



# SHEEO

STATE HIGHER EDUCATION EXECUTIVE OFFICERS ASSOCIATION

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## Kentucky Council on Postsecondary Education

### Vertical Tabs

1. Agency and Contact Information

**1A1. Agency Name:**

Kentucky Council on Postsecondary Education

**1A2. Agency Description - Please review the description below and revise as appropriate (e.g., state executive agency, agency with appointed board, department or division within agency, etc.):**

The Council on Postsecondary Education has the statutory authority to license all nonprofit colleges and universities, including private degree-granting institutions, which operate in Kentucky, as well as proprietary, baccalaureate degree-granting institutions.

**1A3. Agency Contact - Please review and correct as necessary the contact information below:**

Sarah Levy, J.D.  
Director of Postsecondary Licensing  
Council on Postsecondary Education  
1024 Capital Center Drive, Suite 320  
Frankfort, Kentucky 40601  
Tel: 502.573.1555 Fax: 502.573.1535  
[sarah.levy@ky.gov](mailto:sarah.levy@ky.gov) [1]

**1A4. Who should institutions contact if they have questions about your agency's authority, policies, or application process:**

Please submit questions to:  
<https://cpe.custhelp.com/app/ask> [2]

Sarah Levy, J.D.  
Director of Postsecondary Licensing  
Council on Postsecondary Education  
1024 Capital Center Drive, Suite 320  
Frankfort, Kentucky 40601

Tel: 502.573.1555 Fax: 502.573.1535

[sarah.levy@ky.gov](mailto:sarah.levy@ky.gov) [1]

**1B. Links - Please provide web links to your agency home page, the regulations pertaining to authorization, and any other links important for understanding your agency's responsibility for authorization:**

[Link to agency](#) [3]

[Link to regulations](#) [4]

**1C1. Other Agencies - According to our records, the following agencies also have responsibility for authorization in the state. Please correct, add to, or clarify this list of authorizing authorities as necessary. These agencies will also be requested to complete this survey:**

Commission on Proprietary Education

**1C2. If the division of responsibility among these agencies is not clear, please explain:**

The Commission on Proprietary Education licenses for-profit institutions only offering below the bachelor's degree level.

## 2. Types of Educational Providers Authorized

**2A1. Institution Types Authorized - Indicate the types of institutions that your agency authorizes. Feel free to provide a short explanation of any ambiguity:**

Public, in-state degree granting institutions

Public, out-of-state degree granting institutions

Private, in-state, not-for-profit degree granting institutions

Private, out-of-state, not-for-profit degree granting institutions

Private, in-state, for-profit degree granting institutions

Private, out-of-state, for-profit degree granting institutions

Public, in-state, non-degree granting institutions

Public, out-of-state, non-degree granting institutions

Non-degree, not-for-profit institutions

Religious Institutions

**2A2. Clarifying comments:**

Public in-state institutions are authorized per different statutes than the postsecondary licensing statutes KRS 164.945-.947.

Private, in-state, for-profit degree granting institutions - Except that if for-profit institution is only offering below bachelor's degree level, then institution is under jurisdiction of the Commission on Proprietary Education instead.

Private, out-of-state, for-profit degree granting institutions Except that if for-profit institution is only offering below bachelor's degree level, then institution is under jurisdiction of the Commission on Proprietary Education instead.

Public in-state institutions are authorized per different statutes than the postsecondary licensing statutes KRS 164.945-.947.

Non degree, not-for profit institutions For example, certificate and diploma programs.

**2D1. Does your agency authorize specific academic programs offered by institutions, only institutions themselves, or both:**

Both Institutions and Programs

**2E1a. Education:**

Yes

**2E1b. Name and Contact information, Education:**

Bennett G. Boggs, Ph.D.

Director, Division of Educator Preparation

Kentucky Education Professional Standards Board

100 Airport Road, 3rd Floor

Frankfort, KY 40601

[Ben.Boggs@ky.gov](mailto:Ben.Boggs@ky.gov) [5]

(502) 564-4606 Phone

(502) 564-7080 Fax

[www.epsb.ky.gov](http://www.epsb.ky.gov) [6]

**2E2a. Nursing:**

Yes

**2E2b. Name and Contact Information:**

Nathan Goldman, General Counsel

Kentucky Board of Nursing

312 Whittington Parkway

Louisville, KY 40222

[nathan.goldman@ky.gov](mailto:nathan.goldman@ky.gov) [7]

502-429-3333

### 3. Exemptions

#### **3A1. General Exemptions - Are certain institutions or programs exempt by law or policy from your state authorization requirements:**

No

#### **3C1. Religious Institutions - Does your state constitution or do your state laws provide any exemptions for religious institutions:**

Yes

#### **3C2. If yes, are all religious institutions exempt (please describe):**

We have only have one very limited exemption for in-state religious institutions that meet 13 KAR 1:020 Section 2(7) below. There is no exemption for an out-of-state college.

(7) A religious in-state college may operate or solicit in Kentucky if the college submits to the council an Application for Religious In-State College Letter of Exemption per KRS 164.947(2). The institution shall submit an application each year by the anniversary of its initial submission date. As part of the application, the institution shall verify compliance with the requirements established in this subsection.

(a) The institution shall be nonprofit, owned, maintained, and controlled by a church or religious organization which is exempt from property taxation under the laws of Kentucky.

(b) The name of the institution shall include a religious modifier or the name of a religious patriarch, saint, person, or symbol of the church.

(c) The institution shall offer only educational programs that prepare students for religious vocations as ministers or laypersons in the categories of ministry, counseling, theology, religious education, administration, religious music, religious fine arts, media communications, or social work.

(d) The titles of degrees issued by the institution shall be distinguished from secular degree titles by including a religious modifier that:

1. Immediately precedes, or is included within, any degree title, including an Associate of Arts, Associate of Science, Bachelor of Arts, Bachelor of Science, Master of Arts, Master of Science, Advanced Practice Doctorate, Doctor of Philosophy, or Doctor of Education degree; and

2. Is placed on the title line of the degree, on the transcript, and whenever the title of the degree appears in official school documents or publications.

(e) The duration of all degree programs offered by the institution shall be consistent with Section 8(8)(b) of this administrative regulation.

(f) The institution shall comply with the truth in advertising requirements established in Section 8(11) of this administrative regulation.

(g)1. The institution shall disclose to each prospective student:

a. A statement of the purpose of the institution, its educational programs, and curricula;

b. A description of its physical facilities;

c. Its status regarding licensure;

d. Its fee schedule and policies regarding retaining student fees if a student withdraws;

e. Its refund policy on tuition and other instructional charges; and

f. A statement regarding the transferability of credits to and from other institutions.

2. The institution shall make the disclosures required by subparagraph 1. of this paragraph in writing at least one (1) week prior to enrollment or collection of any tuition from the prospective student. The required disclosures may be made in the institution's current catalog.

(h) The institution shall not seek to be eligible for state or federal financial aid.

#### **3C3. If yes, are religious institutions that award only religious degrees or certificates**

**exempt (please describe):**

We have only have one very limited exemption for in-state religious institutions that meet 13 KAR 1:020 Section 2(7) below. There is no exemption for an out-of-state college.

(7) A religious in-state college may operate or solicit in Kentucky if the college submits to the council an Application for Religious In-State College Letter of Exemption per KRS 164.947(2). The institution shall submit an application each year by the anniversary of its initial submission date. As part of the application, the institution shall verify compliance with the requirements established in this subsection.

(a) The institution shall be nonprofit, owned, maintained, and controlled by a church or religious organization which is exempt from property taxation under the laws of Kentucky.

(b) The name of the institution shall include a religious modifier or the name of a religious patriarch, saint, person, or symbol of the church.

(c) The institution shall offer only educational programs that prepare students for religious vocations as ministers or laypersons in the categories of ministry, counseling, theology, religious education, administration, religious music, religious fine arts, media communications, or social work.

(d) The titles of degrees issued by the institution shall be distinguished from secular degree titles by including a religious modifier that:

1. Immediately precedes, or is included within, any degree title, including an Associate of Arts, Associate of Science, Bachelor of Arts, Bachelor of Science, Master of Arts, Master of Science, Advanced Practice Doctorate, Doctor of Philosophy, or Doctor of Education degree; and

2. Is placed on the title line of the degree, on the transcript, and whenever the title of the degree appears in official school documents or publications.

(e) The duration of all degree programs offered by the institution shall be consistent with Section 8(8)(b) of this administrative regulation.

(f) The institution shall comply with the truth in advertising requirements established in Section 8(11) of this administrative regulation.

(g)1. The institution shall disclose to each prospective student:

a. A statement of the purpose of the institution, its educational programs, and curricula;

b. A description of its physical facilities;

c. Its status regarding licensure;

d. Its fee schedule and policies regarding retaining student fees if a student withdraws;

e. Its refund policy on tuition and other instructional charges; and

f. A statement regarding the transferability of credits to and from other institutions.

2. The institution shall make the disclosures required by subparagraph 1. of this paragraph in writing at least one (1) week prior to enrollment or collection of any tuition from the prospective student. The required disclosures may be made in the institution's current catalog.

(h) The institution shall not seek to be eligible for state or federal financial aid.

**3C4. If yes, are certain religious institutions exempt that meet other criteria (please describe):**

We have only have one very limited exemption for in-state religious institutions that meet 13 KAR 1:020 Section 2(7) below. There is no exemption for an out-of-state college.

(7) A religious in-state college may operate or solicit in Kentucky if the college submits to the council an Application for Religious In-State College Letter of Exemption per KRS 164.947(2). The institution shall submit an application each year by the anniversary of its initial

submission date. As part of the application, the institution shall verify compliance with the requirements established in this subsection.

(a) The institution shall be nonprofit, owned, maintained, and controlled by a church or religious organization which is exempt from property taxation under the laws of Kentucky.

(b) The name of the institution shall include a religious modifier or the name of a religious patriarch, saint, person, or symbol of the church.

(c) The institution shall offer only educational programs that prepare students for religious vocations as ministers or laypersons in the categories of ministry, counseling, theology, religious education, administration, religious music, religious fine arts, media communications, or social work.

(d) The titles of degrees issued by the institution shall be distinguished from secular degree titles by including a religious modifier that:

1. Immediately precedes, or is included within, any degree title, including an Associate of Arts, Associate of Science, Bachelor of Arts, Bachelor of Science, Master of Arts, Master of Science, Advanced Practice Doctorate, Doctor of Philosophy, or Doctor of Education degree; and

2. Is placed on the title line of the degree, on the transcript, and whenever the title of the degree appears in official school documents or publications.

(e) The duration of all degree programs offered by the institution shall be consistent with Section 8(8)(b) of this administrative regulation.

(f) The institution shall comply with the truth in advertising requirements established in Section 8(11) of this administrative regulation.

(g)1. The institution shall disclose to each prospective student:

a. A statement of the purpose of the institution, its educational programs, and curricula;

b. A description of its physical facilities;

c. Its status regarding licensure;

d. Its fee schedule and policies regarding retaining student fees if a student withdraws;

e. Its refund policy on tuition and other instructional charges; and

f. A statement regarding the transferability of credits to and from other institutions.

2. The institution shall make the disclosures required by subparagraph 1. of this paragraph in writing at least one (1) week prior to enrollment or collection of any tuition from the prospective student. The required disclosures may be made in the institution's current catalog.

(h) The institution shall not seek to be eligible for state or federal financial aid.

#### 4. Authorization of Distance Education

**4A1. Does your agency require purely (100%) distance education programs, including online or correspondence study programs that enroll residents of your state, to be authorized without regard to physical presence:**

No

**4B1. If not, does your agency determine whether an institution must be authorized based on a physical presence ("operating") standard:**

Yes

#### 5. Physical Presence Policy – Common "Triggers"

**5A. If your agency uses a physical presence standard, how does your agency define physical presence? If available, please provide a link to that policy or a citation to the relevant regulation giving that standard:**

Licensure is required for an out-of-state institution to operate or solicit in KY and offer courses and programs to KY students. "Operating or soliciting" is defined in the licensing regulation 13 KAR 1:020 Section 1 (9) <http://www.lrc.ky.gov/kar/013/001/020.htm> [4] and means having a physical presence within Kentucky and includes:

(a) An instructional or administrative site within Kentucky whether owned, leased, rented, or provided without charge;

(b) Instruction, whether theory or clinical, originating from or delivered within Kentucky utilizing teachers, trainers, counselors, advisors, sponsors, or mentors;

(c) An agent, recruiter, in-state liaison personnel, institution, or business located in Kentucky that advises, promotes, or solicits for enrollment, credit, or award of an educational or occupational credential;

(d) An articulation agreement with a Kentucky licensed college or state-supported institution; or

(e) Advertising, promotional material, or public solicitation in any form that targets Kentucky residents through distribution or advertising in the state.

Please be advised that students completing an internship, practicum, clinical, or field experience in Kentucky for which the institution is awarding college credit is a trigger for licensure per 13 KAR 1:020 Section 1 (9)(b). This is true whether the rest of the program is taught online, or whether the rest of the program is taught face-to-face outside Kentucky.

Please be

advised that faculty residing in Kentucky and teaching in online programs available to Kentucky students would trigger the requirement for licensure with our agency per 13 KAR 1:020 Section 1(9)(b), except that licensure is not required if:

A. Less than 1% of the institution's total faculty resides in KY per 13 KAR 1:020 Section 2(2)(c).

OR

B. The university certifies in writing to us that its faculty members residing in KY do not teach Kentucky students.

In addition, please be advised that P-12 educator preparation programs require the approval of another state agency called the Kentucky Education Professional Standards Board (EPSB), before CPE would license the program. Please contact Dr. Ben Boggs at EPSB at [ben.boggs@ky.gov](mailto:ben.boggs@ky.gov) [8] to request more information about their approval process for the institution.

**WHAT WE NEED FROM THE INSTITUTION:** If the institution will not be engaging in any of the "operating or soliciting" activities above (a-e), then please certify that in a letter to Ms. Sarah Levy's attention for CPE's review to determine if licensure is required or not. Letters may be scanned and submitted electronically. If the institution does seek to operate or solicit in Kentucky and offer its online programs to KY students, then please contact Ms. Levy in order to go over some common questions about the application for licensure, before you submit the application. Ms. Levy's contact information: Sarah Levy, J.D. Director of Postsecondary Licensing Council on Postsecondary Education 1024 Capital Center Drive, Suite 320 Frankfort, KY 40601 Tel: 502.573.1555 Fax: 502.573.1535 [sarah.levy@ky.gov](mailto:sarah.levy@ky.gov) [1] <http://cpe.ky.gov/> [9]



INSTRUCTIONAL ACTIVITIES

**5B1b. Clarifying Comments:**

Please contact CPE to discuss details.

**5B2a. Permitting a student to complete an internship, externship, field experience, or clinical practicum organized by the institution:**

Yes

**5B2b. Clarifying Comments:**

per 13 KAR 1:020 Section 1(9)(b).

**5B2c. Does this apply only to distance education students or more generally:**

More Generally

**5B2d. Clarifying Comments:**

Any internship, externship, field experience, or clinical practicum in Kentucky for which the institution awards college credit triggers the requirement for licensure by CPE per 13 KAR 1:020 Section 1(9)(b). This is true whether the rest of the program is taught online, or whether the rest of the program is taught face-to-face outside Kentucky.

**5B3a. Permitting a student to complete an internship, externship, field experience, or clinical practicum found by the student acting independently:**

Yes

**5B3b. Clarifying Comments:**

Any internship, externship, field experience, or clinical practicum in Kentucky triggers requirement for licensure by CPE per 13 KAR 1:020 Section 1(9)(b). The determining factor is if the university will be awarding college credit for the internship, practicum, or clinical in Kentucky while the student is enrolled as a student of the institution. This is true whether the rest of the program is taught online, or whether the rest of the program is taught face-to-face outside Kentucky.

**5B3d. Clarifying Comments:**

Any internship, externship, field experience, or clinical practicum in Kentucky triggers requirement for licensure by CPE per 13 KAR 1:020 Section 1(9)(b). The determining factor is if the university will be awarding college credit for the internship, practicum, or clinical in Kentucky while the student is enrolled as a student of the institution. This is true whether the rest of the program is taught online, or whether the rest of the program is taught face-to-face outside Kentucky.

**5B3c. Does this apply only to distance education students or more generally:**

More Generally

PROPERTY IN THE STATE

**5B4a. Maintaining a location (physical building) in the state that is used for instructional activity:**

Yes

**5B4b. Clarifying Comments:**

13 KAR 1:020 Section 1(9)(a)

**5B5a. Maintaining a location (physical building) in the state that is used ONLY for non-instructional activity (administration, recruitment, etc.):**

Yes

**5B5b. Clarifying Comments:**

13 KAR 1:020 Section 1(9)(a) includes an administrative site.

**5B6b. Clarifying Comments:**

Please contact CPE to discuss details.

**5B7b. Clarifying Comments:**

Please contact CPE to discuss details.

RECRUITING ACTIVITIES

**5B8a. Organized, consistent, on - the - ground recruiting of students in the state by employees or agents of the institution:**

Yes

**5B8b. Clarifying Comments:**

Yes. The only exception is that per 13 KAR 1:020 Section 2.(1)(b) If a college is operating or soliciting in Kentucky solely for on-ground instruction at a location outside of Kentucky in which students leave Kentucky to attend, then licensure shall not be required.

**5B8c. What if the agent is only recruiting students in the state on an occasional basis (i.e. at job fairs):**

Yes

**5B8d. Clarifying Comments:**

Yes. The only exception is that per 13 KAR 1:020 Section 2.(1)(b) If a college is operating or soliciting in Kentucky solely for on-ground instruction at a location outside of Kentucky in which students leave Kentucky to attend, then licensure shall not be required.

THIRD PARTY AGREEMENTS/CONTRACTS

**5B9a. Having a contract/agreement between the institution and in-state institutions or in-state entities to provide services for students (i.e. library, gym, computer centers, etc.):**

Yes

**5B9b. Clarifying Comments:**

13 KAR 1:020 Section 1(9)(c); 13 KAR 1:020 Section 1(9)(d)

**5B10b. Clarifying Comments:**

Please contact CPE to discuss details.

**5B11b. Clarifying Comments:**

Please contact CPE to discuss details.

ADVERTISING

**5B12a. Advertising in local media sources that are largely viewed by residents of the state :**

Yes

**5B12b. Clarifying Comments:**

13 KAR 1:020 Section 1(9)(e).

**5B13a. Advertising in national media sources that can be accessed by residents of the state:**

No

EMPLOYMENT IN THE STATE

**5B14a. Employing full-time faculty in the state to provide instruction via distance education programs to students in the state:**

Yes

**5B14b. Clarifying Comments:**

Please be advised that faculty residing in Kentucky and teaching in online programs available to Kentucky students would trigger the requirement for licensure with our agency per 13 KAR 1:020 Section 1(9)(b), except that licensure is not required if:

A. Less than 1% of the institution's total faculty resides in KY per 13 KAR 1:020 Section 2(2)(c).

OR

B. The university certifies in writing to us that its faculty members residing in KY do not teach Kentucky students.

**5B14c. What about adjunct faculty:**

Yes

**5B14d. Clarifying Comments:**

Please be advised that faculty residing in Kentucky and teaching in online programs available to Kentucky students would trigger the requirement for licensure with our agency per 13 KAR 1:020 Section 1(9)(b), except that licensure is not required if:

A. Less than 1% of the institution's total faculty resides in KY per 13 KAR 1:020 Section 2(2)(c).

OR

B. The university certifies in writing to us that its faculty members residing in KY do not teach Kentucky students.

**5B15b. Clarifying Comments:**

In general, our consumer protection is for Kentucky students. Please contact Sarah Levy to make sure we understand the details of this scenario.

Please be advised that faculty residing in Kentucky and teaching in online programs available to Kentucky students would trigger the requirement for licensure with our agency per 13 KAR 1:020 Section 1(9)(b), except that licensure is not required if:

A. Less than 1% of the institution's total faculty resides in KY per 13 KAR 1:020 Section 2(2)(c).

OR

B. The university certifies in writing to us that its faculty members residing in KY do not teach Kentucky students.

**5B15d. Clarifying Comments?:**

Please be advised that faculty residing in Kentucky and teaching in online programs available to Kentucky students would trigger the requirement for licensure with our agency per 13 KAR 1:020 Section 1(9)(b), except that licensure is not required if:

A. Less than 1% of the institution's total faculty resides in KY per 13 KAR 1:020 Section 2(2)(c).

OR

B. The university certifies in writing to us that its faculty members residing in KY do not teach Kentucky students.

**5B16a. Employing mentors, tutors, or preceptors in the state to aid students, who are residents of the state, on an individual basis:**

Yes

**5B16b. Clarifying Comments:**

In general yes per 13 KAR 1:020 Section 1(9)(c), but please contact CPE to discuss details.

OTHER

**5C2. Clarifying Comments:**

Please contact CPE to discuss details.

6. Application Process

**6A. Description - Please provide a short description of the application process to obtain state authorization. If available, please provide web links to the specific references to all applicable state laws, regulations, manuals, forms, or other pertinent documents:**

To request an application, or if you have additional questions, please complete Ask a Question form at <https://cpe.custhelp.com/cgi-bin/cpe.cfg/php/enduser/ask.php> [10]

Also, see response to question 5.a. above.

**6B. Processing Time - Generally, how long does it take to approve applications (assuming that the agency has received all required information from the institution)? Please provide a typical range if appropriate:**

Typically at a minimum 60 working days.

**6C. Duration - What is the authorization duration:**

Typically one to two years.

**6D. Maintenance - What does an institution need to do to maintain authorization:**

Stay in compliance with our licensing standards. Complete online annual application for renewal or maintenance of license. Submit enrollment, transfer, and degrees granted data in online summary level data submission system annually.

**6E. Reporting - What kinds of information or data must an institution report to your agency**

**as a condition for continued authorization? How frequently is this reported or updated? Is this information published or shared publicly:**

Complete online annual application for renewal or maintenance of license. Submit enrollment, transfer, and degrees granted data in online summary level data submission system annually.

**6F. Loss of Status - Can an institution lose its authorized status? If so, how?:**

Yes. As example, failure to do items mentioned in d. above.

**6Ga. Multi-Institutional Systems - Can a multi-institutional system or college corporation apply to your agency for authorization on behalf of all of its component institutions? If so, please describe the process:**

No.

**6H. Distinctive Features - What distinctive features in your authorization process would be useful for applicants to know (e.g., certain times during the year that you process applications for authorization, sharing of applications or information about proposed programs with institutions or other stakeholders in your state for comment):**

We create an account for each institution that contacts us, and we track and maintain all correspondence in an electronic system. To begin this process, please contact us by completing the Ask a Question form at <https://cpe.custhelp.com/cgi-bin/cpe.cfg/php/enduser/ask.php> [10]

**6I1. Amendments - Is your agency currently planning to amend its application process by the end of 2013:**

No

7. Fees Associated with Authorization

**7A. Application Fee - Is there an application fee to initiate the authorization process? If so, what is the fee or fee schedule? Please provide a web link if available:**

Yes.

<http://cpe.ky.gov/policies/licensure/feeschedule.pdf> [11]

**7B. Other Costs - Are there any other costs associated with the state authorization process (e.g. site visits, hiring a reviewer, surety bond, tuition recovery fund, agent licensing, etc.):**

Surety bond required for out-of-state institutions per 13 KAR 1:020 Section 8(3). Also, if site visit, then site visit costs per 13 KAR 1:020 Section 4.

**7C. Renewal Costs - What are the costs, if any, to renew authorization:**

See fee schedule, depends upon enrollment. <http://cpe.ky.gov/policies/licensure/feeschedule.pdf> [12]

**7D. Exemption Costs - What costs are associated with receiving a waiver or exemption to authorization:**

N/A.

## 8. Interstate Reciprocity

**8A. Do your state regulations explicitly allow or prohibit interstate reciprocal agreements about authorization? If so, please describe:**

Kentucky is member of State Authorization Reciprocity Agreement (SARA) effective December 1, 2016.

**8B. What is the process, if any, to obtain a reciprocal agreement with your state:**

See a.

**8C. Are there any reciprocal agreements currently in place or under consideration? If so, please list those agreements:**

See a.

**8D. If interstate reciprocal agreements are not addressed in your regulations, would your agency consider establishing such agreements? Please elaborate:**

See a.

## 9. Consumer Protection and Student Complaints

**9A1. Does your agency have a process for handling complaints about postsecondary institutions or programs::**

Yes

**9A2. If yes, please describe the process or provide a web link to the material that describes the complaint process:**

[http://cpe.ky.gov/campuses/consumer\\_complaint.html](http://cpe.ky.gov/campuses/consumer_complaint.html) [13]

13 KAR 1:020 Section 13 sets forth the consumer complaint procedure as follows:

Consumer Complaint Procedure. A person with a complaint or grievance involving misrepresentation against a college licensed under this administrative regulation shall make a reasonable effort to resolve the complaint or grievance directly with the college. If a mutually satisfactory solution cannot be reached, the procedures established in this section shall be followed.

(1) A person shall submit a written complaint to the president which contains evidence relevant to the complaint and documentation that a reasonable effort was made to resolve the complaint directly with the college.

(2) The president shall require an institution to file a written response setting forth facts concerning the consumer complaint, including a statement on the current status of the complaint, and any resolution of the complaint.

(3) The president shall review the facts as presented and may intervene to bring the matter to a satisfactory conclusion through facilitation, but the facilitation shall not include legal action on behalf of any party.

Regarding institutions not authorized by the agency:

13 KAR 1:020 Section 13 applies to a college licensed by CPE. However, please check with Sarah Levy as she may be able to assist or be able to provide additional resource(s).

**9A3b. Clarifying comments:**

Regarding institutions not authorized by the agency: 13 KAR 1:020 Section 13 applies to a college licensed by CPE. However, please check with Sarah Levy at [sarah.levy@ky.gov](mailto:sarah.levy@ky.gov) [1] as she may be able to assist or be able to provide additional resource(s).

**9B. Who is the contact person for receiving complaints? Please include name, title, address, phone, and email if available:**

[http://cpe.ky.gov/campuses/consumer\\_complaint.html](http://cpe.ky.gov/campuses/consumer_complaint.html) [13]

To file a complaint, please write a letter or submit your complaint via [cpeconsumercomplaint@ky.gov](mailto:cpeconsumercomplaint@ky.gov) [14] containing the following information:

Name of Student (or Complainant)

Complainant Address

Email Address

Phone Number

Name of Institution

Location of the Institution (City)

Dates of Attendance

A full description of the problem, any relevant documentation that will support the complaint such as correspondence, and the desired outcome.

Send Letter To:

Director of Postsecondary Licensing

Council on Postsecondary Education

1024 Capital Center Drive, Suite 320

Frankfort, KY 40601

10. Enforcement

**10A. If your agency finds that an institution or program is operating in your state without authorization, what is the resulting warning or enforcement action:**

CPE notifies the institution (i.e., a cease and desist letter). See 13 KAR 1:020 Section 9. Failure to Apply for a License. <http://www.lrc.ky.gov/kar/013/001/020.htm> [15]

**10B. Can an institution or program appeal a warning or enforcement action? If yes, please describe the process or provide web links to the regulations/policies:**

See 13 KAR 1:020 Section 14. Hearings and Appeals. <http://www.lrc.ky.gov/kar/013/001/020.htm> [15]



## 11. Legislative or Regulatory Changes

### **11A1. Amendments - Is your agency or state legislature currently planning to amend its regulations or alter its physical presence policy:**

No

### **11C1. Other Changes - Is your agency or state legislature making any other changes in your state regulations or statutes with regard to state authorization:**

No

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**Source URL:** [http://sheeo.org/sheeo\\_surveys/user/48](http://sheeo.org/sheeo_surveys/user/48)

#### **Links**

- [1] <mailto:sarah.levy@ky.gov>
- [2] <https://cpe.custhelp.com/app/ask>
- [3] <http://cpe.ky.gov>
- [4] <http://www.lrc.ky.gov/kar/013/001/020.htm>
- [5] <mailto:Ben.Boggs@ky.gov>
- [6] <http://www.epsb.ky.gov/>
- [7] <mailto:nathan.goldman@ky.gov>
- [8] <mailto:ben.boggs@ky.gov>
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