Student Complaints Log 13'

7-1-2012	13-S001	Grand Canyon University	M.G.	"Malicious and vindictive conduct by GCU" Discrimination, Hate Speech, Threats, Bigotry	Initial communication with school, stated M.G. has not completed his last appeal. M.G. agreed. Per conversation with M.G. on 12-14-12, he has come to a resolution with GCU and will submit a letter 1-24-13 Complaint Committee found no violations of Statute and Board rules and voted to dismiss the complaint.
7-2-2012	13-S002	Arizona Heart Institute	P.B.	Student had to wait 4 months to restart the program after instructor/administrator resigned.	12-11-12 Complaint Committee found no violations of Statute and Board rules and voted to dismiss the complaint.
7-5-2012	13-S003	Grand Canyon University	A.P.	Plagiarism charges and termination	9-27-12 Compliant Committee found no violations and dismissed the complaint. GCU has offered A.P. to retake the 8 classes free of change.
7-27-2012	13-S004	Lamson College	S.B.	Student was only able to attend part-time externships and stated during enrollment full-time externships would be difficult. Student has not attended school since 2010.	12-11-12 Complaint Committee found no violations of Statute and Board rules and voted to dismiss the complaint.

8-28-2012	13-S005	Computer Skills Institute	S.W.	Complainant stated the school issued her out of date text books and requested she pay the testing fee instead of the school	9-27-12 Complaint Committee meeting the school stated it would pay upfront for study material, test fee and book fees. S.W. agreed to those provisions. Committee found no violations of Statute and Board rules and voted to dismiss the complaint.
8-29-2012	13-S006	Grand Canyon University	L.W./K.B.	Application of financial aid	1-24-13 Complaint Committee found no violations of Statute and Board rules and voted to dismiss the complaint.
9-11-2012	13-S007	Western International University	G.A.	Retaliatory grading from an instructor. G.A. requested to apply new Title IV disbursements to pay old loan balance	9-27-12 Complaint Committee found no violations of Statute and Board rules and voted to dismiss the complaint.
9-11-2012	13-S008	GCU	D.M.	Application of Title IV, Return to Title IV requirements	9-27-2012 Complaint Committee voted to forward the complaint to the Board for further review. 10-25-2012 Board meeting the members found no violations of Statute and Board rules and voted to dismiss the complaint.
8-15-2012	13-S009	University of Phoenix	R.D.	R.D. was 'robbed from an A" and was found in violation of student code of conduct	1-24-13 Complaint Committee found no violations of Statute and Board rules and voted to dismiss the complaint.
8-23-2012	13-S010	University of Phoenix	K.R.	K.R. stated the University of Phoenix	1-10-2014. After a year of

				instructor gave him the "wrong type" regarding RFB and RFP.	communication between UOP, student and Board staff, K.R. agreed to the provisions offered by UOP and re-enrolled into his final class. Upon review, Complaint Committee found no violations of Statute and Board rules and voted to dismiss the complaint.
8-25-2012	13-S011	GCU	V.M.	Transfer Credit Inconsistencies and un-cooperative administration	Per V.M. she had completed the G.P. Staff submitted the complaint to GCU and V.M. was still in the process of completing the review of her transcripts. Staffs kept file open until final appeals and all G.P. were completed, which were completed satisfactorily.
8-7-2012	13-S012	ITT-Tech Breckenridge	C.M.	Failure of administration to respond to complaint, Retaliation against student, Unsubstantial clinical warnings, bullying	6-27-2013 Complaint Committee voted to forward the complaint to the State Board and monitor the outcome of AZ State Board of Nursing complaint. Update: Board of Nursing issues is still pending as of 3-3-2014.
OPEN	12-S013		.		

10-10-2012	13-S014	University of Phoenix	S.M.	University of Phoenix withdrew S.M. from her LPN-BSN Nursing Program for a second failure in NUR499.	12-11-12 Complaint Committee found no violations of Statute and Board rules and voted to dismiss the complaint.
10-23-2012	13-S015	Thunderbird	C.P.	Account sent to collections numerous times and reported as late on C.P. credit report when the loans were in forbearance. .	1-24-13 Complaint Committee meeting voted to take no action citing a lack of jurisdiction due to the 3-year statute of limitations for filing student complaints.
2-27-2013	13-S016	Medline School of Medical Transcription	M.M.	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	4-25-13 Complaint Committee found no violations of Statute and Board rules and voted to dismiss the complaint.
3-18-2013	13-S017	Northcentral University	E.R.	Complaint was submitted to staff regarding comprehensive exam. Per student complaint procedure was completed.	3-26 1013 response from NCU. NCU authorized E.R. the opportunity to re-take the course. New class was scheduled for 4-15-2013.

3/18/2013	13-S018	Northcentral University	A.D.	Staff received an initial complaint 2-5-2013. After speaking with A.D., she stated she had completed the G.P. regarding her request for a new mentor and chair for her PhD program. Staff submitted the complaint to the NCU who stated they had agreed to allow her to change for mentor and chair. A.D. withdrew her complaint. 9-17-2103, A.D. submitted another complaint with "grade appeals."	Pending
3-25-2013	13-S019	Chamberlain College of Nursing	M.R.	M.R. states the syllabus for NR322 provided the option of turning in an individual report in lieu of a group assignment. He received a zero out of a possible 100 points for the assignment. The zero caused M.R. to fall below the 76% requirement to pass the class. M.R. was academically dismissed because this was the second attempt at passing the NR 322 class.	6-27-13 Complaint Committee found no violations of statute and rules that govern the Arizona State Board for Private Postsecondary Education and voted 2-1 to dismiss the complaint.
3-29-2013	13-S020	Brighton College	T.B.	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	4-25-13 Complaint Committee found no violations of statute and rules that govern the Arizona State Board for Private Postsecondary Education and voted unanimously to dismiss the

				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. Brighton College refunded all of the tuition 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.	complaint.
3-22- 2013	13-S021	Phoenix School of Law	R.G.	R.G. feels aggrieved by the school for two reasons: 1) R.G. was deducted points from her final grade in Property I for failure to complete properly her testing form (Scantron) on a mid-term examination, in line with the professor's written policy. 2) R.G. turned in the wrong final assignment for Lawyering Process I.	6-27-13 Complaint Committee found no violations of statute and rules that govern the Arizona State Board for Private Postsecondary Education and voted unanimously to dismiss the complaint.