

**Student Complaint Log
Westwood College Online (WOL)
FY 2007**

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
No Complaints for October 2006											
NOV 16TH		CNE	Letter		11/14/2006	Refund request for student that cancelled application and requested refund and not processed in a timely fashion. Letter sent to BBB to remedy.	Student received full refund of \$100 delivered to him via Fed Ex on 11/9 at 3:40 pm	Closed	11/9/2006	\$100 refund	N/A
DEC 6TH		GD	E-mail		12/9/2006	Basically what is happening is I am requesting a refund on an Audio/Video course (a copy of the email explaining this to my student advisor follows this) and requested to drop the 3D class I was taking this semester because I was not getting responses from my instructor and am so busy I just didn't have time to wait and fell behind. I however, today I received an email from a lady named [redacted] stating that because I have not posted in 14 days that I would be dropped from the class. Yet, I already requested to be withdrawn. There is so much miscommunication and as I stated before, I have been trying to keep up with what is going on but I really didn't know how many people I was supposed to inform of my requests, except my student advisor.	This student was issued a 300 credit to her account for books/software. She has agreed to this and is returning for the upcoming term to complete her degree. Her problems with her professor and student advisor were really more of a failure on her part in not communicating and when I spoke to her she did not want to pursue either of these complaints. Everything has been resolved	Closed	12/9/2007	300\$ refund	N/A
DEC 14TH		GAD	Letter		12/14/2006	Student had issues with Accreditation and what she feels she was told and what the program would provide for her as far as becoming an expert in are and design field. She had computer problems also and she felt WOL was to blame for those problems.	After reviewing all communications between Advisor, Program Director and Instructor, as well as the contradictory statements by student, we concluded numerous attempts made to student to try to remedy all problems she experienced.	Closed	12/14/2006	None	N/A
No Complaints for JANUARY 07											

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FEB 18TH		GSD	Letter		2/20/2007	I went from being a Dean's List student to someone who couldn't figure out what was going on and looked to my instructor and tutors for help. The Intermediate Programming class was so utterly disorganized that neither the instructors, nor the tutors knew what was going on. For the class to skip around chapters in the book and to assign homework from chapters that haven't even been covered yet just proves that this class was not thought through or planned out properly. In fact the class requirements were changed upon my departure which was too little too late for me. I discussed my disgust in the program with the Assistant Program Director [REDACTED] who's only offering to me was to take the class again next quarter assuring me that it would not be this disorganized again. Needless to say for me this was not and is not sufficient enough.	Student was contacted by Education Department to address complaint and resolution to give refund was concluded. Student had already dropped from school on 2/7.	Closed	2/20/2007	\$ 2,138	N/A
No Complaints for MARCH 07											
No Complaints for April 07											
MAY 27TH		WD	F-mail		6/4/2007	Student had been charged online course fees and this was not communicated to her when she decided to leave the school	Student was contacted by Redacted that we were waiving balanced owed of 546.17	Closed	6/4/2007	\$ 546	N/A
MAY 7TH		CNE	Letter		5/15/2007	Student received errant bill that should have been covered under Sallie Mae as well as other Federal Loans after Graduation.	Student was contacted and it was conveyed to him that there was WOL error made and that the balance of 743.11 was not owed.	Closed	5/15/2007	\$ 743	N/A
MAY 25TH		GSW	Letter	None	5/25/2007	Student had never received a cost breakdown and was wanting something in writing reflecting line item charges.	Cost break down sent to student.	Closed	5/25/2007	None	N/A
MAY 1ST		GAD	Letter	None	5/1/2007	Student had issue with coverage of tuition and not being able to receive additional FA backing that would supplement his over all costs. He is upset there is now balance due where as he was not contacted until much later after he left the school to pay bill.	Director of Financial Operations has been in contact with [REDACTED] and has tried to resolve dispute although [REDACTED] had another pressing matter he needed to address and we respected his time and waiting for resolution.	Closed	5/24/2007	None	N/A
MAY 10TH		GSW	Letter		5/24/2007	Student had issue with not being able to return to school and had not made any payment at all since inception. He is unable to comeback since he has not met the minimum requirements.	Letter sent to student to reiterate the minimum requirements for him to adhere to to comeback.	Closed	05/26/07	None	N/A
NO COMPLAINTS FOR JUNE 07											
JULY 15TH		GSD	E-mail		7/15/2007	Student had issue with Accredibility and the transfer of his credits	Conveyed to student the Enrollment Agreement that he signed and the Catalog clearly states the governing body and the disclosure that all schools may not accept transfer credits	Closed	7/15/2007	None	N/A

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JULY 17TH	X	GSD	E-mail	X	7/17/2007	Balance complaint	Provided detailed bill with line item explanation.	Closed	7/17/2007	None	N/A
JULY 23RD		CJ	E-mail		7/23/2007	Balance complaint	We adjusted the students account to reflect owing \$553.	Closed	7/23/2007	None	N/A
JULY 25TH		BS-ACCT	E-mail		7/28/2007	Student needed cost breakdown and billing	No adjustments have been made, an account summary has been provided	Closed	7/28/2007	None	N/A
AUC 14TH		GAD	E-mail		8/14/2007	My complaint is after attending Westwood College Online for almost 2 years, the complaints are as follows: -10 student advisors/financial advisors, nobody of help except my last advisor. -Horrible education through this school. They have several problems with their education, online system and grading. -Though I have complained, none of my advisors except my last one even bothered to write me back about it. -They do not help you with financial aid. -I have 36,000 dollars in loans, I want repaid back to Sallie Mae. -After speaking to my advisor she advised me to contact A. Redacted by whom worked in the refund department. After 2 weeks now of playing phone tag back and forth just to get an answer about my refund, I finally got "The education is beneficial here" I have both emails, complaints and even screenshots that show I am not the only one dissatisfied.	In August of 2006 [REDACTED] complained she was frustrated by the number of FA advisors. This complaint was made when a Financial Aid Advisor contacted her to help her complete her 06/07 FAFSA. We have no other documentation that [REDACTED] complained to an advisor about the quality of her education until July 31, 2007.	Closed	8/27/2007	None	N/A

