

## COMPLAINT COMMITTEE MEETING MINUTES

April 25, 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 – 9:02 A.M.

Glen Tharp called the Complaint Committee meeting of the Arizona State Board for Private Postsecondary Education Board Meeting, to order at 9:10 A.M.

### II. MINUTES: JANUARY 24, 2013

Dr. Damore made a motion to approve the minutes of the January 24, 2013 Complaint Committee meeting as submitted. Ms. Leonard seconded the motion. **Minutes approved**

### III. Determination to open a complaint - Training To You (TTY) – Department of Veterans' Services Institution: Tim Smith (Telephonically)

Mr. Blanchard summarized the report stating on March 29, 2013, Training to You received a letter from the State of Arizona Department of Veterans' Services, Veterans' Education & Training Approving Agency (VETAA) stating it was suspending all programs and courses for 60 days. VETAA stated Training to You failed to meet requirements of catalog approval criteria as set forth according to 38 USC 21.3676, Approval of non-accredited courses. The catalog which was provided for approval to VETAA failed to meet the following requirements. Prior to the meeting, TTY received a positive response from VETAA and approved the changes.

**ACTION:** Upon discussion and review of the information submitted by TTU, Ms. Leonard made a motion to not open a complaint and requested TTU to submit a copy of the updated catalog for review by staff. Dr. Damore seconded the motion. **Motion Carried.**

### IV. Determination to Open a Complaint against College America in response to an anonymous complaint Institution: Cindy Smith

Mr. Blanchard summarized the report stating on April 17, 2013, staff received a complaint submitted anonymously regarding issues with Carl B. Barney, CollegeAmerica, Stevens-Henager, California College for Health Sciences, Independence University Online and Stevens-Henager Online. The complaint was submitted without anyway of identifying the complaint to allow staff to interview. All supporting

documentation submitted appears to be articles and advertisements downloaded from the internet to support the allegations, which are vague.

CollegeAmerica submitted an email stating they knew the identity of the complainant because these allegations have surfaced previously.

**ACTION:** Upon discussion and review of the information submitted, the committee determined that submitted material is too vague for the school to respond and for staff to investigate. During discussions, the committee did have concerns with an advertisement stating “\$6 Million in New Scholarships” and requested verification that this type of advertisement is not being used or circulated. Ms. Smith stated it was not being used. Ms. Leonard made a motion to not open a complaint. Dr. Damore seconded the motion. **Motion Carried.**

## **V. STUDENT COMPLAINT**

### **A. #13-S016 Medline School of Medical Transcription: Institution: Chad Sines (Telephonically) Complainant: M.M. (Telephonically)**

Mr. Blanchard summarized the report stating on February 27, 2013, staff received a complaint from M.M., who was on “scholarship” given to him by the previous owner of Medline School of Medical Transcription. M.M. stated on January 1, 2013 he was terminated from the program unless he began paying \$150.00 per month to cover tuition. During his complaint to the school, M.M. claimed the school lacked a student grievance procedure and student services in handling this situation

During M.M.’s enrollment, he failed to submit any work for over one year. He was given the option to return to school, but pay the tuition. He was ultimately terminated from the program for failure to adhere to his academic progress. An email from student services was sent to M.M. advising him of his options on January 1, 2013.

Staff interviewed Ms. Thebeault regarding the “scholarship” to M.M. She stated it was not a scholarship, but the tuition was paid by a company called New England Medical Transcription. This company is based out of New Jersey.

During staff’s review of all the documentation, there is no information regarding the scholarship, and how it was applied.

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

### **B. #13-S020 Brighton College: Institution: Kathleen Miribile**

Mr. Blanchard summarized the complaint stating on March 29, 2013, T.B. submitted a complaint against Brighton College alleging concerns with the instructional quality and the “line-in-the-sand” attitude of Brighton has taken regarding her complaint. Brighton allegedly failed to explain the institutional grievance procedure and the class description on the 2 classes did not match the information listed on the syllabus. After Board’s staff discussion with Brighton and the complainant, the grievance procedure was explained to the complainant.

During staff's interview with Brighton College, the school refunded all of the tuition and fees to complainant T.B. The school determined that after all the communications with T.B.; she was not going to be satisfied with the program.

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

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

**VII. ADJOURNMENT:** 9:44 A.M.

The April 25, 2013 Complaint Committee Minutes were approved at the June 27, 2013 Complaint Committee meeting



Keith Blanchard, Deputy Director