

COMPLAINT COMMITTEE MEETING MINUTES

December 11, 2012

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 – 1:14 P.M.

Glen Tharp called the complaint committee meeting of the Arizona State Board for Private Postsecondary Education Board Meeting, to order at 1:14 P.M.

II. MINUTES:

Mr. Tharp made a motion to postpone the approval of the minutes for September 27, 2012 because of a lack of quorum. Dr. Noone seconded the motion. **Minutes will be placed on next agenda**

III. **Dunlap Stone University** – Discussion and Possible Action on Recent Correspondence with Dunlap-Stone University regarding an Article in Global Watch Institution: Dr. Donald Burton

Prior to discussion, Ms. Leonard made a motion to enter into executive session in order to obtain legal advise. Upon return from executive session, following the review, discussion of all pertinent information and documents related to the Global Watch Article July/August 2012, the Committee unanimously voted to not open a complaint. It is noted that the committee. Ms. Leonard expressed concerns regarding mis-statements in the Global Watch publication.

ACTION: Mr. Tharp made a motion to not open a complaint. Mr. Damore seconded the motion. **Motion Carried.**

IV. NON-STUDENT COMPLAINT

A. #13-NS502 Vocational career Institute:

Mr. Blanchard summarized the report stating Vocational Career Institute was a school previously licensed by the board. The school ceased to operate on December 19, 2011. The school has not made the student files available. M.O. was a student that completed the masonry program in 2010. His brother and the person who filed the complaint stated J.O. had cosigned and wanted a refund for the lack of quality instruction. J.O. stated he needed to file a complaint to show Sallie Mae that he did file a complaint with the state requesting relief.

ACTION: Ms. Leonard made a motion that the committee will take no action for lack of jurisdiction. Mr. Damore seconded the motion. **Motion Carried.**

V. STUDENT COMPLAINT

- A. 12-S018 Grand Canyon University:**
Institution: Dr. Kathleen Player and Dan Steimel, Assistant General Counsel
Telephonically - Keith Baker (Head of Athletics), Michelle Nuckols (Head of FA)
and Tim Jones (Finance Counselor)
Complainant: E.N.

Mr. Blanchard summarized the report stating on May 10, 2012, the State Board received a complaint from E.N. regarding his balance he owes GCU and how his athletic scholarship in 2007 was applied. The complainant stated in January 2007, he joined the men's basketball team at GCU on a scholarship. In his allegation he stated there were promises made to him and that his education would be paid by GCU. He stated the school failed to "holdup" their side of the scholarship and coaches made verbal agreements that they did failed to follow through.

During the review of numerous emails and documents, E.N. did register for classes on January 19, 2010, but was dropped from the classes because the balance that was owed to GCU. It appears the concerns are from 2007, which would be past the 3-year statute of limitations filing a complaint.

ACTION: Mr. Damore made a motion that the committee will take no action for lack of jurisdiction due to 3-year statute of limitation. Ms. Leonard seconded the motion. **Motion Carried.**

- B. #13-S002 Arizona Heart Foundation**
Institution: Paula Banahan

Mr. Blanchard summarized the complaint stating on June 14, 2012, staff received a complaint from P.B. In her complaint, she stated there concerns that included a four month wait period to start the program because the director and instructor resigned. This delay created hardships and the school denied a requested "discount" to those students.

AHF submitted in its response there was a transition period with the hiring of a new instructor and a new administrator. AHF stated all classes were held, the subject matter was taught, the tests were given and the feedback was positive from each of the students. The School of Cardiac Ultrasound met its' teaching objectives for the students. The school offered refunds for those students who did not want to wait for the four months it took to find a new instructor.

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

- C. #13-S004 Lamson College:**
Institution: Dino Meyer, Campus Director
Complainant: S.M. (Telephonically)

Mr. Blanchard summarized the complaint stating staff received a complaint from S.B. who alleged Lamson College failure to place her into a part-time externship during her enrollment, which ended in 2010. S.M. communicated with Lamson that a full-time externship would be difficult due to her work schedule.

The institution stated they had made numerous attempts to send S.B. to a part-time externship, but made it clear early in her program that student needed to attend a full-time and day-time externship. S.M. last date of attendance was March 22, 2010. On this date, S.B. contacted the school stating she knew she could come to class and she unable to accept externship due to work schedule. Lamson dropped S.B. for attendance violation.

It was noted that Lamson is currently in a teach-out and will complete the teach-out December 2012. Lamson has continued to communicate with staff regarding its status.

During the assessment of the complaint, Mr. Meyer was asked if there were any options for S.M. to retake any classes to allow her to attempt to get S.M. into an externship. Mr. Meyer agreed and said he would work with S. M. through the Tucson campus.

ACTION: Finding no violations of Statute or Board rules that govern postsecondary schools, Ms. Leonard made a motion to dismiss the complaint and noted Lamson would attempt to accommodate S.M. in getting an additional opportunity to complete her Medical Billing and Coding Program. Mr. Damore seconded the motion. **Motion Carried.**

**D. #13-S014 University of Phoenix
Institution: Austin Rhodes, Stephanie Neuhring
Complainant: S.M.**

Mr. Blanchard summarized the complaint stating on September 20, 2012, the State Board received a complaint from student S.M. In her allegation, she stated the University of Phoenix withdrew her from her LPN-BSN Nursing Program for a second failure. S.M. did submit her appeals and completed each step and her request to re-enter the program was denied.

University written policy states student in the LPN to BSN program will be placed on scholastic disqualification if a minimum grade of "C" (2.0) is not attained in the following clinical or assessment courses. "C-" or lower is not acceptable for the clinical or assessment courses. The courses can only be repeated one time. Students are allowed to repeat only a total of two (2) foundation or nursing courses in the required course of study; if unable to pass, students will be expelled from this program.

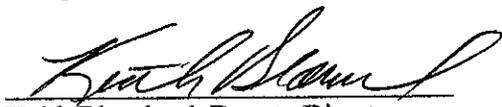
HCS 250, HCS 260, PSY 280, NUR 300, NUR 310, NUR 315, NUR 315L, NUR 320, NUR 330, NUR 335, NUR 340, NUR 345, NUR 464PN, NUR 467PN, NUR 471PN, NUR 473PN, NUR 482, NUR 499.

ACTION: Ms. Leonard made a motion to dismiss the complaint and finding no violations. Ms. Leonard did ask the University to re-visit this situation to determine if there were any additional options to help the student. Mr. Damore seconded the motion. **Motion Carried.**

V. CALL TO THE PUBLIC: N/A

VI. ADJOURNMENT: 2:30 P.M.

The December 11, 2012 Complaint Committee Minutes were approved at the January 24, 2013 Complaint Committee meeting.



Keith Blanchard, Deputy Director