

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

COMPLAINT COMMITTEE MEETING MINUTES

June 23, 2011

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

Also Present: Teri Stanfill, Director
 Keith Blanchard, Deputy Director
 Carmen Flores, Board Secretary

I. CALL TO ORDER – 12:45 P.M.

Chairman Laura Palmer Noone called the complaint committee meeting of the Arizona State Board for Private Postsecondary Education Board Meeting, to order at 12:45 P.M.

Board changed the order of agenda:

II. MINUTES:

Ms. Leonard made a motion to approve the minutes of the April 25, 2011 Complaint Committee meeting as submitted. Ms. Noone seconded the motion. **Minutes approved**

III. STUDENT COMPLAINTS

A. #11 S013 Vocational Career Institute – Marc Dunn
 Complainant C.C. California Student

Mr. Blanchard summarized the complaint involving a California student had alleged that the California campus of VCI closed and the student was unable to complete the program. Financial aid was established through Sallie Mae using the Arizona campus address for VCI. VCI stated the student had completed all the hours required for the program as stated in the enrollment agreement prior to the closing of the California campus

ACTION: Ms. Noone made a motion to dismiss the complaint for lack of jurisdiction. Mr. Tharp seconded the motion. **Motion Carried.**

IV. NON- STUDENT COMPLAINTS

B. #11-NS010 TechSkills – Cathy Olsen and Donna Hutchinson
 Complainant State Board

Ms. Leonard recused herself from this complaint. Mr. Blanchard presented the issues in this complaint stating the school failed to have an assigned instructor at the institution when students are on campus working on the technical skills pursuant to its catalog. An instructor is to be on staff until 8:00 p.m.

MOTION: Ms. Noone made a motion to offer TechSkills a consent agreement for failure to provide instructors at the campus and pay a civil penalty of \$1,000. The institution agreed with the motion. Mr. Tharp seconded the motion. **Motion Carried.**

C. #11-NS005 Grand Canyon University – Jennifer Lech and Chris Richardson
Complainant: SOCMAR

SOCMAR Project Director, in reference to a student G.S.P., had issues with his financial aid with Grand Canyon University. Servicemembers Opportunity Colleges Marine Corps (SOCMAR), project allows Marines to attend schools after the Marine completes a SOCMAR student agreement. The institution explained each of the concerns with SOCMAR and G.S.P. and explanation and policies governing the financial aid issues were satisfactorily answered.

ACTION: Ms. Leonard made a motion to dismiss the complaint with no violations. Mr. Tharp seconded the motion. **Motion Carried.**

D. #11-NS008 Altrain Dental Assisting Academy - Tiffany
Complainant: State Board

Mr. Blanchard introduced the complaint to the committee by stating Altrain Dental Assisting was running a radio advertisement on 98.2 claiming Dental Assistant can make up to \$44, 000 per year and the perspective students should call the school about its "Mesa evening classes." Altrain submitted a transcript of the radio advertisement and submitted the information to substantiate the \$44,000 a year income for Dental Assistants.

ACTION: Ms. Leonard made a motion to dismiss the complaint with no violations. Ms. Noone seconded the motion. **Motion Carried.**

V. STUDENT COMPLAINTS (Continued)

E. #11-S004 College America – Marty Junta
Complainant: A.H.,

At its December 14, 2011 meeting, the Complaint Committee and the College America agreed to a consent agreement. During the past 90 days there have been a number of request from Attorney Matt Gerber, requesting changes to the consent agreement. The agreement was presented to the committee and reviewed.

ACTION: Ms. Noone made a motion to the following: Changes to paragraph 5 of the consent agreement are accepted and the requests for changes to paragraph 2 are denied. Mr. Tharp seconded the motion. **Motion Carried.**

F. #11-S006 Brown Mackie College – Connie Scollard
Complainant: B.C.

Mr. Blanchard introduced this complaint from B.C. regarding issues and concerns with the Occupational Therapy Assistant program. The committee reviewed communication from the school and the complainant stating a resolution. The school refunded all tuition and fees to B.C. and she considers her complaint with the school fully resolved.

ACTION: Ms. Noone made a motion to dismiss the complaint with no violations. Mr. Tharp seconded the motion. **Motion Carried.**

G. #11-S007 Embry-Riddle - Richard Boone
Complainant: J.S.

Mr. Blanchard stated J.S. filed a complaint against Embry-Riddle Aeronautical University alleging representatives from the school stated there was an existent helicopter program and that helicopters were expected to be at the campus in operation for the 2009 fall semester. These promises or communications continued after enrollment.

ACTION: After discussion and review of the material, Ms. Noone made a motion forward this matter to the State Board for further review. Mr. Tharp seconded the motion. **Motion Carried.**

H. #11-S011 Arizona School of Acupuncture and Oriental Medicine - David Epley

Mr. Blanchard stated on May 31, 2011, staff received a facsimile from 39 students (entire student body) requesting the State Board to take "immediate intervention" regarding the "integrity and direction of our school." Dr. Epley submitted a corrective action plan that the students agreed.

ACTION: Ms. Noone made a motion to have staff monitor the school and follow up with the action plan. Staff is to forward the information to the committee after completion of the changes. Mr. Tharp seconded the motion. **Motion Carried.**

IV. CALL TO THE PUBLIC: N/A

V. ADJOURNMENT: 2:15 P.M.