



Student Complaints

Private Career Schools Overview

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Overview

- Complaint Overview
- The Numbers / Summary
- Jurisdiction (HECC Authority)
- Process
- Summary
- Questions

Complaint Overview

- One of the few ways HECC gets direct student feedback.
- As of Jan 2022, all student complaints are now consolidated instead of being handled by separate offices or divisions within HECC:
 - Community Colleges, Private Career Schools,
 - Public Universities, Private Colleges or Universities, Online Degree Programs



The Numbers / Summary View

- Roughly 3 months, starting mid-Dec 2021
- 46 contacts total, 33 open, 13 resolved
- 17 contacts (12 open) involve Private Career Schools
- Of those 12, 5 involve formal or likely-to-become formal complaints.



The Numbers / Summary View



- Notable Types of PCS concerns raised:
 - Issues around students who leave school involuntarily (communication, conduct, etc.)
 - Issues connected to communication of requirements and expectations of students
 - Issues connected to COVID (closures, delay in programs or extension of programs)
 - Issues connected to school closure or temporary business challenges.
 - Teaching or program quality/concerns

Jurisdiction (HECC Authority)

- See the HECC's Student Complaint Page:

<https://www.oregon.gov/highered/about/Pages/complaints.aspx>

- For Private Career Schools: (licensed by HECC): ORS 345.120 and ORS 345.240 OAR 715-045-xxxx
- Complaints can involve Discrimination, Retaliation, or any of the PCS regulations that schools are expected to follow.
- For Private Career Schools, complaints can come from students or others, or the HECC can also investigate on its own. ORS 345.120 (1)

Process

- Process is detailed in OAR 715-011-0070.
 1. Screening conversation, redirect to school's own processes.
 2. Notify School
 3. Work with school and student both to investigate.
 4. Informal resolution is sometimes possible during this time period.
 5. HECC can resolve, dismissing, or can specify corrective action, penalties, and require deficiencies to be addressed in a specific timeframe.
 6. School can request a hearing if desired once results are released.

Questions/Comments

- Questions?
- Comments?



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- <https://www.oregon.gov/highered/about/Pages/complaints.aspx>