

ARIZONA STATE BOARD FOR PRIVATE POSTSECONDARY EDUCATION
1400 West Washington St., Conference Room B1
Phoenix, AZ 85007

COMPLAINT COMMITTEE MEETING MINUTES

March 22, 2012

Members Present: Dr. Laura Palmer Noone, Chair
Trish Leonard
Glen Tharp

Also Present: Teri Stanfill, Director
Keith Blanchard, Deputy Director
Cassandra Pifion, Board Secretary

I. CALL TO ORDER – 1:00 P.M.

Chair Laura Palmer Noone called the Complaint Committee meeting of the Arizona State Board for Private Postsecondary Education Board Meeting, to order at 1:00 P.M.

II. MINUTES:

Upon review of the minutes, Mr. Tharp made a motion to approve the minutes of the December 13, 2011 Complaint Committee meeting as submitted. Ms. Leonard seconded the motion.

Minutes approved

III. NON-STUDENT COMPLAINTS:

**A. #11-NS003
National Personal Training Institute (NPTI)**

Mr. Blanchard summarized the complaint regarding the NPTI and TWCC certification. The committee had requested the removal of TWCC certification from the website store, which was submitted by staff and verified by Mr. Tharp's review of NPTI's website.

ACTION: Mr. Tharp made a motion to dismiss the complaint. Ms. Leonard seconded the motion, but requested staff to check the website 3 months. **Motion Carried.**

**B. #11-NS011
Arizona School of Acupuncture and Oriental Medicine
Institution: Dr. David Epley and Tim Dunn**

Mr. Blanchard summarized the complaint that was reviewed at the June 23, 2011 Complaint Committee meeting. At the June meeting, the school stated it was making changes that would support the concerns of the students, which included the school's management. On September 27, 2011, staff received a 5-Month Operational Plan from the leadership team. On October 22-26, 2011, ACAOM conducted a 3-day site visit for re-accreditation. In its report, the commission noted 16 concerns and other issues at the institution. Mr. Tharp noted the findings were significant and questioned the administrative capability of the school.

ACTION: Mr. Tharp made a motion to forward this complaint to the Board for review. He requested the school submit an organizational chart and staff to conduct student interviews. Ms. Leonard seconded the motion. **Motion Carried.**

IV. STUDENT COMPLAINTS

- A. #12-S004 Grand Canyon University**
Complainant: F.M., Jose Saldivar, Attorney
Institution: Chris Richardson, Carol Bratt

Mr. Blanchard introduced this complaint from F.M. against Grand Canyon University (GCU). In the complaint, he stated that GCU was violating federal and state policies in "dealing with my student file." He also stated the school had committed FERPA violations, Wrongful termination, failure to follow published administrative policies, procedures and fee of the educational institution. F.M. was terminated as an employee of GCU and was expelled from school for cheating. All his grades from prior course work were changed from passing to F's. The last appeal has been completed and GCU has upheld its findings. Pursuant to the documentation submitted, the complainant has exhausted his grade grievance appeal.

MOTION: After discussion and review of the information, Mr. Tharp made a motion to dismiss the complaint with no violations. Ms. Leonard seconded the motion. **Motion Carried.**

- B. #12-S011 University of Phoenix**
Institution: Dan Litteral, Tondra Claiborne

Mr. Blanchard introduced this complaint stating S.P. a previously enrolled student at the University of Phoenix stated she did not owe a balance of \$995.00 because the error was made by the school in its calculation of the return to Title IV requirement. This calculation left the student owing a balance to the school. Due to her withholding election, a credit balance payment of \$4,391 was issued to her that would have otherwise been available to cover the required return, if she had authorized the University to withhold funds.

MOTION: After discussion and review of the information, Mr. Tharp made a motion to dismiss the complaint with no violations. Ms. Leonard seconded the motion. **Motion Carried.**

- C. #12-S012 Northcentral University (NCU)**
Ms. Leonard recused from the discussion
Complainant: D.W.
Institution: Dr. Lee Smith, Dr. Janet Booker, Dr. Clinton Gardner

Mr. Blanchard introduced the complaint stating the student alleged that she should be able to obtain a MBA degree because she completed all of the course work for a DBA degree. She alleged she was told by school staff that this would not be an issue. After discussion, NCU stated there are parts of the MBA program that are not a part of the DBA program and therefore the complainant would be required to complete an additional 24 hours to obtain the MBA.

MOTION: After discussion and review of the information, Dr. Noon made a motion to dismiss the complaint with no violations. Mr. Tharp seconded the motion. **Motion Carried.**

IV. CALL TO THE PUBLIC: N/A

V. ADJOURNMENT: 1:50 P.M.