

University of Silicon Valley

State Authorization Status

State Authorization Compliance

The US Department of Education requires that any institution offering online programs to students who reside outside of its home state must acquire authorization from the states in which students reside. Regulations vary from state to state, as such, federal, state, and institutional policies may limit or prohibit USV's authorization for delivery of online education to students in certain states. USV will continue to monitor state and federal laws and regulations and if authorization or licensure is or becomes necessary, will promptly seek to obtain such approvals in states in which it enrolls students.

While the [National Council for State Authorization Reciprocity Agreement \(SARA\)](#), established a voluntary state-level reciprocity process with comparable national standards for interstate offering of postsecondary distance-education courses and programs, California higher education institutions are not yet eligible to take advantage of the SARA reciprocity agreement if they offer distance education in other states. Therefore, USV must seek authorization in all states in which the university intends to enroll distance education students.

USV does not enroll students from states where the university is not authorized, exempt or otherwise approved to offer distance education programs.

Consumer Complaints

All students are encouraged to utilize the [University Grievance and Complaint Policy](#) detailed in the Academic Catalog to informally or formally file complaints. However, any student may contact his or her specific state agency directly to register a complaint. The US Department of Education further requires that USV provide information for submitting complaints to the State authority in which the university's main campus is located.

University of Silicon Valley is located at 191 Baypointe Parkway, San Jose, CA 95134.

USV is approved to operate by the California Bureau for Private Postsecondary Education. Approval to operate means the institution is compliant with the minimum standards contained in the California Private Postsecondary Education Act of 2009 and the California Code of Regulations.

A student or any member of the public may file a complaint about USV with the California Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's internet website (<https://www.bppe.ca.gov/>).

USV is also required to provide a description of the process for submitting consumer complaints in each State in which enrolled students reside. The complaint process for those states in which USV is authorized, exempt or otherwise approved to offer distance education programs and enrolls students is detailed in the Authorization Information section below.

Impact of Change in Location of Residence

Students must contact [USV Admissions](#) to discuss any change in their state of residence prior to relocation. Should a student relocate to a state in which USV is not authorized to provide distance education, continued enrollment cannot be guaranteed. This may also impact a student's Title IV financial aid eligibility, loan repayment or deferment and/or veteran's benefits. Students should consult with the Financial Aid Office and/or USV's Registrar's Office to determine the impact of a change in location.

Authorization Information

The list below summarizes USV's authorization status in those states in which the university currently offers distance education programs to that state's residents; the complaint process for those states in which USV is authorized, exempt or otherwise approved to offer distance education programs; and professional licensure or certification information where applicable.

Alaska

Authorization Status – Exempt

The Alaska Commission on Postsecondary Education has determined USV meets the criteria for exemption from the authorization provisions of AS 14.48, per regulation 20 AAC 17.015(a)(8) because the programs are online, or distance delivered, and USV does not have a physical presence in the state.

Refund Policy

The university is not subject to Alaska specific refund policies. The university's refund policy can be found in the [academic catalog](#).

Authorization Agency & Complaint Process

[Alaska Commission on Postsecondary Education](#)

PO Box 110505

Juneau, AK 99811-0505

The Alaska Commission on Postsecondary Education (ACPE) processes complaints alleging violations of state institutional authorization law relative to postsecondary institutions or programs in Alaska. The complaint investigation process is described in AS 14.48.130 and 20 AAC 17.130-145. A student is encouraged to pursue the complaint/grievance process at their institution prior to contacting ACPE. This process is outlined in the institution's catalog. To request a complaint form please send an email to: EED.ACPE-IA@alaska.gov.

Arizona

Authorization Status – Exempt

Refund Policy

USV's refund policy meets the requirements set forth by the Arizona State Board for Private Postsecondary Education. The university's refund policy can be found in the [academic catalog](#).

Authorization Agency & Complaint Process

[Arizona State Board for Private Postsecondary Education](#)

1740 W. Adams, Suite 3008
Phoenix, AZ 85007
Phone: (602) 542-5709

If the student complaint cannot be resolved after exhausting USV's grievance procedures, students may file a complaint with the Arizona State Board for Private Post-Secondary Education. The student must contact the State Board for further details.

California

Authorization Status – Approved

University of Silicon Valley is a private institution approved to operate by the California Bureau for Private Postsecondary Education (BPPE). Approval to operate means the institution is compliant with the minimum standards contained in the California Private Postsecondary Education Act of 2009 and the California Code of Regulations.

California Education Code § 94934 and California Code of Regulations § 74110 require institutions to submit an [annual report](#) to the Bureau for Private Postsecondary Education by December 1, annually.

Refund Policy

USV's refund policy, as required by the BPPE, can be found in the [academic catalog](#).

Authorization Agency & Complaint Process

[Bureau for Private Postsecondary Education](#)

P.O. Box 980818
West Sacramento, CA 95798-0818
Phone: (916) 431-6959
Toll Free: (888) 370-7589

A student or any member of the public may file a complaint about USV with the BPPE by completing the Bureau's [Online Complaint Submission](#). For assistance with filing a complaint, BPPE can be contacted at bppe.enforcement@dca.ca.gov or by calling (888) 370-7589.

Colorado

Authorization Status – Authorization Not Required

USV does not have physical presence in Colorado and, therefore, is not required to seek formal authorization. The Colorado Department of Higher Education policy permits out-of-state institutions to enroll Colorado residents into online courses and programs without requiring authorization so long as there is not physical presence in the state.

Refund Policy

The university is not subject to Colorado specific refund policies. The university's refund policy can be found in the [academic catalog](#).

Authorization Agency & Complaint Process

[Colorado Commission on Higher Education](#)

1600 Broadway Suite 2200

Denver, CO 80202

Phone: (303) 862-3001

The Colorado Commission on Higher Education complaint process does not apply to USV. Please direct any complaints to the [Colorado Office of the Attorney General](#).

Florida

Authorization Status – Licensure Not Required

The Florida Commission for Independent Education does not require licensure of distance education programs if there will be no physical presence in Florida as defined by s. 1005.02(14), F.S. The Commission has determined that USV does not have a physical presence in Florida and is not required to be licensed.

Refund Policy

The university is not subject to Florida specific refund policies. The university's refund policy can be found in the [academic catalog](#).

Authorization Agency & Complaint Process

[Florida Commission for Independent Education](#)

325 W. Gaines Street, Suite 1414

Tallahassee, FL 32399

Email: cieinfo@fldoe.org

The Florida complaint process does not apply to USV; therefore, please direct any complaints to the [Florida Office of the Attorney General](#).

Hawaii

Authorization Status – Authorization Not Required

USV meets the criteria for exemption based on the HPEAP's statute, HRS Chapter 305J because the programs are online, or distance delivered, and USV does not have a physical presence in the state.

Refund Policy

The university is not subject to Hawaii specific refund policies. The university's refund policy can be found in the [academic catalog](#).

Authorization Agency & Complaint Process

[Hawaii Post-Secondary Education Authorization Program](#)

King Kalakaua Building
335 Merchant Street
Honolulu, Hawaii 96813
Phone: (808) 586-7372
Email: hpeap@dcca.hawaii.gov

The Hawaii Department of Commerce and Consumer Affairs Post-Secondary Education Authorization Program complaint process does not apply to USV; therefore, please direct any complaints to the [State of Hawaii Office of Consumer Protection](#).

Idaho

Authorization Status – Registration Not Required

USV does not have physical presence in Idaho and, therefore, is not required to seek formal registration. The Idaho State Board of Education policy permits out-of-state institutions to enroll Idaho residents into online courses and programs without requiring registration so long as there is not physical presence in the state.

Refund Policy

The university is not subject to Idaho specific refund policies. The university's refund policy can be found in the [academic catalog](#).

Authorization Agency & Complaint Process

[Idaho State Board of Education](#)
650 West State Street, 3rd Floor
Boise, ID 83702
Phone: 208-334-2270

Fax: 208-334-2632

Email: board@osbe.idaho.gov

The Idaho State Board of Education complaint process does not apply to USV; therefore, please direct any complaints to the [Idaho Office of the Attorney General](#).

Illinois

Authorization Status – Authorization Not Required

USV does not have physical presence in Illinois and, therefore, is not required to seek formal authorization.

Refund Policy

The university is not subject to Illinois specific refund policies. The university's refund policy can be found in the [academic catalog](#).

Authorization Agency & Complaint Process

[Illinois Board of Higher Education](#)

1 North Old State Capitol Plaza,

Suite 333

Springfield, Illinois 62701-1377

Phone: (217) 782-2551

Fax: (217) 782-8548

TTY: (888) 261-2881

The Illinois Board of Higher Education complaint process does not apply to USV; therefore, please direct any complaints to the [Illinois Office of the Attorney General](#).

Iowa

Authorization Status – Authorization Not Required

USV does not have physical presence in Iowa and, therefore, is not required to seek formal authorization.

Refund Policy

The university is not subject to Illinois specific refund policies. The university's refund policy can be found in the [academic catalog](#).

Authorization Agency & Complaint Process

[Iowa Office of Civil Rights](#)

6200 Park Avenue, Suite 100

Des Moines, IA 50321
Phone: (515) 281-4121

The Iowa Board of Educational Examiners complaint process does not apply to USV; therefore, please direct any complaints to the [Iowa Board of Educational Examiners](#).

Louisiana

Authorization Status – Exempt

USV is exempt from the Board of Regents of the State of Louisiana.

Refund Policy

The university is not subject to Louisiana specific refund policies. The university's refund policy can be found in the [academic catalog](#).

Authorization Agency & Complaint Process

[Board of Regents of the State of Louisiana](#)

1201 N. Third St., Suite 6-200
Baton Rouge, LA 70802
Phone: (225) 342-4253

The Louisiana Board of Regents complaint process does not apply to USV. Please direct any complaints to the [Louisiana Office of the Attorney General](#).

Maine

Authorization Status – Exempt

The Maine Department of Education has authorized USV by means of exemption to provide postsecondary distance education programs to Maine citizens as we do not have a physical presence in the state.

Refund Policy

The university is not subject to Maine specific refund policies. The university's refund policy can be found in the [academic catalog](#).

Authorization Agency & Complaint Process

[Maine Department of Education](#)

23 State House Station
Augusta, ME 04333-0023
Phone: (207) 624-6856

The Maine Department of Education complaint process does not apply to USV. Please direct any complaints to the [Maine Office of the Attorney General](#).

Missouri

Authorization Status - Authorization Not Required

The Missouri Department of Higher Education has determined that USV is not required to seek approval status at this time.

Refund Policy

The university is not subject to Missouri specific refund policies. The university's refund policy can be found in the [academic catalog](#).

Authorization Agency & Complaint Process

[Missouri Department of Higher Education and Workforce Development](#)

301 W. High Street

Jefferson City, MO 65101

Phone: (573) 751-2361

Email: info@dhewd.mo.gov

Prior to filing a complaint with the Missouri Department of Higher Education and Workforce Development, the MDHEWD requires that students exhaust all avenues with the institution. If all institutional avenues have been exhausted, students may call the MDHEWD at (573) 751-2361 to indicate their desire to file a complaint.

Nevada

Authorization Status – Exempt

USV has been determined by the Nevada Commission on Postsecondary Education to meet the criteria for exemption from the authorization provisions. The programs offered in the state at this time do not trigger a physical presence which would require formal registration with the state.

Refund Policy

The university is not subject to Nevada specific refund policies. The university's refund policy can be found in the [academic catalog](#).

Authorization Agency & Complaint Process

[Nevada Commission on Postsecondary Education](#)

2800 E. St. Louis

Las Vegas, Nevada 89104

Phone: (702) 486-7330

Fax: (702) 486-7340

The Nevada Commission on Postsecondary Education complaint process does not apply to USV. Please direct any complaints to the [Nevada Office of the Attorney General](#).

New Hampshire

Authorization Status – Exempt

USV meets the criteria for exemption based on the N.H. Code of Administrative Rules, Hecr 401.01 and 402.01 because the programs are online or distance delivered and USV does not have a physical presence in the state.

Refund Policy

The university is not subject to New Hampshire specific refund policies. The university's refund policy can be found in the [academic catalog](#).

Authorization Agency & Complaint Process

[New Hampshire Department of Education](#)

101 Pleasant Street
Concord, NH 03301
Phone: (603) 271-0257

The New Hampshire Department of Education, Division of Educator Support and Higher Education complaint process does not apply to USV. Please direct any complaints to the [New Hampshire Office of the Attorney General's Consumer Protection Bureau](#).

New Jersey

Authorization Status - Approval Not Required

USV meets the criteria for exemption based on the New Jersey Administrative Code (N.J.A.C.) Title 9A – Higher Education. The programs offered in the state at this time do not trigger a physical presence which would require formal registration with the state.

Refund Policy

The university is not subject to New Jersey specific refund policies. The university's refund policy can be found in the [academic catalog](#).

Authorization Agency & Complaint Process

[Office of the Secretary of Higher Education \(OSHE\)](#)

1 John Fitch Plaza
10th Floor, PO Box 542
Trenton, NJ 08625
Phone: (609) 292-4310

The New Jersey State Board of Education complaint process does not apply to USV. Please direct any complaints to the [New Jersey Office of the Attorney General](#).

North Dakota

Authorization Status – Approved

The North Dakota University System has determined USV meets the criteria for approval from the authorization provisions under the North Dakota Century Code 15-18.1-17. Approved institutions have met minimal operational standards set forth by the state, but does not constitute accreditation, guarantee the transferability of credit, nor signify that such programs are certifiable by a professional agency or organization. State Authorization is separate from program licensing board approval and/or endorsement.

Refund Policy

The university is not subject to North Dakota refund policies. The university's refund policy can be found in the [academic catalog](#).

Authorization Agency & Complaint Process

[North Dakota University System](#)

10th Floor, State Capitol
600 East Boulevard Ave, Dept. 215
Bismarck, ND, 58505
Phone: (866) 457-6387

The North Dakota University complaint process does not apply to USV; therefore, please direct any complaints to the [North Dakota Office of the Attorney General](#).

Ohio

Authorization Status – Exempt

USV's programs that are distance delivered meet the criteria for exemption from the authorization provisions set forth by the Ohio Department of Higher Education.

Refund Policy

The university is not subject to Ohio specific refund policies. The university's refund policy can be found in the [academic catalog](#).

Authorization Agency & Complaint Process

[Ohio Department of Higher Education](#)

25 South Front Street
Columbus, Ohio 43215
614-728-3095

The Ohio Department of Education complaint process does not apply to USV. Please direct any complaints to the [Ohio Office of the Attorney General](#).

Oklahoma

Authorization Status – Exempt

USV meets the criteria for exemption based on the Oklahoma State Regents for Higher Education Institutional Accreditation and State Authorization Policy 3.1. Online programs with no physical presence in the state do not undergo a formal registration with the state.

Refund Policy

The university is not subject to Oklahoma specific refund policies. The university's refund policy can be found in the [academic catalog](#).

Authorization Agency & Complaint Process

[Oklahoma State Regents for Higher Education](#)

655 Research Parkway, Suite 200

Oklahoma City, OK 73104

405-225-9154

The Oklahoma State Regents complaint process does not apply to USV. Please direct any complaints to the [Oklahoma Office of the Attorney General](#).

South Dakota

Authorization Status – Exempt

USV meets the criteria for exemption based on the South Dakota Codified Law 13-48-43 because the programs are online, or distance delivered, and USV does not have a physical presence in the state. Online programs with no physical presence in the state do not undergo a formal authorization process.

Refund Policy

The university is not subject to South Dakota specific refund policies. The university's refund policy can be found in the [academic catalog](#).

Authorization Agency & Complaint Process

[South Dakota Secretary of State](#)

Capitol Building

500 East Capitol Avenue Ste 204

Pierre, SD 57501-5070

Phone: (605) 773-3537

Fax: (605) 773-6580

The South Dakota Commission on Higher Education complaint process does not apply to USV. As required per SDCL 13-48-40, please direct any complaints to the [Office of the Attorney General, Division of Consumer Protection](#).

Texas

Authorization Statuses

USV is not regulated in Texas under Chapter 132 of the Texas Education Code; therefore, a license or exemption from the Texas Workforce Commission is not required.

USV has qualified for an exemption as defined in Chapter 7.3 of the Texas Higher Education Coordinating Board's rules from certain, but not all, regulations and has been granted a Certificate of Authorization for programs containing a clinical, internship or field-based educator training.

Refund Policy

The university is not subject to Texas specific refund policies. The university's refund policy can be found in the [academic catalog](#).

Authorization Agencies & Complaint Process

[Texas Workforce Commission](#)

(800) 628-5115

[Texas Higher Education Coordinating Board](#)

PO box 12788

Austin, TX 78711

Phone: (512) 427-6101

Fax (512) 427-6127

The Texas Workforce Commission and Texas Higher Education Coordinating Board complaint processes do not apply to USV. Please direct any complaints to the [Texas Office of the Attorney General](#).

Utah

Authorization Status – Exempt

USV is exempt from a State Authorization Certificate by the Utah Division of Consumer Protection.

Refund Policy

The university is not subject to Utah specific refund policies. The university's refund policy can be found in the [academic catalog](#).

Authorization Agency & Complaint Process

[Utah Division of Consumer Protection](#)

160 E. 300 S.

SLC, UT 84114-6704

101 N. 14th Street, 10th Floor

Phone: (801) 530-6604

Email: consumerprotection@utah.gov

Please direct any complaints to the [Utah Division of Consumer Protection](#).

Vermont

Authorization Status – Exempt

USV is exempt from a State Authorization Certificate by the Vermont Agency of Education.

Refund Policy

The university is not subject to Vermont specific refund policies. The university's refund policy can be found in the [academic catalog](#).

Authorization Agency & Complaint Process

[Vermont Agency of Education](#)

Complaint Resolution of Postsecondary Schools

Cassandra Ryan, Director of Regulatory Compliance & Risk Management
Vermont Agency of Education
1 National Life Drive, Davis 5
Montpelier, VT 05620-2501
(802) 828-5535
cassandra.ryan@vermont.gov

Virginia

Authorization Status – Exempt

USV is exempt from the State Council of Higher Education for Virginia's criteria for approval for authorization according to § 23.1-219 (F) of the Code of Virginia.

Refund Policy

The university is not subject to Virginia specific refund policies. The university's refund policy can be found in the [academic catalog](#).

Authorization Agency & Complaint Process

[State Council of Higher Education for Virginia](#)

101 N. 14th Street, 10th Floor
James Monroe Building
Richmond, VA 23219
Phone: (804) 225-2600

Pursuant to § VAC 40-31-100 of the Virginia Administrative Code, the State Council of Higher Education for Virginia (SCHEV) is responsible for investigating student complaints against postsecondary educational institutions operating in Virginia. Prior to filing a complaint SCHEV,

students are required to exhaust all avenues with the institution. If all institutional avenues have been exhausted, students may complete the [SCHEV Student Complaint Form](#).

Washington

Authorization Status – Licensure Not Required

The Washington Student Achievement Council has reviewed our institution and has determined that USV does not require licensure of distance education programs if there will be no physical presence in the state. Given the purely online and distance education format of the programs offered in the state, we are not required to be licensed.

Refund Policy

The university is not subject to Washington specific refund policies. The university's refund policy can be found in the [academic catalog](#).

Authorization Agency & Complaint Process

[Washington Student Achievement Council](#)

917 Lakeridge Way SW
Olympia, WA 98502
Phone: (360) 753-7800

The Washington Student Achievement Council complaint process does not apply to USV. Please direct any complaints to the [Washington Office of the Attorney General](#).