

Student Complaints Log 14'

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| 8-1-2013 | 14-S001 | Community Kitchen | Z.J. | Z.J. alleged she was not allowed to "exercise her due process" regarding the student grievance procedure. She indicated she was receiving unequal or unfair treatment in her classes compared to Caucasian students. Students do not pay tuition. | 9-26-2013 The Complaint Committee found no violations of Statute and Board rules and voted to dismiss the complaint. |
| 8-10-2013 | 14-S002 | Kaplan | H.H. | Complainant H.H. alleged that she has been unsuccessful in finding employment because she has no certification, which she stated can't obtain without 2-years verifiable experience in medical billing and coding field. | 9-26-2013 The Complaint Committee found no violations of Statute and Board rules and voted to dismiss the complaint. |
| 6-27-2013 | 14-S003 | Argosy University | A.J. | Failure to follow published administrative policy Wrongful termination | 1-10-2014, the Complaint Committee for the Arizona State Board voted to forward this complaint to the full Board for review. It was requested to allow Argosy and A.J. to attempt to come to a resolution. 2-27-2014 At the Board meeting, A.J. and the institution found a resolution and A.J. was re-admitted. The State Board found no |

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| | | | | | violations of Statute and Board rules and voted to dismiss the complaint. |
| 8-22-2013 | 14-S004 | Penn Foster | M.S. | M.S. submitted a complaint against Penn Foster College alleging false and misleading advertising on its website. He states the school makes statements that the school is accredited nationally. | 9-26-13 Complaint Committee found no violations of Statute and Board rules and voted to dismiss the complaint. |
| 8-8-2013 | 14-S005 | American Institute of Dental Assisting | K.S. | Unfair treatment Failure to follow institutional policies K.S. submitted her complaint against American Institute of Dental Assisting (AIDA) alleging that AIDA did not help her to successfully complete the Dental Assisting program. At the time of her enrollment, K.S. disclosed that she had a self- diagnosed learning disability, which she alleges was not given help. | 9-26-13 Complaint Committee found no violations of Statute and Board rules and voted to dismiss the complaint. |
| 8-30-2013 | 14-S006 | Southwest College of Naturopathic Medicine | M.J. | Complainant alleged: Grievance procedure language does not allow for review after 5 days SCNM failed to negotiate in good faith in an attempt for a | 1-10-14 Complaint Committee found no violations of Statute and Board rules and voted to dismiss the complaint. |

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| | | | | <p>positive resolution with students issue regarding a chair for his disability</p> <p>Possible retaliation for filing a report for child sex crimes by a SCNM facility member</p> <p>SCNM violated its student discipline procedures</p> <p>Non-compliance with ADA requirements</p> | |
| 1-10-2014 | 14-S007 | Northcentral University | A.A. | <p>Discrimination, Retaliatory grading, Negative Behavior</p> | <p>3-27-2014 Complaint Committee finding no violations of statute or Board rules that govern private postsecondary institutions in Arizona voted to dismiss the complaint</p> <p>During discussion, the Committee cautioned NCU regarding its automated messages that was given to A.A. stating his success with SAP, but had terminated him for Student Code of Conduct violations.</p> |
| 1-2-2014 | 14-S008 | Western International University | M.M. | <p>SAP Issues Student requested the opportunity to complete her program after her GPA fell below the</p> | <p>3-27-2014 Complaint Committee meeting, WIU had resolved the issue</p> |

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| | | | | required 3.0 SAP requirement | that was presented in the complaint. Finding no violations of statute or Board rules that govern private postsecondary institutions in Arizona and a positive resolution, the committee voted to dismiss the complaint |
| 1-6-2014 | 14-S009 | Anthem College | C.G. | Job Placement Incidents of Harassment | 3-27-14 Complaint Committee found no violations of Statute and Board rules and voted to dismiss the complaint. |
| 3-3-2014 | 14-S010 | L.S. Coding & Education | S.S. | Refund | 3-27-2014 Complaint Committee found no violations of Statute and Board rules and voted to dismiss the complaint. At the meeting, the committee recommended a 50% refund, which L.S. Coding agreed. |
| 2-27-2014 | 14-S011 | Anthem College | T.S. | Wrongful Termination | 3-27-2014 Complaint Committee voted to forward the complaint to the State Board for further review. During the discussion, the committee noted concerns with the lack of written documentation to justify the termination. |

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| | | | | | April 21, 2014 Arizona State Board found no violations of Statute and Board rules and voted to dismiss the complaint. |
| 1-3-2013 | 14-S012 | University of Phoenix | D.H. | Transfer Credits | 3-27-14 Complaint Committee found no violations of Statute and Board rules and voted to dismiss the complaint. |
| 4-23-2014 | 14-S013 (imputed originally as 14-S010) | ITT Technical Institute | M.M. | Instructors failed in their responsibility as teachers (nothing specific), which had an adverse effect on students. Dean of Students would not follow up on verbal complaints about instructors. | July 31, 2014 Complaint Committee found no violations of Statute and Board rules and voted to dismiss the complaint. |
| 4-29-2014 | 14-S014 (imputed originally as 14-S011) | ITT Technical Institute | R.S. | Concerns with Instructors and failure of ITT's Dean of Students not withdrawing student from classes after his request. | July 31, 2014 Complaint Committee voted to forward the complaint to the State Board for additional review. Specifically, for review of the initial withdrawal request made verbally by R.S. to Dean Spector. The committee requested ITT to reach-out to R.S. in an attempt to resolve the issue regarding the |

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| | | | | | <p>withdrawal. The committee questioned fees for the fourth quarter based on information provided and suggested ITT Tech should refund the complainants fourth quarter tuition.</p> <p>10-23-2014 The State Board voted to return the complaint to the Complaint Committee and requested ITT Tech to attempt resolution with the student to include a refund of PT2520 class and possible return to class.</p> <p>9-25-2014 Complaint Committee, ITT submitted information that there was no resolution. ITT submitted documentation and verbal explanation that they made a number of requests to have R.S. meet with the school, but he failed to meet. He requested from the school that he</p> |
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| | | | | | <p>wanted a full refund and was not interested with only the PT2520 refund and was not interested in returning to ITT.</p> <p>The Complaint Committee voted to dismiss the complaint and commented that ITT did attempt to come to a mutual resolution with R.S. as previously requested.</p> |
| 5-28-2014 | 14-S013 (imputed originally as 14-S012) | Arizona Summit Law School | E.D. | <p>E.D. identified herself as Lesbian, Gay, Bi-Sexual, Transvestite (LGBT), which has caused discriminatory reaction from Arizona Summit and the specific reason for her academic suspension. Pursuant to E.D., the email communication with an instructor got blown out of proportion and she was charged with harassment. E.D. states the punishments are excessive and extremely harsh.</p> | <p>July 31, 2014 Complaint Committee, finding no violations of statute and Board rules and voted to dismiss the complaint.</p> |