

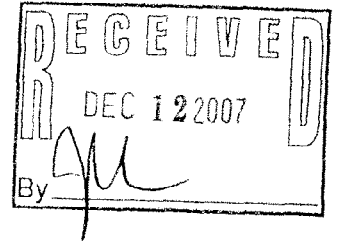
LAW OFFICES
Bishop, Cunningham & Andrews, Inc. (P.S.)

MAILING ADDRESS
Box 5060, West Hills Station
Bremerton, Washington 98312

Redacted by HELP Committee

JOHN A. BISHOP
GARY A. CUNNINGHAM
JOHN C. ANDREWS

DAVID B. GATES
J. SCOTT BOUGHER



December 4, 2007

Redacted by HELP Committee

Campus President
The Bryman School of Arizona
2250 W. Preoria Avenue, Suite A-100
Phoenix, AZ 85029

Re: Redacted by HELP Committee
Student No.: 052HA48527

Dear President ^{Redacted by HELP Commi} :

^{Redacted by HELP Committee} and her mother ^{Redacted by HELP Committee} were grateful to receive ^{Redacted by HELP Com}'s Associate of Science Degree from The Bryman School which was dated November 15, 2007, the day my legal assistant ^{Redacted by HELP Committee} called your office enquiring as to why it had not been sent.

That being said, ^{Redacted by HELP Comm} and her mother are very unhappy with the treatment ^{Redacted by HELP Comm} received throughout her schooling and leading up to the call by Ms. ^{Redacted by HELP Committee}. Prior to that time, calls by both ^{Redacted by HELP Comm} and her mother to the school were being ignored. Even Ms. ^{Redacted by HELP Committee} was told that ^{Redacted by HELP Comm} had not sent in all the documentation which was needed and that it would take a few weeks for the certificate to be completed after the documents had been sent. Obviously, the documents were already there as my clients had told us.

I listened for over half an hour to a steady stream of complaints that ^{Redacted by HELP Comm} had with her experience at The Bryman School and to detail all of them would take many pages. I do, however, want to discuss some of them so that you will have an understanding of her unhappiness. I understand that you have only recently taken over as president and I hope that you will be able to rectify some of the problems which appear to be systemic, at least in the surgical technologist program.

^{Redacted by HELP Com} commenced her schooling at Olympic Community College in Bremerton but wanted to go to school in Arizona so she explored the possibilities of receiving her medical training in Arizona. Apparently you have a good website; however, it did not go into much detail about the surgical technologist program. ^{Redacted by HELP Commi} contacted the school and one ^{Redacted by HELP Committee} from the student placement office, told ^{Redacted by HELP Comm} that he was not allowed to give her any information about the program or tuition over the phone and that she would have to fly to Phoenix in order to obtain this information. She did that and,

OFFICE LOCATION - 3330 KITSAP WAY, BREMERTON, WASHINGTON

2AEG-HELP-05-00000106

upon arriving at the school, was told by another employee that she did not have to fly down there to get that type of information.

When her classes began she was required to change classes after only a few days and was not able to take them in a logical order. That is, she had to take the surgical technologist cases at the beginning, and then the last four months or so she took the general education courses. As a result, she was out of step with the other students in her group. Oftentimes she was tested by herself and by instructors other than the ones who were testing her classmates.

The turnover of staff was constant and program managers and coordinators were generally unavailable.

One of the things that attracted her to Bryman was its claim that she could take her externship almost anywhere in the country or even out of the country. When it came time to actually apply, she had decided she would rather stay in Arizona. She was told that was not possible. She then elected to go to a hospital outside Boston in a community where she had friends and relatives. At the last minute she was told that was not possible. In the end she wound up having to find an extern position in Bremerton at Harrison Medical Center. Washington requires 500 hours and, apparently, Arizona only requires 320 hours. After starting at Harrison she was told that the school would not deal with an institution that required 500 hours. At this point, Bryman told her that she could return to Arizona for the last two weeks, but that was too expensive to fly back and find residential accommodations for only two weeks. Ultimately, she was able to locate a position at Stevens Health Care near Everett, Washington, but had to take a menial position cleaning instruments.

Then there was the difficulty in obtaining her Associate of Science Degree. The office was always either losing paperwork or claiming they had never received it. In the end they wouldn't return telephone calls to either Andrea or her mother.

Andrea does not feel she received the education she expected. There were too many students in class and very few lectures. They would just be handed packets of information to read. When they did their lab work there were not enough instructors or facilities so often students would only stand around and watch.

When it came to job placement, there were many promises initially, but by the time it came time to actually get the job, the school only offered "hints" such as, "go look at websites." She had to find a job totally on her own.

December 4, 2007
Redacted by HELP Committee

Page 3



The conditions at the school were disorganized and disruptive, and it was very difficult to learn. It was a very stressful and emotional time for her and she often considered leaving. The problem was that she had paid a substantial tuition and would have forfeited it had she left. She told me that many other students in the surgical technologist program were also as unhappy as she was. It appeared that many of the problems that they were having did not seem to exist in other programs.

At this point, she has paid over twenty-three thousand dollars (\$23,000.00) in tuition and still has a loan balance to pay of approximately fifteen thousand dollars (\$15,000.00). Due to the many misrepresentations and inadequacies of the program, we feel it is only right that the school return all or a substantial portion of her tuition to her.

Please let me know if you are willing to give her some compensation or whether we will need to refer this to an appropriate firm in Arizona to pursue the matter further.

Very truly yours,

Redacted by HELP Committee

GAC/dr 
Cc.: Redacted by HELP Committee 

2AEG-HELP-05-00000108