

**Student Complaint Log
Westwood College - Chicago Loop
FY 05-06**

Date of Complaint	Student Name	Program	Method of Complaint	Student Phone #	Date of Ack Letter	Description of Complaint	Follow up/Comments	Current Status	Date Resolved	Cost	Final Comments
2/1/2005	no complaints for January										
9/30/2005		GD-Night	To the DFA, DSS, and ED			<p>originally enrolled for the Animation night program in August of 2003. The program was cancelled due to attrition of other Animation night students and low enrollment in subsequent terms. However, had been charged 37,000 for the 29,000 program due to having taken classes for the Animation program that were not required for the GD program. feels this is unfair and should be refunded back to her since it was no fault of hers that the Animation night program was cancelled. Additionally, was upset with how she was treated by the DFA. Redacted by so she got the DSS and ED involved</p>	<p>The ED has decided to not charge for the August 2005 or the October 2005 terms. While, feels that additional loan money should be re-imbursed to her, she is currently satisfied with the resolution. Pending Reimbursement</p>	Closed	12/15/2005		has since graduated from Westwood College with her Associates in Graphic Design
10/25/2005		CJ-Day	Via e-mail to ED, DOE, DOA and Program Director			<p>was dropped from her program due to her lack of attendance during the August 2005 term. received a final bill in the mail (which she felt was not very clear) because of her dropped status and expressed anger via e-mail about how she felt she was treated, the lack of communication of the Chicago Loop campus, the fact that she had not been contacted to re-enter before receiving the bill, and she complained about accreditation concerns. A copy of complaint is on file with the Director of Student Services.</p>	<p>Our D.F.A. is currently working with to resolve her concerns and questions regarding her bill. Jim is also working to get the detailed billing statement that has requested to her current employer (for tuition reimbursement purposes.)</p>	Closed	11/1/2005		
11/30/2005	N/A	N/A	N/A			<p>There were no complaints for the month of November, 2005.</p>	N/A				
12/2/2005			E-mail complaint to DSS			<p>Redacted felt that Admissions support staff member, was extremely rude to him when he was attempting to get his parking ticket validated on 12/1/05.</p>	<p>The complaint was shared with direct manager, addressed the situation with.</p>	Closed	12/2/2005		
12/5/2005			Verbal complaint to both DSS and ED			<p>feels that when he enrolled, he signed an enrollment agreement stating that he was a Monday, Wednesday, Friday student. However, for the past two terms, has been scheduled for additional classes on Tuesdays, Thursdays, and Saturdays. He feels this was not something he agreed to do.</p>	<p>met with the DSS and his program director, . He feels better about the additional classes for the January 2006 and will work in future terms to ensure he does not have Tuesday, Thursday, Saturday classes.</p>	Closed	1/6/2006		

Student Complaint Log
Westwood College - Chicago Loop
FY 05-06

Date of Complaint	Student Name	Program	Method of Complaint	Student Phone #	Date of Ack Letter	Description of Complaint	Follow up/Comments	Current Status	Date Resolved	Cost	Final Comments
3/1/2006		CNE	Letter to ED			_____ was upset because her CNE instructor was threatening to leave during the middle of the term due to 'unfair practices' in the education department related to teaching. _____ wrote a letter complaining about the fact that she and her classmates might lose another instructor in the middle of the term.	The CNE instructor in question resigned mid-term. A replacement (from CHD) was found the same night, and the class did not go uncovered.	Closed	2/26/2006		The student remains in class and seems happy with current instructor.
4/1/2006	No complaints for March	N/A	N/A			N/A					
4/3/2006		N/A	Verbal complaint to DSS/FA			_____ did not sign a verification document for FA purposes before she dropped from school. Because of this, all needs-based funds collected while she was a student had to be returned (based off of a finding from a verification audit), causing her owed balance to the school to increase. _____ does not feel she should owe the school this money because we did not have her sign this document.	DSS/FA and Business Office manager spoke with student on several occasions. This student feels better about the situation.	Closed	5/2/2006		
4/28/2006		CJ	Email complaint			_____ felt she was harassed by security guard because she brought her daughter to school with her.	DOE spoke with student and security guard.	Closed	4/28/2006		no further incidents with this student or security guard.
5/12/2006											
5/17/2006											
7/1/2006	N/A	N/A	N/A	N/A	N/A	No formal complaints	No formal complaints	N/A	N/A	N/A	N/A

**Student Complaint Log
Westwood College - Chicago Loop
FY 05-06**

Date of Complaint	Student Name	Program	Method of Complaint	Student Phone #	Date of Ack Letter	Description of Complaint	Follow up/Comments	Current Status	Date Resolved	Cost	Final Comments
7/7/2006		Animation	Verbal complaint to Senior NSA		N/A	<p>Redacted would like to get clarification on his situation with Financial Aid. He claims that since he started at this campus (he is a prior grad of CHD) he received an award letter for \$30,000 and a career training loan for \$6,200 which has been dispersed. He spoke with Salle Mae recently and found that all his loans were consolidated under his SS#. He is now being told by the CHL FA Department that he will need to take out a Parent Plus loan and/or a Westwood Loan to cover a bill that he is getting from the school. He was told that he is now eligible for the Parent Plus Loan (for which he was denied before) because Salle Mae does random checks of his status. Redacted contacted Salle Mae and they told him that they never run checks without the borrower's consent. He was advised by Salle Mae to refrain from signing anything else and taking out anymore loans until he finds out what is going on.</p>	<p>Redacted met with Redacted (SNSA) and Redacted (FAA) and discussed the details of his situation at 4:30p.m. on Wednesday, 7/12/06. The following action items resulted: Redacted will continue to call Salle Mae to get his loan situation corrected. Redacted will work with the registrar to have Redacted graduation date revised and updated in CLASS. Redacted and Redacted will meet again on Friday 7/14 to review his FA package and accurately predict how much financial assistance Redacted may need.</p>	Closed	7/20/2006		Redacted got all his questions answered after meeting with Redacted from Financial Aid.
7/10/2006		CJ-Day	Via e-mail to DFA			<p>Redacted gets tuition reimbursement from her employer but has been unable to apply it to the balance with the school because the invoice she received in the past was not broken down to the specifications her employer requires. She sent an e-mail detailing the specifics to Redacted the Director of Financial Affairs at the time and asked that he make the necessary changes to the invoice.</p>	<p>Redacted e-mailed the updated invoice to Redacted and Redacted who is the person in charge of tuition reimbursement at the University Club.</p>	Closed	7/13/2006		
7/12/2006		CJ-Day	Via e-mail to DFA			<p>Redacted e-mailed Redacted by HE the Director of Financial Affairs at the time, regarding a letter her sent multiple times to the campus requesting an invoice for tuition and books. He said that he had spoken with Redacted in the Financial Aid department, Redacted in the Business Office, and Redacted in the Admissions Support desk.</p>		Closed	8/17/2006		Student Payment was received on 8/17/06
7/13/2006		GSD-Night	Phone			<p>Redacted would like to know why his Westwood Finance invoice states a much large amount than what was quoted on his award letter.</p>	<p>Redacted DFA, asked Redacted if she could call him back in the Business Office.</p>	Closed			

**Student Complaint Log
Westwood College - Chicago Loop
FY 05-06**

Date of Complaint	Student Name	Program	Method of Complaint	Student Phone #	Date of Ack Letter	Description of Complaint	Follow up/Comments	Current Status	Date Resolved	Cost	Final Comments
7/13/2006		CNE-Graduate	Phone			as graduate of CHL's CNE program, is getting calls from a collection agency regarding a balance. He was eligible for the Pell grant, but it was never awarded to him. He is now a graduate and it is therefore too late to collect, leaving him with an uncovered balance of \$1699.00. DSS, spoke with ED, and it was arranged that the school would make up the balance since it was not the student's fault. However, continues to get calls from a collection agency.	On 7/13/06, asked if this was taken care of. On 8/1/06, wrote-off the balance and contacted the corporate office to have his name taken out of collections so that he would no longer get calls.	Closed	8/1/2006		
7/13/2006		CJ-Night	Verbal to DFA			approached DFA at the time, regarding a refund check he was expecting on 6/30/06 for \$2,100. said that he spoke with who confirmed that his check should be ready for him by 7/1/06.	e-mailed and asked if the funds would be available for release and if she could walk him and through the process for printing out checks.	Closed	7/18/2006		received his refund check on Tuesday 7/18/06
7/14/2006		CJ-Day	Via e-mail			and his lawyer are questioning his account balance and loan disbursements and are continuously contacting the Associate Director of Business Operations for Alta Colleges.	sent an e-mail regarding this situation to on Thursday June 29th asking if she could scan a copy of his entire FA and BO file and e-mail it to her. On July 13th sent another e-mail to asking if she sent it because she never received anything. responded that she was not in the office due to being in a car accident and was having trouble finding file. On July 14th, DFA and FAD, worked together and sent all documents to.	Closed	7/14/2006		All items were sent to.
7/31/2006		ID-Day	Verbal to DSS			is a new student that was originally written for the October 06 term at the CHD campus but wanted to start at the CHL campus instead. She was on campus on Friday 7/20 and met with DSS, as well as a financial aid representative. She is confused about several things in the registration process. On 7/31, husband called with frustrations and said that may consider canceling.	sent an e-mail to FA, and SS asking for clarification about situation regarding the status of her file, who her FA contact would be, and if she needs to complete FA/testing/POG requirements.	Closed	8/31/2006		DSS, will contact student to inform her that we will no longer be offering her program at our campus for the October term.
8/3/2006		Anim-Day	Verbal To SNSA			was dropped in April 2006 and was attempting to re-enter for the August 2006 term. His complaint was that he had left numerous messages for, in the Business Office regarding his balance and never received an answer.	SNSA, told that she would find out what his balance was and let him know what he would need to pay before being able to re-enter	Closed	8/3/2006		did not follow-through on his Financial Aid requirements and was therefore unable to re-enter for the August 06 term.

**Student Complaint Log
Westwood College - Chicago Loop
FY 05-06**

Date of Complaint	Student Name	Program	Method of Complaint	Student Phone #	Date of Ack Letter	Description of Complaint	Follow up/Comments	Current Status	Date Resolved	Cost	Final Comments
8/4/2006		Mktg-Day	Verbal to DSS			Cory was a SAP dismissal that re-entered for the August 2006 term. He received alternative loans and a personal education loan to cover his tuition which left him a refund. [redacted] says that he spoke with [redacted] several times about getting the refund check, but grew frustrated when according to him "no one knew what was going on" and when he would get his check.	[redacted] DSS spoke with the new Business Office Manager and informed him of [redacted] situation. [redacted] and [redacted] met and discussed that [redacted] needed to sign a financial document before his refund could be released to him.	Closed	8/23/2006		[redacted] received his check from [redacted] Business Office Manager.
8/4/2006		CJ-Day	Phone to DSS			After one term at Westwood, it was determined that [redacted] POG did not meet our requirements and he was dropped. It was arranged that [redacted] grades were to be taken from his record and he was not to be charged. However, federal funding was posted to his account and he has a balance with the school. Now [redacted] has been getting calls from Sale Mae for loans that he took out and he would like to get it all straightened out. He is upset because he feels that he should not be charged for what he is not eligible to get in the first place.	[redacted] DSS sent an e-mail to [redacted] DFA, and [redacted] from the Business Office asking for their help in rectifying his charges.	Closed	8/4/2006		The charges were backed out in the system, & now [redacted] has a credit balance.
[Redacted Row]											
[Redacted Row]											
8/7/2006		CJ-Night	Verbal to DSS			[redacted] was upset because she was asked to bring in her taxes to the Financial Aid department. She felt that she had brought her taxes in several times to [redacted] Financial Aid Advisor, [redacted] Financial Aid Advisor, and the "auditor lady."		Closed	8/31/2006		[redacted] turned in what she needed to the FA department.

**Student Complaint Log
Westwood College - Chicago Loop
FY 05-06**

Date of Complaint	Student Name	Program	Method of Complaint	Student Phone #	Date of Ack Letter	Description of Complaint	Follow up/Comments	Current Status	Date Resolved	Cost	Final Comments
8/14/2006		CNM-Day	Phone			[REDACTED] left a voicemail message saying that this was her second attempt to contact someone about a refund.	[REDACTED] GNSA sent an e-mail to [REDACTED] asking who she could refer to since CHL was without a Business Office Manager at the time. The following day [REDACTED] began and the issue was given to him. [REDACTED] DSS, realized that the \$100 application fee was never posted which is why a refund was never scheduled.	Closed	8/31/2006		[REDACTED] paid with a started check that was never cashed by the school. Although a refund check was out for him, it was cancelled when it was discovered that the original check was never cashed.
8/16/2006		CJ-Day	Verbal			[REDACTED] ED dismissed [REDACTED] because several students said that [REDACTED] was responsible for the graffiti in the 4th floor men's washroom. [REDACTED] complaint is against [REDACTED]. He feels that he was unjustly dismissed and mistreated when he was asked to leave. [REDACTED] mother called the school and was also upset because she felt that her son was the victim of racism.	[REDACTED] DSS invited [REDACTED] and [REDACTED] to meet with her and discuss her concerns. The outcome was [REDACTED] would take a few days of temporary suspension and then return to class.	Closed	8/18/2006		[REDACTED] decided that he did not want to come back to school at CHL because he felt that he would not be given a fair chance.
8/22/2006		CJ-Night	Verbal to ED			Lise was frustrated because according to her she was promised a refund by [REDACTED] a couple of weeks prior and had still not received it. She asked for the corporate complaint phone number because she felt she was being "given the run around."	[REDACTED] ED, asked [REDACTED] to follow up with him in a couple of days. In the mean time [REDACTED] Business Office Manager also spoke with [REDACTED] and immediately processed her request.	Closed	8/25/2006		The check was cut by corporate [REDACTED] on Thursday, 8/24 and sent to CHL for [REDACTED] to pick-up.
9/1/2006	N/A										
9/7/2006		CJ-Night	Verbal complaint to SNSA			[REDACTED] came in on 9/8/06 to drop from school because she felt that she could not afford it. He complaint was that she felt that she was never given proper answers to her questions from Financial Aid. She felt that she was not well informed of her loan package and wished that she would have know what her payments would have been sooner.		Closed	9/8/2006		Student said that she could not afford any month payment and dropped.

**Student Complaint Log
Westwood College - Chicago Loop
FY 05-06**

Date of Complaint	Student Name	Program	Method of Complaint	Student Phone #	Date of Ack Letter	Description of Complaint	Follow up/Comments	Current Status	Date Resolved	Cost	Final Comments
9/13/2006		ISS-Day	Verbal complaint to SNSA			<p>was frustrated with the Financial Aid Department. He applied for an alternative loan at the end of July and could not get any answers as to the status. He says he left several messages on voicemail (Director of Financial Aid) and never received a call back. He talked with (DSS) to see if she could help. asked to give a call back as well, but he says that never got in touch with him.</p>	<p>(SNSA) walked Franco to the Financial Aid Department. She told the background and that needed to speak with someone. He met with an advisor but was still unable to get a definite answer on his loan. He went in the Business Office and she was able to tell him the status and that he needed to fax some information to Sally Mae.</p>	Closed	9/18/2006		