



Tab 11

## Consumer Information Rule Revision

Coordinating Board for Higher Education  
September 13, 2023

### BACKGROUND

Section 173.1004, RSMo, outlines the requirements for information that must be posted on public institution websites regarding faculty names, credentials, instructor ratings by students, and course schedules. The department seeks to update language and references in the rule and clarify institutions will work with the department when consumer information does not appear to meet the requirements of the statute and rule.

### CURRENT STATUS

An informal audit in 2022 indicated a significant number of institutions had fallen out of compliance with the rule. The department initiated discussion with Chief Academic Officers who indicated the rule was difficult to understand. The rule was revised in cooperation with the Council of Chief Academic Officers. The revised rule removes several confusing phrases and updates language while holding true to the requirements of the statute.

### NEXT STEPS

Upon approval by the CBHE, the department will file a proposed rulemaking with the Secretary of State's Office. The department will initiate a five year review cycle with institutions to ensure the website disclosures maintain compliance with the authorizing statute and the rule.

### RECOMMENDATION

Staff recommend approval of the proposed Consumer Information Rule Revision and direct staff to begin the rulemaking process.

### ATTACHMENTS

- Attachment A: Proposed Consumer Information Rule Revision
- Attachment B: Proposed Consumer Information Rule Revision Redline Version