

Non-Student Complaints Log 13'

9-23-2012	13-NS500	Performance Training Institute	State Board	PTI received a Show Cause order issued in September 2011, which included concerns that the Arizona operation is more than a call center. The commission stated that the following in its report: "a significant portion of the school's operation, education support services and administration are carried out in Scottsdale, Arizona."	9-27-12 Complaint Committee voted to open a complaint and monitor the Show Cause issued by ACCSC. 6-26-13 The State Board determined to close the Complaint due to the closure, teach-out and proper handling of student records. The Board understands that Diablo Management Group will continue to assist the students of PTI and any requests of the State Board until December 31, 2013.
10-25-2012	13-NS5001	Classic Cooking Academy	State Board	ACCET Show Cause	10-25-2012 Board meeting reviewed the ACCET Show Cause Order placed on CCA and voted to open a complaint and monitor the situation.
12-3-2012	13-NS502	Vocational career Institute, School of Masonry	J.O. and M.O.	Complaint was submitted by M.O. a student who completed the program and his brother who co-signed a Sallie Mae loan, stating the school's poor program and requested a refund under STRF	12-11-12, Complaint Committee voted to dismiss the complaint for lack of jurisdiction. The school closure and the student successfully complaint the program.
2-9-2013	13-NS503	University of Advancing Technology	Anonymous	Complaint in email form only from an anonymous complainant,. The complaint questioned the degree completion of J.P. and changes in the school's catalog that changed degree requirements.	6-27-13 Complaint Committee found no violations of Statute and Board rules and voted to dismiss the complaint.