

2008 STUDENT COMPLAINTS LOG

8-1-07	08-S001	Apollo College	T.S.	Lack of quality instruction	9-27-07 Closed No violations found
8-5-07	08-S002	Fleur De Lis Institute	R.D.	Failure to refund tuition	9-28-07 Refund made 5-22-08 Part of hearing. License denied
8-5-07	08-S003	The Bryman School	B.L.	Externship No response from school	12-11-07 Closed No violations found
8-6-07	08-S004	Apollo College	T.S.	Failure to comply with published policies	9-27-07 Closed No violations found
8-7-07	08-S005	Pima Medical Institute	M.S.	Wrongful termination	12-11-07 Closed No violations found
8-7-07	08-S006	Phoenix School of Law	A.H.	Graduate Policy changed	9-27-07 Closed No violations Found
8-20-07	08-S007	Fleur De Lis Institute	A.B.	Refund Due	9-28-07 Refund made 5-22-08 Part of hearing. License denied
8-20-07	08-S008	Fleur De Lis Institute	D.F.	Refund Due	9-28-07 Refund made 5-22-08 Part of hearing. License denied
8-20-07	08-S009	Phoenix School of Law	D.M.	Failure to comply w/ published policy	9-27-07 Closed No violations found
8-9-07	08-S010	Prescott College	M. C.	Refund issue	12-11-07 Closed Refund was made
11-6-07	08-S011	Axia College	Y.C.	Financial Aid	8-28-08 Closed No violations
11-6-07	08-S012	GCU	F.T.	Scholarship Issues	3-27-08 Closed No violations found
2-20-08	08-S013	Axia	S.A.	Instructor and Refund amount. Staff requested more info.	Moved to inquiry after no response.
2-22-08	08-S014	S.W.C.N.	Z.N.	Instructor and Class Structure. Staff requested more info.	Moved to inquiry after no response.
11-6-07	08-S015	GCU	L.C.	Refund calculation	3-27-08 Closed No violations
2-20-08	08-S016	Collins College	J.B.	Student had an A.A. and wanted to continue w/ B.S. School denied.	8-28-08 Closed No Violations
2-15-08	08-S017	Walden University	J.S.	Instructional Concerns. Staff requested more info.	Moved to inquiry after no response.
11-8-07	08-S018	University of Phx.	M.G.	Grade and Grade dispute	1-24-08 Closed No jurisdiction

11-15-07	08-S019	GCU	S.L.	Grievance and Refund Policy	3-27-08 Closed No violations found School waived fee's
2-5-08	08-S020	Anthem College Online	D.N.	Program & instruction problems	8-28-08 Closed No Violations
6-2-08	08-S021	The Bryman School	J.B.	Externship issues, wants refund	8-28-08 Issued letter of concern.
6-4-08	08-S022	Argosy University	A.A.	Failure to comply w/ ADA requirements. Sent letter to school.	8-28-08 Closed No Violations
6-4-08	08-S023	Anthem Online	P.W.	Dissatisfied w. program, wants full refund.	8-28-08 Closed No Violations
6-4-08	08-S024	Fleur De Lis Institute	N.C.	Failed to comply with refund policy, failure to make refund.	5-22-08 Part of Hearing. License denied.

Student Complaints Log 09'

7-22-08	09-S101	Collins College	J.B.	Student signed up for animation program and placed in different program. Seeking refund	CC forwarded to full Board for review. 1-29-09 Brd dismissed with no violations
8-15-08	09-S102	University of Phoenix	J.O.	Teacher Certification	CC forwarded to full Board for review. 4-20-09 Brd dismissed with no violations
8-18-08	09-S103	Anthem Online	H.M.	Refund due to on-line failures w/ school.	12-9-08 CC dismissed with no violations
8-15-08	09-S104	Anthem Online	C.E.	Refund – Over charged	3-26-09 CC dismissed with no violations
8-15-08	09-S105	SWCNM	E.A.	Published policy - GPA under 2.5	12-9-08 CC entered into Consent Agreement, \$1000 civil penalty for refund violation
8-19-08	09-S106	National Laser Institute	R.K.	Unable to get a job	12-9-08 CC dismissed, student did not complete grievance procedure
8-25-08	09-S107	The Bryman School	M.J.	LOA/ Externship	12-9-08 CC dismissed with no violations
9-8-08	09-S108	Anthem Online	R.T.	Failure to comply w/published policy	C.C. forwarded to full Board for review. 3-26-09 Board issued Letter of Concern
9-8-08	09-S109	U of Phx. Online	D.W.	F/A problems	12-9-08 CC dismissed with no violations. Student appealed to the Board. 1-29-09 Board dismissed with no violations
9-11-08	09-S110	Prescott College	S.S.	School did not disclose would not qualify teaching credentials	12-9-08 CC dismissed with no violations.
11-4-08	09-S111	SWCNM	D.P.	Expulsion	12-29-08 CC dismissed with no violations

1-9-09	09-S112	Universal Technical Institute - MMI	E.B.	Teacher Classroom Issues	3-26-09 Board dismissed with no violations
2-1-09	09-S113	The Providence Institute	C.B.	Wrongful Termination	3-26-09 CC requested more info. 6-25-09 CC dismissed with no violations. Student appealed to the Board. 12-21-09 Board determined that the student lacks the standing to appeal
2-2-09	09-S114	University of Phoenix	T.L.	Refund – computer issues	Student did not complete G.P. - closed
2-3-09	09-S115	University of Phoenix	C.F.	ADA Policy Issues	Student did not complete G.P. - closed
2-11-09	09-S116	Anthem Online	C.C.	Lack of Quality Instruction, student did not complete G.P. sent letter to student & school 4-15-09	Forwarded to Aug. Board meeting. 6-25-09 Cited Violation, Consent agreement and Order
4-20-09	09-S117	Scottsdale Culinary Inst.	D.M.	Terminated w/out following printed policy	6-25-09 CC dismissed with no violations
5-5-09	09-S118	Grand Canyon University	A.S.H.	Refund issue	9-24-09 Issued a Letter of Concern.
5-21-09	09-S119	Grand Canyon University	R.S.	Refund, Scholarship.	9-24-09 CC postponed for more info. 12-21-09 Board dismissed with no violation
5-22-09	09-S120	Grand Canyon University	N.C.	Refund, Scholarship	9-24-09 CC dismissed with no violation
6-22-09	09-S121	Collins College	G.P.	Failure to comply with policies and admission requirements	9-24-09 CC dismissed with no violations. Student appealed. 12-21-09 Board determined student lacks standing to appeal.

6-10-09	09-S122	CSI	T.S.	Externship	9-24-09 CC cites 1 violation; 32-305 1 (10); and return the money. * Combined with 12/09 hearing. 12-21-09 Combined hearing of License denial and complaint. Findings: Multiple Violations. License denied
6-3-09	09-S123	Kaplan University	A.A.W.	Enrollment process	Student did not complete G.P. - closed
6-14-09	09-S124	High-Tech/ Anthem	I.K.II	Inquiry # 09-I41 Accreditation concerns	9-24-09 Dismissed w. no violations
6-15-09	09-S125	University of Phoenix	J.T.	Previously an inquiry Refund	9-24-09 CC postponed until December 09 meeting. More information needed. 12-21-09 Board dismissed with no violations.

Student Complaints Log 10'

7-21-2009	10-S101	The Refrigeration School	J.B.	Lack of quality instruction	9-24-09 Complaint Committee found no violations and dismissed the complaint
1-20-2010	10-S102	Everest College	T.C. & C. H.	Financial Aid issue	3-25-10 Complaint Committee found no violations and dismissed the complaint
1-13-2010	10-S103	VOID	VOID	VOID	VOID
3-30-2010	10-S104	TechSkills	M.T.	Refund Issue	6-24-10 Complaint Committee found no violations and dismissed the complaint
5-20-2010	10-S105	Everest College	5 Complainants	Instruction, Program Issue	6-24-10 Complaint Committee stated no jurisdiction due to GP was not completed by the complainants
5-20-2010	10-S106	Phoenix School of Law	J.H.	AAMPLE program - failure to follow administrative policy	6-24-10 Complaint Committee postponed action until the next meeting. 9-23-10 Complaint Committee found no violations and dismissed the complaint. CC requested revising procedures for AAMPLE in the catalog
6-3-2010	10-S107	Phoenix School of Law	D.M	Failure to follow administrative policy	6-24-10 Complaint Committee found no violations and dismissed the complaint
12-20-09	10-S126	Apollo College	S.E.	No externship	3-25-10 Complaint Committee found no violations and dismissed the complaint. Apollo College granted additional externship opportunity to the student

6-29-2010	10-S108	Tucson College	ADSV	Sexual harassment allegations	9-23-10 Complaint Committee found no violations and dismissed the complaint. The school did complete the refund.
6-29-2010	10-S109	DeVry University	O.F.	Refund issue.	9-23-10 Complaint Committee found no violations and dismissed the complaint. DeVry and the student resolved the concern
6-29-2010	10-S110	NorthCentral University	A.M.	Grade dispute after a plagiarism accusation.	9-23-10 Complaint Committee found no violations and dismissed the complaint, Committee also stated no jurisdiction over grade disputes.
6-29-2010	10-S111	NorthCentral University	A.L.	Failure to follow published policy.	9-23-10 Complaint Committee found no violations and dismissed the complaint

Student Complaints Log 11'

9-8-2010	11-S001	Brookline College	T.P.	Wrongful Termination	10-14-10 Complaint Committee found no violations and dismissed the complaint
9-4-2010	11-S002	Arizona Automotive Institute	M.H.	Recruitment practices, Refund, and G.P.	4-28-11 Complaint Committee voted to issue LOC for misleading practice and failure to follow GP timelines
11-3-2010	11-S003	Argosy University	R.T.	Terminated from program	1-27-11 Complaint Committee found no violations and dismissed the complaint
10-14-2010	11-S004	College America	A.H.	Tuition, Scholarship	10-14-10 Complaint Committee asked for additional info and deferred action. 1-27-11 State Board cited violation of §32-305(1)(5) and as a result the institution must refund \$3,885.75 towards the students outstanding balance per consent agreement
1-3-2011	11-S005	AZ College of Allied Health	R.B.	Terminated from program	4-28-11 Complaint Committee found no violations and dismissed the complaint
1-4-2011	11-S006	Brown Mackie College – PHX	B.C.	Lack of management capabilities.	6-23-11 Complaint Committee found no violations and dismissed the complaint
1-5-2011	11-S007	Embry Riddle	J.S.	Recruitment practices	6-23-11 Complaint Committee voted to forward the complaint to August Board meeting. 9-23-11 State Board and E.R. entered into a consent agreement and will refund \$13,740.00
2-13-2011	11-S008	Chairside Dental	N.A,	Refund Issue	4-28-11 Complaint Committee found no violations and dismissed the complaint
1-10-2011	11-S009	VOID	VOID	VOID	Listed in Inquiry Log
2-1-2011	11-S010	ITT Technical	A.L.S.	Failure to follow printed policies, several accusations	4-28-11 Complaint Committee found o violations and dismissed the complaint.

3-9-2011	11-S011	ITT Technical Institute	C.G.	Lack of qualified instructors	4-28-11 Complaint Committee voted to offer a consent agreement to the school requesting a refund of \$1,972.00 to student 11-23-11 Consent Agreement signed and refund was made
4-6-2011	11-S012	West Coast Ultrasound	A.G.	Externship requirements based on written and verbal agreements	6-23-11 Complaint Committee found no violations and dismissed the complaint
6-3-2011	11-S013	VCI	CC	Refund – Closed California campus	6-23-11 Complaint Committee dismissed the complaint because it school was a CA School

Student Complaints Log 12'

7-1-2011	12-S001	Penn Foster College	G.T.	Termination from program S.A.P.	9-22-11 Complaint Committee found no violations and dismissed the complaint
7-5-2011	12-S002	Penn Foster College	A.A.	False/Misleading advertisement re: books & fee's	9-22-11 Complaint Committee deferred action so that Penn Foster and A.A. can resolve issue. 12-13-11 Complaint Committee dismissed the complaint for A.A. failure to communicate with the school The committee issued a letter of concern for failure to provide accurate information in its published material
7-10-2011	12-S003	Grand Canyon University	C.S.	Grade dispute	9-22-11 Compliant Committee found no violations and dismissed the complaint
8-1-2011	12-S004	Grand Canyon University	F.M.	Terminated, FM to complete 2 nd appeal at GCU	9-22-11 Complaint Committee deferred action until appeals process is completed
8-22-2011	12-S005	Brown Mackie	D.F.	Title IV charges, Pell Grant charges, harassment, misleading information on student portal, externship issues	12-13-11 Complaint Committee forwarded the complaint to the State Board for review and requested additional information on externships. 1-26-12 Board Meeting, the members issued a letter of concern regarding solicitation

					practice and disclosure practices; requested the school allow the student the opportunity to complete her last class and allow her to obtain entrance into an externship that will not require a back ground check
8-28-2011	12-S006	Lamson College	J.W.	Terminated from externship – 3 attempts	9-22-11 Complaint Committee found no violations and dismissed the complaint
9-12-2011	12-S007	Pima Medical Institute	A.V.	Misleading recruitment practice (Visa issues)	12-13-11 Complaint Committee voted to forward the complaint to the Board for review. 1-26-12 State Board found the school failed to disclose to the student issues in gaining employment as a nurse upon graduation with her current visa status. The Board asked the school to agree to a consent agreement and refund all the tuition to the student. PMI has appealed the Board's determination
9-20-2011	12-S008	ITT Technical Institute	C.F.	SAP Issues and Termination	12-13-11 Complaint Committee found no violations and dismissed the complaint

10-17-2011	12-S009	AZ Medical Training Institute	R.B.	Externship issue and refund calculation	12-13-11 Complaint Committee found no violations and dismissed the complaint. The committee did instruct AMTI to disclose all agreements to students at time of enrollment 12-19-11 RB appealed the CC decision 1-26-12 Board determined RB not a party, lacks jurisdiction to appeal