

Student Complaints Log 12'

7-1-2011	12-S001	Penn Foster College	G.T.	Termination from program S.A.P.	9-22-11 Complaint Committee found no violations and dismissed the complaint
7-5-2011	12-S002	Penn Foster College	A.A.	False/Misleading advertisement re: books & fee's	9-22-11 Complaint Committee deferred action to allow Penn Foster and A.A. to come to a mutual resolution. 12-13-11 Complaint Committee dismissed the complaint for A.A. for failure to communicate with the school. The committee found in the investigation concerns with inconsistent published material in its online and hard copy material. The committee issued a letter of concern for failure to provide updated and accurate information in its published material
7-10-2011	12-S003	Grand Canyon University	C.S.	Grade dispute	9-22-11 Compliant Committee found no violations and dismissed the complaint
8-1-2011	12-S004	Grand Canyon University	F.M.	Terminated, FM to complete 2 nd appeal at GCU	9-22-11 Complaint Committee deferred action until appeals process is completed. 3-22-12 Complaint Committee found no violations and

					dismissed the complaint
8-22-2011	12-S005	Brown Mackie	D.F.	Title IV charges, Pell Grant charges, harassment, misleading information on student portal, externship issues	12-13-11 Complaint Committee forwarded the complaint to the State Board for review and requested additional information on externships. 1-26-12 Board Meeting, the members issued a letter of concern regarding solicitation practice and disclosure practices; requested the school allow the student the opportunity to complete her last class and allow her to obtain entrance into an externship that will not require a back ground check
8-28-2011	12-S006	Lamson College	J.W.	Terminated from externship – 3 attempts	9-22-11 Complaint Committee found no violations and dismissed the complaint
9-12-2011	12-S007	Pima Medical Institute	A.V.	Misleading recruitment practice (Visa issues)	12-13-11 Complaint Committee voted to forward the complaint to the Board for review. 1-26-12 State Board found the school failed to disclose to the student issues in gaining employment as a nurse upon graduation with her current visa status. The Board asked the school to agree to a consent agreement and refund all the tuition to the

					<p>student. PMI has appealed the Board's determination. 9-27-12 Board meeting, members voted to allow the school to determine if it will attempt to come to a mutual resolution and requested an update at its next meeting.</p> <p>October 25, 2012 Board meeting the members voted 4-2 to dismiss the complaint.</p>
9-20-2011	12-S008	ITT Technical Institute	C.F.	SAP Issues and Termination	12-13-11 Complaint Committee found no violations and dismissed the complaint
10-17-2011	12-S009	AZ Medical Training Institute	R.B.	Externship issue and refund calculation	12-13-11 Complaint Committee found no violations and dismissed the complaint. The committee did instruct AMTI to disclose all agreements to students at time of enrollment 12-19-11 RB appealed the CC decision 1-26-12 Board determined RB not a party, lacks jurisdiction to appeal
2-16-2012	12-S010	Prescott College	D.D.	Wrongful Termination, Student Teaching prior to program completion	6-26-12 Complaint Committee voted to forward the complaint to the Board for review and requested Prescott College and

					<p>D.D. continue to communicate and attempt to come to a mutual resolution.</p> <p>8-23-12 The Board reviewed the complaint. Prescott College would allow D.D. to complete his B.A. in Teaching degree, but without an I.R. for student teaching. D.D. wanted the I.R. from Prescott College. The Board found no violations and voted to dismiss the complaint.</p>
2-8-2012	12-S011	University of Phoenix	S.P.	Financial Aid – Return to Title IV calculation	3-22-12 Complaint Committee found no violations and dismissed the complaint
1-16-2012	12-S012	Northcentral University	D.W.	Student wanted her DBA classes converted to allow her a MBA	3-22-12 Complaint Committee found no violations and dismissed the complaint
3-21-2012	12-S013	Bartending & Casino College	L.S.	Refund and cancellation policy	6-26-12 Complaint Committee voted to Issue a Letter of Concern for lack of Management Capability and failure to respond to staff's request for information
4-12-2012	12-S014	Bartending & Casino College	A.A.	72 hour cancellation policy and refund	6-26-12 Complaint Committee voted to Issue a Letter of Concern for lack of Management Capability and failure to respond to staff's request

					for information
5-9-2012	12-S015	Northcentral University	T.B.	Failure to comply with grievance policy timeline, instructor communication requirements.	6-26-12 Complaint Committee found no violations and dismissed the complaint (Mutual solution better NCU and complainant)
5-10-2012	12-S016	Northcentral University	A.B.	7-year policy to complete the program	6-26-12 Complaint Committee found no violations and dismissed the complaint (Mutual solution between NCU and complainant)
4-19-2012	12-S017	Grand Canyon University	D.P.	Failure to disclose charges and fees, Financial Aid misuse.	6-26-12 Complaint Committee voted to defer action to next meeting and requested the school and student attempt to come to a mutual resolution. 9-27-2012 Complaint Committee meeting, GCU and D.P. reported that each party came to a mutual resolution and the committee voted to dismiss the complaint.
5-18-2012	12-S018	Grand Canyon University	B.N.	Basketball Scholarship/Issues/GPA/FA	9-27-2012 Complaint Committee voted to defer matter until December 11, 2012 Complaint Committee meeting for further review of statute of

					limitation question.
6-10-2012	12-S019	Grand Canyon University	I.S.	Satisfactory Academic Progress in a Masters in Nursing Program (3.0 GPA required)	6-26-12 Complaint Committee found no violations and dismissed the complaint