

## COMPLAINT COMMITTEE MEETING MINUTES

December 13, 2011

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

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

### I. CALL TO ORDER – 12:08 P.M.

Chair Laura Palmer Noone called the Complaint Committee meeting of the Arizona State Board for Private Postsecondary Education Board Meeting, to order at 12:08 P.M.

### II. MINUTES:

Upon review of the minutes, Ms. Leonard made a motion to approve the minutes of the September 22, 2011 Complaint Committee meeting as submitted. Dr. Noone seconded the motion. **Minutes approved**

### III. Determination to open a complaint: Collins College/Stanford Brown College Institution: Tina Newman, Christine Murphy, George Fitzpatrick

Ms. Stanfill summarized this matter regarding Collins College/Stanford Brown College, institutions licensed and operating in Arizona and part of CEC. CEC institutions were issued a Show Cause by ACICS for its placement numbers falling below the minimum requirement of 65%.

**ACTION:** After discussion and review, Dr. Noone made a motion to open a complaint, monitor the institution and refer further action the State Board.

### IV. NON-STUDENT COMPLAINTS:

#### A. #11-NS003 National Personal Training Institute (NPTI)

Mr. Blanchard summarized the complaint regarding the NPTI and TWCC certification. NPTI was training student and certifying graduates through a sister company.

**ACTION:** Ms. Leonard made a motion to have the school remove "Certification" from NPTI's store website. She requested the changed to be submitted at the next available complaint committee meeting. The other allegations in the complaint were dismissed. Dr. Noone seconded the motion. **Motion Carried.**

- B. #12-NS003**  
**Dunlap Stone University (DSU)**  
Institution: James Armstrong and Dr. Don Burton  
Complainant: V.S.

Mr. Blanchard summarized the complaint alleging Dr. Burton was proctoring certification test for personal friends; Commissions were paid to Roberto Echevarria-Rivera for enrollment at IIEI; Statement that certification programs are fully accredited; IIEI states that their 'certification programs are fully accredited' giving the impression that an accrediting body accredits these certifications; Dr. Burton was passing students from foreign countries, namely, China and Nigeria who would actually fail the Certified Exporter and other Certifications; IIEI's false claims that their trade training programs are the only ones recognized by the US Commercial Service.

**ACTION:** Mr. Tharp made a motion to dismiss the complaint for lack of jurisdiction because the Board does not have any jurisdiction over the certification programs. Dr. Leonard seconded the motion. **Motion Carried.**

- C. #12-NS504**  
**Fortis College - Mr. Tharp recused himself**  
Institution: Steve Patterson

Mr. Blanchard summarized the complaint alleging that Joshua Marquez was allowed to complete the mid-term without attending class for 3 weeks (should have been dropped). Students were given credit for externships hours without completing the proper number of hours and Fortis College were allowing a student not to come to class, only turn in homework and show up for finals.

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

- D. #12-NS505**  
**The Refrigeration School**  
Institution: Phil Finklea, Heather Haskell, Sonimar Rosa

Mr. Blanchard summarized the complaint alleging the that a student had verbally complained to the complainant regarding a racial slur that took place in the student's class. G.M. submitted a complaint to human resources alleging instructor Dave Lloyd's use of the term "Buck Wheat" to a black student and alleges that faculty supervisor Greg Harris did nothing.

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

**V. STUDENT COMPLAINTS**

- A. #12-S002 Penn Foster College**

Mr. Blanchard summarized the complaint stating Penn Foster and the complainant were to work through the issues previously presented to the committee. During the 3 months, the school and staff made numerous attempts to communicate with the complainant but were unable to have her respond.

**MOTION:** After discussion and review of the information, Ms. Leonard made a motion to dismiss the complaint with no violations. Mr. Tharp seconded the motion. **Motion Carried.**

**B. #12-S004 Grand Canyon University**  
Complainant: F.M.  
Institution: Chris Richardson, Carol Bratt

Mr. Blanchard introduced this complaint. During the schools communication, it stated the school was allowing for a third appeal and therefore the complaint could not be heard until the last appeal has been exhausted.

**ACTION:** Dr. Noone made a motion to the committee had no jurisdiction until all appeals have been completed and deferred action. Mr. Tharp seconded the motion. **Motion Carried.**

**C. #12-S005 Brown Mackie College**  
Complainant: D.F.  
Institution: Connie Sharp, Patti Curtis, Melody Montano, Christine Adams

Mr. Blanchard introduced the complaint to the stating the student alleged that there was incorrect information on student portal; Financial aid award and charges are inconsistent; Accounting of all Pell Grants; BMC withdrew D.F. without her knowledge and required her to re-enroll; Loss of financial aid; Harassment and abuse of student during her learning process; D.F. issues regarding her criminal history that would not allow her to participate in a required externship.

**ACTION:** After discussion and review, Mr. Tharp made a motion have the school submit information of the options or availability students would have in attending an externship and what opportunity would be available when a criminal record exists. Ms. Leonard seconded the motion. **Motion Carried.**

**D. #12-S007 Pima College**  
Complainant: A.V.  
Institution: Kristen Torres

Mr. Blanchard introduced this complaint submitted by A.V. Complainant A.V., through Kevin and Kellie Volant, filed a complaint against Pima Medical Institute. In the allegations, the complainant(s) stated A.V. enrolled in the two-year nursing program and her acceptance would be contingent on her ability to secure financing. A.V. was unable to qualify for financial aid under Title IV because of her non-immigrant status.

**ACTION:** Mr. Tharp made a motion to refer this matter to the Board for further review. Ms. Leonard seconded the motion. **Motion Carried.**

**E. #12-S008 ITT Technical Institute**  
Complainant: C.F.  
Institution: Barry Bailey, Arnulfo Runas, Griselda Martinez

Mr. Blanchard introduced this complaint stating C.F. was dropped from the Computer Drafting Design Program due to not meeting ITT Technical Institute Satisfactory Academic Progress (SAP) policy. Complainant stated she never received any SAP letters for the quarters of June, September and December. C.F. indicated she needs 8 additional class to complete her degree.

**ACTION:** Ms. Leonard made a motion to refer this matter to the Board for further review. Mr. Tharp seconded the motion. **Motion Carried.**

F. #12-S009 Arizona Medical Training Institute  
Complainant: R.B.  
Institution: Jim Dillard

Mr. Blanchard summarized the complaint stating complainant R.B. alleged that after completion of his phlebotomy program an issue arose during his externship when the complainant refused to do an "unsafe act on a patient" and was requested to leave the site. Subsequent communications between R.B. and the externship site led to his termination of the externship. AMTI and St. Luke Hospital stated R.B. did not go through the proper channels requested by AMTI. R.B. may have been allowed the opportunity to either complete his externship at St. Luke Hospital or has an opportunity at another site, if not for his actions.

**MOTION:** Dr. Noone made a motion that Staff issue a Letter of Concern to have the school provide all disclosures at time of enrollment. Ms. Miller seconded the motion. **Motion Carried.**

IV. **CALL TO THE PUBLIC:** N/A

V. **ADJOURNMENT:** APPROXIMATELY 2:15 P.M.

The December 13, 2011 Complaint Committee Meeting were approved at the Complaint Committee Meeting on March 22, 2012.

  
Keith Blanchard, Deputy Director

  
Date