

ARIZONA STATE BOARD FOR PRIVATE POSTSECONDARY EDUCATION  
1400 West Washington St., Conference Room B1  
Phoenix, AZ 85007

**COMPLAINT COMMITTEE MEETING MINUTES**  
**June 26, 2012**

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 – 1:32 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 1:32 P.M.

**II. MINUTES:**

Upon review of the minutes, Mr. Tharp made a motion to approve the minutes of the June 26, 2012 Complaint Committee meeting as submitted. Ms. Leonard seconded the motion.  
**Minutes approved**

**III. DETERMINATION TO OPEN A COMPLAINT:**

**Le Cordon Bleu College of Culinary Arts – Determination to open a complaint**  
Show Cause Order - ACCSC

Mr. Blanchard submitted a report stating Le Cordon Bleu College of Culinary Arts received a Show Cause Order from ACCSC.

**ACTION:** Mr. Tharp made a motion to open a complaint for monitoring the situation and instructed the institution to submit any updates of report to staff. Ms. Leonard seconded the motion. **Motion Carried.**

**IV. STUDENT COMPLAINTS**

**A. #12-S010 Prescott College**  
Complainant: D.D. (Telephonically)  
Institution: Rich Lewis

Complainant D.D. filed a complaint against Prescott College on February 16, 2012. In his complaint he alleged unfair practices, false statements, which included the main issue of expulsion from Prescott College for alleged violations of student code of conduct (student teaching without institutional approval). Prescott College states D.D. is a liability concern and Prescott College's relationships with schools are at issue because D.D. failed to go

through the proper channels and complete all approvals before student teaching is approved by the school.

**MOTION:** After discussion and review of the information, Dr. Noone made a motion to refer the matter to the State Board at its meeting in August and requested the complainant and Prescott College to continue attempting to come to a mutual resolution. Glen Tharp seconded the motion. **Motion Carried.**

**B. #12-S013 Bartending & Casino College**  
Complainant: L.S.  
Institution: Rex Skaggs

Mr. Blanchard introduced this complaint stating L.S. began class on January 28, 2012 to February 11, 2012, alleging the school was short staffed, canceled classes, re-scheduled classes and failed to show up for other classes. L.S. requested a refund, but it was denied. L.S. did cancel the credit card charge for the tuition and therefore was only out-of-pocket the \$25.00 for playing cards. Mr. Skaggs stated that no refund was warranted because the student had started the program and pursuant to the refund policy, no refund would be required. Mr. Skaggs further states that the complainant had requested numerous schedule changes that the school attempted to accommodate.

**MOTION:** After discussion and review of the information, Mr. Tharp made a motion to issue a Letter of Concern regarding management capability. Ms. Leonard seconded the motion. **Motion Carried.**

**C. #12-S014 Bartending & Casino College**  
Complainant: A.A. (Did not appear)  
Institution: Rex Skaggs

Mr. Blanchard introduced the complaint stating the complainant allegedly withdrew from the Bartending & Casino College within the 72-hour cancellation notice and requested her \$100.00 deposit. Rex Skaggs stated the refund was not warranted because the cancellation did not come prior to the 72-hour cancellation requirement. The only information submitted by the school was a letter dated May 24, 2012 from Mr. Skaggs stating A.A. received her refund and agreed to drop any complaints, grievances or disputes.

**MOTION:** After discussion and review of the information, Mr. Tharp made a motion to issue a Letter of Concern regarding management capability. Ms. Leonard seconded the motion. **Motion Carried.**

**D. #12-S015 Northcentral University**  
Complainant: T.B.  
Institution: Clinton Gardner, Patricia Phillips and Janet Booker (Telephonically)  
Ms. Leonard Recuse

Mr. Blanchard introduced the complaint stating the complainant is a doctoral student at NCU. She submitted her concept paper for DIS9323E for review by her committee. When the required 5 days passed for her to receive the feedback, she was told that a "committee member" was commencing the review. T.B. did not get any feedback until 16 days. Students are required to submit work weekly and without the timely and necessary feedback, it is not possible to be successful.

Prior to the review by the committee, staff was contacted by T.B. regarding the resolution she requested from the NCU. She stated she accepted the resolution and received all of the restitution she had sought.

**ACTION:** Mr. Tharp made a motion to dismiss the complaint with no violations. Dr. Noone seconded the motion. **Motion Carried.**

**E. #12-S016 Northcentral University**  
Complainant: A.B.  
Institution: Clinton Gardner, Patricia Phillips and Janet Booker (Telephonically)  
Ms. Leonard Recuse

Mr. Blanchard introduced the complaint stating A.B. was terminated from his doctoral program because he had reached the 7- year maximum timeframe in completing the program and his mentor was not qualified to chair his committee. The complainant submitted his appeals of the termination and his final request for an extension was denied. NCU stated in its submission to the allegations in this complaint that A.B. has not filed a formal grievance.

During the review at the Complaint Committee meeting, NCU made an offer to A.B. that would give him one additional year to complete the program. A.B. accepted the offer.

**ACTION:** Mr. Tharp made a motion to dismiss the complaint with no violations. Dr. Noone seconded the motion. **Motion Carried.**

**F. #12-S017 Grand Canyon University**  
Complainant: D.P.  
Institution: Brian Roberts, Jennifer Lech, Sarah Boeder

Mr. Blanchard introduced the complaint stating that during D.P.'s enrollment, he requested that he would have no out-of-pocket expenses and would have all financial aid validated, verified and approved. He stated the appeal of tuition after withdrawal not handled based on the Student Handbook. He requested all information "transparent."

GCU denied all the appeals to waive D.P.'s tuition. GCU offered D.P. if he was to come back to school. GCU stated the student's balance is due to the student's withdrawal, on January 31, 2012, the second day in the fourth week of the semester. This is after the three- week refund period. Therefore, the balance was created, in whole, by the student's action of withdrawing. The student was informed that his withdrawal would create a balance. The student asked if there was any appeal process. It should not have been the student's expectation that filing an appeal would lead to dismissal of the balance. The campus staff offered a reasonable resolution to the student. When the student returned in fall 2012 or spring 2013 and completed that semester, the balance accrued from the student's withdrawal would be waived. While the student originally agreed, he since changed his mind. Therefore, the balance stands. Although it was longer than the 15 business days the University attempts to issue a decision, the one extra business day was not extensive and did not create any undue hardship on the student in this matter.

**ACTION:** After discussion, Dr. Noone made a motion to defer action until the next complain meeting and urged the school to come to a resolution with D.P.'s request. Me. Leonard seconded the motion. **Motion Carried.**

**G. #12-S017 Grand Canyon University**  
Complainant: I.S. (Telephonically)  
Institution: Brian Roberts, Jennifer Lech, Sarah Boeder

Mr. Blanchard introduced the complaint from I.S. The complainant was a student in the Post-Master of Science in Nursing: Family Nurse Practitioner Certificate (FNP) program. The student was terminated after her GPA had dipped below the required 3.0 GPA.

GCU submitted a timeline regarding the SAP policy pertaining to the complainant. I.S. was placed on probation on 10/12/2010 with a GPA of 2.8. She was placed on suspension on 5/9/2011 with a GPA of 2.89. I.S. was approved for reinstatement on 9/14/10 and was given 12 credits to raise her GPA above 3.0. I.S. registered for her first course under probation on 10/14/10 and earned 3 B's (courses outlined below) during the probation period which did not raise her GPA above 3.0. Student's GPA was 2.91. I.S. was placed on Expulsion on 10/27/11 with a GPA of 2.91.

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

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

**V. ADJOURNMENT: 3:00 P.M.**