§ 600.9 State authorization.

(a)(1) An institution described under §§ 600.4, 600.5, and 600.6 is legally authorized by a State if the State has a process to review and appropriately act on complaints concerning the institution including enforcing applicable State laws, and the institution meets the provisions of paragraphs (a)(1)(i), (a)(1)(ii), or (b) of this section.

The Iowa College Student Aid Commission has a process to review and appropriately act on complaints concerning the institution including enforcing applicable State laws. However, we have limited authority to enforce State laws. Since the Commission has no authority in Iowa law to accredit or approve academic programs offered by any postsecondary educational institution, our role would be appropriately limited in the case of a complaint about an academic program. We might contact the institution in the role of a mediator to determine whether there was any action the student or the school could take to mitigate the issue. If we believed that the student’s complaint related to a matter of academic program quality (for example, lack of instruction or questionable faculty credentials) and if the Iowa school and the program at issue was not under the jurisdiction of a programmatic approval entity like the Iowa Board of Education, Iowa Dept of Health, or Iowa Board of Nursing, we would refer the student to the school’s accrediting agency and I believe that would be an appropriate referral. If we believed the student’s issue related to, for example, misrepresentation of program outcome, we would refer the complaint to the Iowa Attorney General’s Consumer Protection Division.

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