 57501-8501 Phone: (605) 773-3215 Email: sos.edu@state.sd.us http://www.sdbor.edu/policy/3-student_affairs/documents/3-4.pdf
Tennessee	Tennessee Higher Education Commission Lynda Lu Perrin, Investigations Officer, TN Higher Education Commission 404 James Robertson Parkway, Suite 1900 Nashville, TN 37243 Phone: (615) 741-0662 Email: lynda-lu.perrin@tn.gov http://tn.gov/thec/Divisions/LRA/PostsecondaryAuth/ComplaintForm.pdf
Texas	Texas Higher Education Coordinating Board William Franz, General Counsel P.O. Box 12788 Austin, Texas 78711-2788 Email: william.franz@theqb.state.tx.us http://www.theqb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9D Texas Workforce Commission Career Schools and Colleges 101 East 15th Street, Room 226T Austin, Texas 78778-0001 Phone: (512)936-3100 Fax: (512)936-3111 Email: career.schools@twc.state.tx.us http://www.twc.state.tx.us/svcs/propschools/ps401a.pdf
Utah	Utah Division of Consumer Protection Attn: Complaint Processor 160 East 300 South Salt Lake City, Utah 84111-6704 Phone: (801) 530-6601 Fax: (801) 530-6001 Email: consumerprotection@utah.gov http://consumerprotection.utah.gov/complaints/index.html
Vermont	State Board of Education Cathy Hilgendorf, Postsecondary Approval Coordinator Vermont Agency of Education 120 State Street Montpelier, VT 06620-2501 Phone: (802) 828-5402 Email: cathy.hilgendorf@state.vt.us http://education.vermont.gov/documents/EDU-Complaint_Resolution_Statement_for_Postsecondary_Education_Matters.pdf

Virginia	Virginia State Council of Higher Education Sylvia Rosa-Casanova, Director, Private & Out-of-State Postsecondary Education 101 N. 14th St. Richmond, VA 23219 Phone: (804)225-3399 Email: SylviaRosaCasanova@schev.edu http://www.schev.edu/students/studentcomplaint.asp
Washington	Washington Training and Education Coordinating Board Patricia Spencer, Program Manager Phone: (360) 709-4641 Email: pspencer@wtb.wa.gov http://www.wtb.wa.gov/PCS_Complaints.asp Washington Student Achievement Council Karen Oelschlager, Program Administrator P.O. Box 43430 Olympia, WA 98504-3430 Phone: (360)753-7869 Email: kareno@wsac.wa.gov
West Virginia	West Virginia Council for Community and Technical College Ed Jim Skidmore 1018 Kanawha Blvd., E. Suite 700 Charleston, WV 25301 Phone: (304)558-0265 Email: skidmore@wvctcs.org http://www.wvctcs.org/index.php/2013-06-28-14-21-50/student-complaint-process West Virginia Higher Education Policy Commission Dr. Kathy Butler, Senior Director of Academic Affairs 1018 Kanawha Blvd., E. Suite 700 Charleston, WV 25301 Phone: (304)558-0261 Email: kbutler@hepc.wvnet.edu https://www.wvhepc.org/resources/133-20.pdf
Wisconsin	Wisconsin Educational Approval Board Blanca James, Office Operations Associate P.O. Box 8696 Madison, WI 53708-8696 Phone: (608) 266-1996 Email: blanca.james@eab.wisconsin.gov http://eab.state.wi.us/resources/complaint.asp
Wyoming	Wyoming Department of Education Elaine Marces, Private School Program Manager Phone: (307) 777-6210 Email: Elaine.marces@wyo.gov http://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/