



**2012-2013 CATALOG  
VERSION I  
ADDENDUM I**

**Effective March 25, 2013**

See [suprograms.info](http://suprograms.info) for program duration, tuition, fees, and other costs, median debt, federal salary data, alumni success, and other important info.

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**Correction to Student General Complaint Procedures, add information specific to residents of the State of Maryland.**

**Changes highlighted.**

### **Student General Complaint Procedures**

If you have a complaint or problem you are encouraged to follow this procedure:

1. You should discuss complaints with the individual(s) within the appropriate department. Initial discussion should be with the person most knowledgeable of the issues involved or with immediate decision-making responsibility.
2. If you feel that the complaint has not been fully addressed, a written account should be submitted to the Dean of Student Affairs if related to non-academic issues or to the Dean of Academic Affairs for academic issues. The written account should indicate your name, phone number, and ID and discuss the steps you have taken to remedy the situation.
3. The appropriate South University staff member or department will be notified of the complaint. A follow-up meeting with you and the Dean of Student Affairs and/or Dean of Academic Affairs will be held within ten school days of the date of the written complaint in an effort to resolve the issue.
4. If you are not satisfied with the results, you may file an appeal with the President's Office. The appeal should be in writing and contain your name and phone number. You should summarize the steps you have taken to remedy the situation and indicate why the results are not satisfactory. You will hear the results of the appeal within ten class days from the date the appeal is received.
5. If you follow this complaint procedure and still feel dissatisfied with the results you may send a written copy of the complaint to:

#### **Arizona Students**

Arizona State Board for Private Post-Secondary Education

1400 West Washington, Room 260

Phoenix, AZ 85007

(602) 542-5709

Website: <http://www.azppse.gov/>

#### **Georgia Students**

Georgia Nonpublic Postsecondary Education Commission

2082 East Exchange Place, Suite 220

Tucker, GA 30084

(770) 414-3300

#### **South Carolina Students**

South Carolina Commission on Higher Education

122 Lady Street, Suite 300

Columbia, SC 29201  
(803) 737-2260

**Florida Students**

Florida Department of Education, Commission for Independent Education  
325 West Gaines St, Suite 1414  
Tallahassee, FL 32399-0400  
(850) 245-3200

**Virginia Students**

State Council of Higher Education for Virginia Private and Out-of-State Postsecondary  
Education  
101 N. 14th Street, 9th Floor -  
James Monroe Building  
Richmond, VA 23219  
(804) 225-2600

**Texas Students**

Texas Higher Education Coordinating Board  
1200 East Anderson Lane  
Austin, TX 78752  
PO Box 12788  
Austin, TX 78711-2788  
(512) 427-6101

**Ohio Students**

Ohio State Board of Career Colleges and Schools  
30 East Broad St, Suite 2481  
Columbus, OH 43215  
(614) 466-2752

Ohio Board of Regents  
30 East Broad Street, 36th Floor  
Columbus, OH 43215-3414  
(614) 466-6000

**Alabama Students**

Department of Postsecondary Education  
135 S Union St  
Montgomery, AL 36104-4340

**Michigan Students**

Department of Licensing and Regulatory Affairs Bureau of Commercial Services Enforcement  
Division  
PO Box 30018  
Lansing, MI 48909

(517) 241-9202

**North Carolina Students**

University of North Carolina General Administration  
910 Raleigh Rd  
PO Box 2688  
Chapel Hill, NC 27514  
(919) 962-1000

**Maryland Students**

If a complaint cannot be resolved after exhausting the institution's complaint procedures, the student may file a complaint with the:

Office of the Attorney General of the Maryland Higher Education Commission

6 N. Liberty Street

10th Floor

Baltimore, MD 21201

<http://www.mhec.state.md.us>.

South University is subject to investigation of complaints by the Office of the Attorney General of the Maryland Higher Education Commission.

You may also contact:

Southern Association of Colleges and Schools Commission on Colleges

1866 Southern Lane

Decatur, Georgia 30033-4097

(404) 679-4500

Please refer to the school's Arbitration Policy for additional information regarding disputes or claims.