

COMPLAINT COMMITTEE MEETING MINUTES

January 24, 2013

Members Present: Glen Tharp
Trish Leonard
Gary Damore

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

I. CALL TO ORDER – 9:01 A.M.

Glen Tharp called the Complaint Committee meeting of the Arizona State Board for Private Postsecondary Education Board Meeting, to order at 9:01 A.M.

II. MINUTES: SEPTEMBER 27, 2012

Mr. Tharp made a motion to postpone the approval of the minutes for September 27, 2012 and placing the agenda item to the end of the meeting to allow Ms. Miller to attend because of a lack of quorum for these minutes.

III. MINUTES: December 11, 2012

Dr. Damore made a motion to approve the minutes of the December 11, 2012 Complaint Committee meeting as submitted. Ms. Leonard seconded the motion. **Minutes approved**

IV. STUDENT COMPLAINT

- A. **#13-S001 Grand Canyon University:**
Institution: Dr. Kathleen Player and telephonically by Dan Steimel, Assistant General Counsel

Mr. Blanchard summarized the report stating on June 21, 2012, the State Board received a complaint from M.G. Upon review of the complaint, it appears it stems from issues complainant had with instructor Jere Smith. M.G. states the instructor had issues with his LDS religion affiliation and was subjected to hate speech and discrimination.

GCU and M.G. submitted a Letter of Agreement. Staffs communication with M.G confirmed his request to withdraw the complaint. It was noted that M.G. failed to complete his final appeal and staff requests the committee to dismiss the complaint.

ACTION: Finding no violations of Statute or Board rules that govern postsecondary schools, Dr. Damore made a motion to dismiss the complaint. Mr. Tharp seconded the motion. **Motion Carried.**

**B. #13-S006 Grand Canyon University:
Institution: Dr. Kathleen Player and telephonically by Dan Steimel, Assistant
General Counsel**

Mr. Blanchard summarized the complaint stating on July 27, 2012, staff received complaints filed by L.W. and K.B., wife and husband. In the complaint there were numerous allegations, but the specific issue was after withdrawal from GCU in November 2011. Both complainants stated they were accepted by Concord Law School Online and were starting class in January 2012. Both qualified for financial aid, but the complainants were unable to obtain the full amount of stipend. Concord allegedly told the complainants that GCU still showed a pending financial aid that was holding up the \$9,000.00 stipend.

After the initial submission, staff contacted the complainants regarding the student grievance procedure (G.P.) and the required satisfaction of those steps prior to filing a complaint with the State Board.

Staff confirmed with the complainants that the records were updated and their financial aid issues were rectified. Staff has not received any correspondence, emails or phone messages from the complainants since September 2012.

ACTION: Finding no violations of Statute or Board rules that govern postsecondary schools, Mr. Tharp made a motion to dismiss the complaint. Dr. Damore seconded the motion. **Motion Carried.**

**C. #13-S009 University of Phoenix:
Institution: Austin Rhodes, Corporate Counsel, Tondra Claiborne
Complainant: R.D. (Telephonically)**

Mr. Blanchard summarized the complaint stating on October 25, 2012, the State Board received a complaint from R.D. The complainant submitted documentation that stated she was "robbed of an A" which was unethically turned into a "C". This was due to work that was allegedly deleted from the paper that was submitted at submission. When the student submitted her appeal and was adamant about the grade change and the changing of her paper, she was given a Notification of Violation Student Code of Conduct.

UOP submitted all the information that supports its decision on the grade appeal and the student code of conduct violation. UOP also stated that R.D. withdrew from school and was not terminated or expelled.

ACTION: Finding no violations of Statute or Board rules that govern postsecondary schools, Mr. Tharp made a motion to dismiss the complaint. Dr. Damore seconded the motion. **Motion Carried.**

**D. #13-S015 Thunderbird School of Global Management
Institution: Tonya Pelke, Controller
Complainant: C.P.**

Mr. Blanchard summarized the complaint stating on October 22, 2012, the State Board received a complaint from C.P. regarding the school's failure to respond to her complaint

that Thunderbird erroneously reported her 30 days late to the credit bureau for the Federal Perkins Loan that were in deferment and non-compliance with Title IV requirements

C.P. filled out a student complaint and non-student complaint. Both have the same allegations. She started her program on January 2004 and graduated May 2005. The scope of this investigation is the school's communication with C.P. and the reporting of a 30-day late payment on her credit profiles while her loans were allegedly in deferment.

Thunderbird submitted documentations that showed C.P. submitted her deferment requests late causing the late notices. The school stated it sent out 90 day letters, 60 day letters and 30 day letters regarding her payment due date and or the required submission of a deferral request. It was noted that C.P. received an updated credit report from Experian in September 2012 that reflected the credit report changes. Pursuant to Thunderbird, there are currently no derogatory statements being listed on her credit report.

10:00 A.M. Executive Section: Mr. Tharp requested the committee go into Executive Session for the purpose of obtaining legal advice

10:06 A.M. Return to Regular Session

ACTION: Mr. Tharp made a motion that the committee takes no action citing a lack of jurisdiction due to the 3-year statute of limitations for filing student complaints. Ms. Leonard seconded the motion. **Motion Carried.**

V. MINUTES:

Ms. Miller joined the meeting. Ms. Miller made a motion to approve the minutes of the September 27, 2012 Complaint Committee meeting as submitted. Mr. Tharp seconded the motion. **Minutes approved.**

VI. CALL TO THE PUBLIC: N/A – No one came forward

VII. ADJOURNMENT: 10:12 A.M.

The January 24, 2013 Complaint Committee Minutes were approved at the April 25, 2013 Complaint Committee meeting


Keith Blanchard, Deputy Director