

COMPLAINT COMMITTEE MEETING MINUTES

June 21, 2016

Members Present: Mr. Glen Tharp
Ms. Trish Leonard
Mr. Craig Jacob

Also Present: Teri Stanfill, Director
Keith Blanchard, Deputy Director
Rachel Howell, Board Secretary

I. CALL TO ORDER – 2:13 P.M.

Chairman Glen Tharp called the Complaint Committee meeting of the Arizona State Board for Private Postsecondary Education Board Meeting to order at 2:13 P.M.

II. MINUTES: MARCH 24, 2016

Mr. Tharp made a motion to approve the minutes of the March 24, 2016 Complaint Committee meeting as submitted. Mr. Jacob seconded the motion. **Minutes approved.**

III. STUDENT COMPLAINT

A. #16-S006 Grand Canyon University

Institution: Dan Steimel, General Counsel and Jina Bilyk, Legal Specialist
Student: A.E. and his son, A.E. (Telephonically)

Mr. Blanchard summarized this complaint. A.E. was a student at GCU-online but was dismissed for a number of Student Code of Conduct Violations (A.E. had a prior complaint heard by the Complaint Committee that was dismissed) In October 2015, State Board staff received a number of phone calls and emails from A.E. regarding a March 28, 2014 letter from GCU that would allow A.E. to obtain an academic degree in Bachelor of Science in Educational Studies. Pursuant to GCU this program is no longer being offered.

A.E. received the same letter dated March 28, 2014 in an envelopment post marked September 24, 2015. A.E. contacted and had requested from GCU the following opportunity to complete the last two classes to allow him the opportunity to complete his degree as stated in the March 24, 2014 letter.

During the presentation, A.E.'s son, addressed to the committee. Mr. Steimel presented GCU's position. During discussion, the Complaint Committee inquired from GCU about any options that might be available, which would not include a teacher certification

component, for him to obtain his degree. Mr. Steimel stated he would take that request back to the school for further review.

ACTION: After review and discussion, Mr. Tharp made a motion to dismiss the complaint, with prejudice, finding no violation of statutes or Board rules. Mr. Jacob seconded the motion. **Motion Carried.**

B. #16-S007 Arizona College

Institution: Cheryl Kindred, Matt Calhoun, Nick Mansour
Student: P.D. (not present)

Mr. Blanchard summarized this complaint. Arizona College received a complaint of sexual misconduct against P.D. for massages he completed on December 27, 2015 and December 28, 2015. An additional complaint was submitted on December 30, 2015 from a third individual regarding inappropriate touching. Arizona College determined that for the safety of students and staff, P.D. was removed from the school until the completion of a thorough investigation into the complaints. Arizona College completed the investigation as required by its Title IX policy.

The Complaint Committee questioned Arizona College regarding if this could have been a student mistake because it appeared P.D. was doing well. Arizona College stated based on all its interviews, student safety was the main concern. The committee confirmed that police departments were contacted and reports were taken regarding these allegations. Arizona College confirmed, all allegations had been reported and investigated by the Glendale Police Department.

ACTION: After review and discussion, Mr. Tharp made a motion to dismiss the complaint finding no violation of statutes or Board rules. Mr. Jacob seconded the motion. **Motion Carried.**

C. #16-S008 Conservatory of Recording Arts & Science

Institution: Michael Jones – Director of Education
Student: T.B.

Mr. Blanchard summarized this complaint. On May 9, 2016, complainant, T.B. submitted a complaint alleging he was being hazed, harassed and physically harmed by CRAS staff. During staff's interview, T.B. disclosed he was terminated from his program. T.B. never disclosed he was on academic probation prior to the altercations that transpired at the CRAS.

CRAS had been consistently working with T.B. during his enrollment because he was not meeting SAP requirements He was terminated for assaulting CRAS staff on two occasions, the last reported to the police department resulting in criminal assault arrest.

ACTION: After review and discussion, Mr. Tharp made a motion to dismiss the complaint, with prejudice finding no violation of statutes or Board rules. Mr. Jacob seconded the motion. **Motion Carried.**

During further discussion, Mr. Tharp and Ms. Leonard had questions regarding the student refund, the issue with the computer, Return to Title IV calculations and requested CRAS submit the ledger card, institutional refund calculations, Return to Title IV calculations, its refund policy and policy regarding the computer given to student at the start of the program and when it is determined the computer stays in possession of the student. Mr. Tharp made motion to open a non-student complaint. Mr. Jacob seconded the motion. **Motion Carried.**

IV. NON-STUDENT COMPLAINT

A. #16-NS506 UEI College

Institution: Laureen Cahill - Chief Compliance Officer, Aaron Mortenson - General Counsel and Todd McDonald -Executive – Director
Complainant: Anonymous

Mr. Blanchard summarized this complaint. The complaint was submitted as an anonymous complaint with a number of possible violations. The submitted information appears to be information of six UEI students, a placement summary document and some of UEI policies pertaining to grades and adhering to SAP policies.

The Complaint Committee discussed a number of concerns at UEI, which included why UEI did not have a Registrar or a Director of Education.

ACTION: After review and discussion, Mr. Tharp made a motion to maintain an open complaint, continue to monitor the complaint, requested UEI submit any status reports or information as they become available and wait for the ACICS findings. Mr. Jacob seconded the motion. **Motion Carried.**

V. Call to the public: None

VI. ADJOURNMENT: 3:43 P.M.

The June 21, 2016 Complaint Committee Minutes were approved at the October 13, 2016 Complaint Committee meeting



Keith Blanchard, Deputy Director